

Ingenix Consulting Partners with North Memorial in Epic Deployment, Improves Clinical Outcomes, Improves Efficiency, and Increases Cash Flow by \$31.2 Million

Challenges

Founded in 1954, North Memorial is the only major independent health care provider in Minnesota's Twin Cities. North Memorial consists of North Memorial Medical Center, a 518-licensed bed hospital; North Memorial Ambulance, one of the largest hospital-based ambulance services in the country; and a network of specialty clinics throughout the northwest metropolitan area. In total, North Memorial employs more than 5,000 people.

North Memorial was using a paper-based medical record and chart system, along with an older computerized revenue cycle system and a variety of "home-grown" applications, which was proving to be inefficient. In order to improve patient care and clinical outcomes, increase efficiency, reduce costs, and ensure continuity of care, North Memorial decided to move to an Epic electronic medical records system. It was looking for an experienced partner to help with the deployment.

Results

North Memorial chose Ingenix Consulting because of North Memorial's long-standing relationship with Ingenix Consulting, and because of Ingenix Consulting's experience with similar deployments.

"We felt confident that Ingenix Consulting understood what we wanted to achieve, and our unique vision," says Pat Taffe, Chief Information Officer for North Memorial. "Other vendors had pre-conceived notions about what should be done; Ingenix Consulting was the only one who really listened to us, and wanted to understand and implement our vision."

Ingenix Consulting sped the time of deployment, and offered the help of high-level experts that North Memorial would not have been able to find on its own. The deployment has paid North Memorial significant benefits. It has cut A/R days from 72 to 46 days, which has led to an increased cash flow of \$31.2 million. Patient care has been improved, continuity of care has been ensured, and staff productivity and efficiency have increased.

On the very first day of deployment of the physician order entry system (CPOE), 100 percent of North Memorial physicians began using it. Clinical effectiveness has been improved in a number of ways, including a reduction in the time it takes to move patients from the emergency rooms to their own rooms. The project has been so successful that North Memorial is introducing Epic to its affiliates.

"Ingenix Consulting played a major role in the success of the deployment," says Taffe. "They have proven that they're not just a vendor, but a true partner." "We couldn't have done this without them."

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Pat Taffe, Chief Information Officer for North Memorial

Solution

Ingenix Consulting provided project management, planning, training, and implementation services for North Memorial's Epic deployment and ongoing engagement.

Benefits

- By providing project management, implementation, and training resources, Ingenix Consulting significantly reduced the time it took for North Memorial to deploy Epic software.
- With the implementation of Epic's revenue cycle, North Memorial, aided by Ingenix Consulting's implementation services, cut days in A/R from 72 to 46 days, leading to increased cash flow of \$31.2 million.
- As a result of the Epic deployment, North Memorial has seen improvements in clinical effectiveness, including increased use of evidence-based order sets, streamlined provider record completion, improved nursing efficiency, and reduced inappropriate admissions.

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