

# Case Study - Presence Health



Presence Health™

## Executing Multiple Customized Go-Lives Across a Healthcare System

### Challenge

Presence Health is a 12-hospital system serving the greater Chicago area. Half of its facilities have undergone full Epic implementation. During the sequential implementation phases, increasing staff was the primary need to support an aggressive go-live schedule. Presence Health's multiple-hospital system added an important consideration of standardization across all hospitals. The hospitals also would require support with optimization strategies and opportunities post-implementation.

### Solution

CSI Healthcare IT provided Presence Health with staff experienced with go-lives to consult on important standardization considerations, one of which included creating a single charge code dictionary for all sites to reduce the maintenance required on the system. To assist the hospital with system optimization, CSI provided consultants with prior operations experience to assess departmental installs.

### Result

All of Presence Health's go-lives were on time. End-user satisfaction increased while post-live enhancements continue to improve electronic medical records as a support to patient care and operations management. In addition, transparency was increased among lab test orders and order maintenance was significantly reduced.

"The processes that CSI's team put in place allowed us to have successful compliance to data requests and maximize financial incentives. The consultants' experience really showed in the multiple-system build."

**Kris Massanari**  
Senior Project Manager, Information Services