

## **MEDITECH CONSULTING SERVICES**



Healthcare Informatics Associates (HIA) focuses their MEDITECH consulting practice around bringing our extensive experience and best practices with readiness assessments, process and implementation support to our clients. Our MEDITECH team, made up of seasoned professionals, possesses hands on experience in site preparation, implementation, integration, user training and system optimization, which has resulted in many successful MEDITECH implementations. In addition to our implementation expertise, HIA also offers on-site or remote support and maintenance for our MEDITECH clients.

HIA consultants are experienced in implementing MEDITECH software in many different types of healthcare facilities and settings. Our team is also skilled in creating customized MEDITECH training and eLearning programs so that your staff can easily make the transition from a legacy system to MEDITECH, and increase both adoption and effectiveness through the process. Our consultants have an average of 10 years experience implementing and supporting MEDITECH applications on the Focus 6.0, MAGIC and Client Server platforms. In addition, many of our consultants have worked at MEDITECH or healthcare organizations that use MEDITECH, giving them a unique understanding from both the vendor and client perspective, allowing our clients to maximize their MEDITECH experience. Our blend of clinical, financial and administrative expertise in the MEDITECH environment provides a total solution for our client needs.

### **Our Services**

HIA offers a wide variety of MEDITECH services, including:

- Implementation
- Support
- NPR Report Writing Services
- Readiness Assessments
- Advanced Clinical Systems Implementation/Support
- Workflow Engineering
- System Optimization
- Upgrade Testing

## Our Qualifications

HIA's approach to consulting is to add value, transfer knowledge and provide results-oriented solutions to our clients. We feel that our methodology differentiates us in many ways including:

**Partnerships** – We approach our consulting engagements as partnerships. We seek to build strong working relationships that will foster teamwork, collaboration and open communications throughout the engagement lifecycle.

**Customization** – HIA views our clients' needs and situations as unique. At no time will our consulting team force boilerplate deliverables, methodologies and/or solutions.

**Workflow/Operational Focus** – HIA goes beyond just determining the technical needs of a client. We focus heavily on the operational impact of the new technology. HIA feels that unless the new technology brings about beneficial operational and service level changes, the engagement may not be successful.

**System Selection: Successful Evaluation and Selection Tools** – HIA provides a selection methodology which has been successful at many healthcare organizations. This tool can be adapted for use to save time, improve quality and ensure success.

## Benefits Realization/ROI and Process Redesign –

Our management engineering and clinical support staff has designed and managed the ROI process throughout system implementations to ensure that the intended benefits also are effectively measured and achieved. Process redesign is also utilized to achieve maximum benefits.

**Knowledge Transfer** – The HIA team will work diligently to train clients and transfer knowledge. Because we understand that continuous consulting is a great expense to the client, at no time does HIA want to create codependency. If our job is done well, we will have developed clients who are self-sufficient and confident, and who possess the knowledge and tools to sustain system benefits over time.