

HIMS/EHR Solutions at Orleans Parish Hospital Service District A



Customer

The Parish Hospital Service District for the Parish of Orleans District A (PHSD), a political subdivision of the State of Louisiana, located in East New Orleans had embarked on a significant undertaking to renovate the existing 6-story east tower of the former Pendleton Memorial Methodist Hospital and to construct a new 3-story patient care pavilion at that site. Construction was scheduled to be completed in May of 2014. The new hospital would provide complete surgical, diagnostic imaging, laboratory, rehabilitation, patient education and social services for both inpatient and outpatients in the New Orleans East community.

Business Situation

As part of its mission to provide quality hospital services in a fully integrated and cost-effective manner, PHSD issued a highly competitive Request for Proposal (RFP) for selection and subsequent implementation of the Health Information Management and Electronic Medical Record systems (HIMS) in the Hospital. It was essential that the proposed HIMS solution positioned the Hospital to demonstrate continuous "meaningful use" of an electronic medical record (EMR) as specified in the Health Information Technology for Economic and Clinical Health (HITECH) Act of 2009. This was necessary for the Hospital to qualify for Medicare and Medicaid electronic health record (EHR) incentive payments conforming to applicable program regulations, guidelines, policies and procedures.

"I have worked with a number of consultants during my career, and they have nothing on you. Congratulations to Atos team. I was concerned about being able to make a decision in the timeframe we had, but you kept us moving along and even brought some humor along the way. Seeing your deliverables really showed me your commitment and professionalism. It's been a pleasure being a part of this project, and I thank you for all of your hard work."

Liz Boulware
Advisor to the Board of Directors
PHSD

"Thank you Cindy. You and your team have been such a joy and so capable."

Karen B. DeSalvo
MD Commissioner of Health of New Orleans,
PHSD Board Vice Chairman and HIMSS Selection

The Challenges

To maximize patient care and operational efficiency, it was critical that the HIMS be fully installed and implemented, enabling the Hospital to have a paperless and automated environment prior to its commencement date. The greatest challenge was the short time of six weeks to select the HIMS. In addition, with the Hospital under construction and no dedicated Hospital IT staff, there were only a few operational department directors from the PHSD to participate in the selection process. Hence Atos Healthcare Solutions (Atos) had to supplement the project team with subject matter experts to build up the selection team for a well-rounded evaluation of the HIMS solutions proposed that accounted for key areas across the continuum of healthcare operations.

The selection process included a detailed review and evaluation of eight RFP responses, telephone interviews with all eight vendor proposers, deliberations, preliminary scoring to identify the top four vendors to demonstrate their HIMS solution, completion of all four HIMS solution demonstrations, client reference calls for each semi-finalist, and final scoring to determine which vendor offered the best HIMS solution for achieving the PHSD's mission.

The Outcome

- The Atos teams' understanding of the EHR functional requirements and systems capabilities, in conjunction with the PHSD's unwavering commitment to and participation in the vendor selection process, positioned PHSD to move forward with contract negotiations. Once signed, the project timeline was established and implementation of the HIMS was started.
- The PHSD's selection of an innovative HIMS solution with sophisticated workflow logic and real-time sharing of information capabilities positioned them to be operationally efficient, to demonstrate continuous "meaningful use" of an EMR and to be a leader in providing quality patient care services to the New Orleans East community when their doors opened in June of 2014.

The Solution

The PHSD selected Atos, through a separate RFP process, to assist with and facilitate the HIMS selection process. In support of this critical initiative, Atos' eHealth Solutions team brought to the table their extensive EHR solution knowledge along with an effective EHR Selection methodology that has the rigors and discipline needed to facilitate the selection process in a measurable and objective manner while also meeting the requirements of the State of Louisiana's procurement laws.

Atos' Project Lead was engaged on July 17, 2013, and the HIMS Selection project team presented its recommendation of the #1 vendor for HIMS solution to PHSD's Board of Directors on August 27, 2013. Atos' approach gave the committee members full confidence that the right decision was made in a very short period of time.

About Atos

Atos is the largest independent provider of technology and services to hospitals, physician practice groups and other healthcare providers. Atos is the only healthcare services company that has "end-to-end" services expertise, including IT, service desk, patient portal, EMR implementations, data warehousing, clinical analytics, clinical transformation, coding, ICD-10, transcription and revenue cycle services. Enabled through a highly integrated technology platform powered by skillful people, Atos drives high value for healthcare organizations by solving complex clinical and business problems while enabling delivery of high quality patient care. Atos is an icon of innovation, operational prowess and service excellence in healthcare, serving hundreds of health organizations and touching millions of patients across the U.S. Atos is headquartered in Dallas, Texas and has over 1,500 technology and clinical professionals.

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