

Baptist Health

Managing an outpatient facility conversion

Challenge

Baptist Health, located in Jacksonville, Florida, is a locally governed not-for-profit integrated delivery network serving its community with five hospitals and over 200 primary care and specialty physician practices, children's specialty clinics, home health care, behavioral health, occupational health, pharmacies, rehabilitation services, and urgent care centers. In 2015, Baptist Health decided to open a new ambulatory site, Baptist MD Anderson Cancer Center and required to completely transform a former outpatient center to a state-of-the-art MD Anderson Cancer Center which involved:

- Determining patient suite placements with physician input
- Completing a Cerner build that integrated fully with Baptist's main EHR
- Hardware refreshes for each oncology specialty
- Transitioning existing EHR systems

Solution

In order to respond and meet the timelines associated with building a new ambulatory oncology center, Baptist partnered with Atos for Program Management. Atos placed a project director with clinical oncology expertise, who had a proven track record of delivering complex, difficult projects under super aggressive timelines. Together, with the leadership team at Baptist, a framework and approach were developed to deliver an ambulatory oncology solution to meet the needs of a clinic that was evolving in place while requirements for the new cancer center were being discovered and defined.

One critical success factor was rapidly building the right team to lead the parallel development efforts within the program to include: scheduling, medical oncology, radiation oncology, clinical documentation, provider documentation, project management, and ambulatory. Given the nature

of running multiple projects concurrently it was imperative that the team could meet the demands and unique challenges of each disparate project as defined by the oncology specialty. As the project progressed staff was added as needs and roles became clear. For instance, Radiology Oncology required a complete EHR system transition while the Radiation Therapy center was being built, and hiring was taking place for the requisite staffing needs. For each parallel project happening, just like the Radiology Oncology project, the team comprising both Baptist personnel and Atos consultants was able to work cohesively, rely on each other for knowledge sharing, and cross boundaries to support one another. No one on the Baptist MD Anderson Cancer Center team existed in a silo and Atos' resources integrated seamlessly.

Outcomes

Baptist MD Anderson Cancer Center was opened 6 months after Baptist Health partnered with Atos. The outpatient cancer treatment facility was fully prepared to bring cutting-edge research and treatment protocols to the Southeast. A few of the outcomes include:

- Stabilized solutions for existing infusion center and medical oncology practice prior to the opening. These solutions have been successfully implemented, adopted, and are running optimally.
- Sunsetting end-of-system for Radiation Oncology from Aria to MOSAIQ® for treatment delivery (record/verify)
- Launched a first-of-its-kind Cerner Ambulatory and Cerner Oncology environment within legacy Cerner PowerChart®. This included migrations from existing EHR solutions and paper records.
- Governance to support interim requirements for rapid operational/clinical decisions that could transition to long-term sustainable processes
- Ambulatory system conversion from Allscripts to Cerner with a legacy data conversion

- Completed a full life cycle implementation of eHealth Technologies for patient record aggregation and delivery solution with Lifelimage integration
- Completed a full life cycle implementation of Salesforce.com for referral tracking
- Managed IT infrastructure for renovation, move, and opening of clinics
- Partnered to on-board Baptist employees to support knowledge transfer

Atos remains a partner of Baptist Health today as they move towards their next milestone to open a full service multi-disciplinary Baptist MD Anderson Cancer Center building in 2018.

Why Atos

Atos combines deep healthcare knowledge with global expertise in transforming consumer experiences to deliver a volume-to-value transition that refocuses care on the value of health. Our specialists are helping drive digital transformation by enabling better healthcare quality and lowering costs. We ensure data security and accessibility for our healthcare clients and help them optimize and integrate financial, clinical and network operations.

More information

Learn more at atos.net or email info.na@atos.net.