medSR

MEDITECH

Ready to Implement. Ready to Succeed.

While many claim to be MEDITECH experts, medSR has over 20 years of hands-on experience and a reputation for providing clients with superior resources and exceptional value. As the recognized leader in MEDITECH early adopter implementations, we have engaged 80+ successful MEDITECH conversions and implementations including all MEDITECH platforms (Expanse, Web Ambulatory, 6.1, 6.0, Client Server & Magic) with full implementation support, project management, SMEs, IT staffing, and interim leadership.

QUALITY AND VALUE

Our clients enthusiastically attest to the consistency, quality, and value of our people and their ability to share knowledge that enhances outcomes and improves results. Our energizing and thoughtful team approach to address requests is one of our key differentiators, including a rich history of repeat client engagements and numerous occasions where we have remedied the off-track projects of others.

OUR TEAM

Our Certified MEDITECH consultants are thoroughly trained and highly knowledgeable in information systems as well as hospital operations with professional credentials such as RN, MD, PharmD, CPhT, and RHIA. Our consultants average over 15 years of MEDITECH experience and over 20 years in healthcare. We approach processes and decisions from a "real world" perspective to advise you on suggested changes to workflows and operational structures.

OUR METHODOLOGY

Our MEDITECH project management practices are unsurpassed in the industry and time-proven for meeting tight deadlines with excellent results. We manage the entire project through a comprehensive approach that includes build, testing, training, working with the hardware integrator and hosting provider, interfaces, conversions, legacy support, go-live planning, At-The-Elbow activation services, transition management, and post-go-live optimization.

MEDITECH READY CERTIFIED

Key components of our proprietary methodology include:

- Comprehensive Integrated Project Plan with supporting module specific work plans
- Commitment to strong governance
- Exclusive partnership with Industry Leader Sedona Learning Solutions for end-user training
- Charter with scope, guiding principles, and project metrics
- Superb issue management and follow up
- Risk matrix with potential impact and mitigation strategy
- Unique quality assurance auditing process
- Project closure review of business objectives and lessons learned

READINESS ASSESSMENT & PRE-IMPLEMENTATION PLANNING

Develop a comprehensive and strategic plan to achieve superior results

A strategic approach to implementation is essential to reducing cost, streamlining the transition, and ensuring that every facet of your organization is ready for change. Our readiness assessment and pre-implementation planning helps you develop a comprehensive plan to optimize MEDITECH Expanse.

TRANSITION MANAGEMENT PROGRAM

Because mission-critical functions must keep performing – no exceptions

Our team can help develop organizational buy-in, alleviate frustrations, correct bad habits, and better attain ROI. Establish proactive and rigorous monitoring and a rapid intervention program to effectively mitigate predictable risks and minimize downside performance.

IMPLEMENTATION SERVICES

Leverage expert planning and support to get the most out of your implementation

Give your team the knowledge they need to successfully navigate all necessary implementation activities: from planning to design and build to testing, training and go-live. Our experience includes Magic, Client Server, 6.x, and Expanse and implementation knowledge of Acute, Ambulatory and Home Care.

TRAINING SERVICES

Engage and educate users for successful adoption, utilization, and ongoing improvement

The strongest ally that you can have when facilitating an implementation is a user who truly understands the system. Our Physician and Clinicians Training methodology, utilizing Sedona Learning Solutions, quickens EHR adoption by engaging physicians and clinicians early, before formal training is scheduled, using a proven communication strategy to share information.

LEGACY SUPPORT

Support users to ensure a smooth transition from old to new

Your staff needs to stay focused on adopting the new system, rather than battling issues and concerns about the old one. Our team has extensive experience with both Client Server and Magic applications so we are able to triage and support your users effectively, as well as non-MEDITECH legacy systems.

OPTIMIZATION SERVICES

Identify actionable opportunities for productivity improvement and efficiency gains

Achieving your objectives, seeing results, and getting the most from MEDITECH ultimately depends on achieving full system usage and optimization. Optimization Services assesses your current state and identifies actionable opportunities for productivity improvement and efficiency gains.

ANALYST as a SERVICE (AaaS) / HELP DESK OUTSOURCE

Augment your Help Desk to hear, escalate, and resolve issues quickly and effectively

A new system will inevitably bring an influx of help desk requests. Supplement existing resources with expertise to make sure those problems are solved quickly. Short/long term, allow team development & specific projects.

ANALYST ON-DEMAND

Access the experience and expertise of an on-site team with the ease of a support line

Get expertise right when you need it — without adding anyone to the payroll. With a simple call, a single analyst or an experienced team can actively assist with the system build, testing and implementation.