



## Providence Reduces Effort of Consolidating 1.3 Million Patient Charts by 66%

### About Providence

Providence Health & Services is a major US healthcare organization that operates 29 hospitals and medical centers across five states, as well as more than 400 clinics.

### The Challenge

Providence's growth came through acquisition, leading to a large number of incompatible documentation systems. Patient charts were a particular problem since patients had charts in multiple systems and physicians had to spend significant time re-interviewing patients to obtain a medical history prior to examination.

Providence initially planned to use a combination of electronic and manual conversion to merge 1.3 million patient charts into a centralized Epic EMR system. They tried to outsource this work but could not identify a suitable contractor to manage the over-all scope of work. This left them with the almost impossible task of ramping up and managing a team from 100 - 400 people depending on the number of patients in a given wave. An additional challenge became identifying patients with charts in multiple systems that had both been migrated or were being queued to migrate.

Providence desperately needed another way forward.

### The Solution

Providence approached an MTSO for staffing their EMR migration program. A new methodology was proposed that would radically reduce the required effort. They would use a platform powered by IntraScript from Genesis – a leader in healthcare documentation transcription and workflow software.

Using this solution they could automate much of the translation process, and handle exceptions more efficiently. It would also enable better quality controls by enhancing visibility, traceability and auditability. In addition, its granular content-tracking capabilities would allow the reconciliation of duplicate patient records created at different times in multiple systems. This approach reduced the migration effort by more than 50%, allowing Providence to lower costs and meet their implementation deadlines.

At the same time, it was clear that success required exceptional execution. Providence's existing program managers were already overloaded with critical vendor management initiatives and did not have specific experience with data migration projects. To address this, Groundwork Tech staff was engaged to manage the complete migration and rollout project. They would build processes from the ground up, ensuring best-in-class project oversight and governance. This would provide a dedicated focus, leadership and targeted skills – ensuring successful delivery. This included creating a well-defined scope, establishing clear business requirements, ensuring efficient execution, proactively identifying and managing risk, and creating an efficient reporting framework that guaranteed proper stakeholder visibility.



### The Benefits

Providence realized the following significant benefits:

- Physicians were able to start using the new Epic EMR system within 12 weeks of project initiation.
- The time required to migrate patient charts was reduced by 66% – from 18 minutes to 6 minutes per chart.
- Data quality in the Epic system was much higher than would have been achieved through other approaches – improving patient care and safety, while substantially enhancing productivity and physician retention.



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