

Case Study - Grady Health System

Providing High Level Professional Services Expertise and Leadership for Big-Bang Go-Lives

Challenge

Grady Health System serves the Atlanta metropolitan area as well as north and central Georgia. Housing 953 beds, it is the fifth-largest public hospital in the country. Grady began a Big Bang project, in which the project team built, tested, trained and made available to end users 13 Epic applications at one time. Considering the magnitude of this project, the Grady leaders knew that they would need a seasoned resource with the highest level of knowledge and expertise in the areas of clinical aptitude, Epic project implementation and go-live support.

Solution

CSI Healthcare IT provides all clients with access to a Professional Services Team with a deep cross-functional knowledge base. For the Grady project, CSI provided a certified Epic IT leader who had more than 20 years of healthcare operations and consulting experience, including five years of direct IT Epic roles. She was able to quickly assess project status, potential gaps and risks and anticipate next steps based on industry best practices. The leader not only managed a large team of 35 direct reports (instead of the usual 6-10), she also provided guidance and introduced a model for easier adaptation to the monumental task of transitioning from paper to the electronic process.

Result

CSI's Professional Services member used her experiences as a Director of Operations Analysis, Director of Patient Care Systems and Director of Case Management to lead the clinical applications to a successful and on-time go-live, even with a challenging integrated testing phase. In preparation for an anticipated roll-off, she provided one to one coaching and training to an employee who would fill the role post go-live.

"Our Big Bang implementation strategy of the Epic system would not have had the colossal level of success without the expertise, commitment and dedication of the highly skilled and seasoned CSI Healthcare IT professional."

Ben McKeeby
CIO