



# Launching a Powerful Ambulatory Legacy System Strategy

Innovative partnership paves the way for successful Epic installation across multiple ambulatory sites.

Saint Luke's Health System (SLHS) selected Parallon Technology Solutions (PTS) to manage a host of legacy applications, including an enterprise EHR, as it upgraded its ambulatory groups to the Epic information system. Parallon Technology Solutions' strategic and cost-effective legacy support model resulted in a faster, seamless transition to Epic for the Kansas City, Missouri-based integrated delivery system.

## CLIENT

Saint Luke's Health System

## FACILITY TYPE

Not-for-profit  
Locally owned  
Faith-based health system  
100 Clinic Locations  
300 Physicians

## LOCATION

Kansas City, Missouri

## CHALLENGE

After upgrading 10 hospitals to Epic, Saint Luke's Health System was ready for Phase 2 of the project, which involved launching the new IT system across more than 100 ambulatory sites. SLHS, however, had transitioned all IT staff onto the Epic implementation and chose to partner with a vendor to manage multiple, complex legacy applications.

The faith-based system needed to bring on a partner highly proficient in supporting a vast legacy platform with disparate applications and varying product lines. One major caveat: SLHS wanted a single-partner solution to avoid the hassle of managing several vendors. Moreover, it was critical to deliver the same quality results and superior customer service to which clinical staff were accustomed so that SLHS could focus exclusively on the Epic implementation.

## HOW WE HELPED

Parallon Technology Solutions first partnered with Saint Luke's Health System when it transitioned to the Epic-based hospital information system, successfully managing its inpatient legacy applications.

SLHS tapped PTS' high-performing team again to help accelerate the ambulatory upgrade to Epic. PTS supported a host of legacy systems and applications, managed client relationships, optimized workflows, and delivered physician training. The collaboration included three key components:

- 1. Comprehensive Legacy System Support.** PTS took over Tier 2 support for SLHS's legacy ambulatory systems as it migrated to Epic. PTS managed a fully paperless EHR suite, practice management systems, a patient portal, various clinical applications, and numerous physician billing services applications. It also helped configure the EHR suite for Stage 1 and Stage 2 Meaningful Use.
- 2. Strategic Managed Services.** PTS' ability to offer a single-vendor solution was a game changer for SLHS. PTS provided a team of seven IT experts, who worked remotely and onsite, overseeing application support for approximately 300 specialty and primary care physicians in more than 100 clinics. PTS also offered SLHS a unique contracting arrangement, which included a general statement of work that eliminated unnecessary administrative burdens such as having to file new paperwork for minor service requests.
- 3. Accelerated Customer Service and Support.** With its vast clinical experience and unique deployment strategies, PTS' team was able to hit the ground running. PTS provided 24-hour support as well as access to an onsite project manager, averaging 500-600 service requests each month. Physician satisfaction was paramount to the partnership's success. PTS proactively delivered physician EHR training. It set up new clinics, providers and staff on the patient portal, participated in physician rounds to ensure that all clinical needs were met, and crafted a monthly newsletter to apprise clinicians about developments during the transition to Epic.

## RESULTS

By providing full legacy support to its ambulatory organizations, Saint Luke's Health System demonstrated to its internal team that they were valued employees. Not only did this boost morale, but it also helped SLHS expedite training and adoption, which led to a focused and smooth transition to Epic. Today, Saint Luke's staff members are proud to be working on a next generation platform.

## PARALLON TECHNOLOGY SOLUTIONS: ABOUT US

Parallon Technology Solutions, LLC (PTS) provides EHR implementations, application support, IT managed services, technical staffing and strategic IT consulting services to hospitals, outpatient facilities, accountable care organizations and large physician groups nationwide. With a team of over 400 clinical and technical professionals, PTS has implemented EHR systems in more than 300 facilities. PTS offers staffing and remote support services for all major EHR acute and ambulatory platforms as well as their ancillary applications.

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## KEY BENEFITS

- ☑ Ability for leaders to maintain focus on key strategic initiatives
- ☑ Full legacy system support model – Free up FTE focus
- ☑ Expedited training and adoption of new IT system
- ☑ Rapid deployment methodology to meet accelerated timeline
- ☑ Innovative customer service and support model – Rapid response time
- ☑ High levels of employee satisfaction and adoption during and post-implementation

“We ultimately ended up selecting Parallon Technology Solutions because of their unique approach to assigning resources and pricing out the engagement for us. PTS was very effective at helping us, in a short time frame, reduce my team's accountability to the legacy systems.”

—Todd Hatton  
Associate Chief Information Officer

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