

**CASE STUDY** UMASS MEMORIAL HEALTHCARE

## Encore Assesses End User Devices (Personal Computers) for UMass Memorial Health Care in Preparation for Siemens Clinical and Revenue Cycle Implementation


### CHALLENGE

While Encore was engaged to provide process redesign consulting for the Siemens Soarian implementation, UMass Memorial mentioned the need to complete a five-hospital end user device assessment (desktop PC, laptop, netbook, PDA) before the go-live. UMass Memorial originally estimated one device per bed in the original project budget but wanted to more thoroughly and accurately assess the needs of clinical users approximately one year before the go-live. Doing this assessment early would allow UMass Memorial to conduct a device fair, finalize device types, and procure the equipment far in advance of the go-live, planned for 2011.

### SOLUTION

Encore worked with UMass Memorial to define an end user device strategy to support the rollout of Soarian clinical and revenue cycle applications. We also developed an approach to conduct the end-user device assessment and to obtain approval for the go-live device configurations. The approach included unit-by-unit walkthroughs assessing peak staffing patterns, clinician workflow, and space availability for new devices using standardized data collection tools. UMass Memorial and Encore assembled an interdisciplinary team to conduct the assessment, including physician, clinician, IT, building and maintenance, and hospital department representatives in order to gain a comprehensive understanding of device need and the impact to space availability.

### IMPACT

UMass Memorial received an end user device assessment, along with a summary report with common themes, assessment results, options, and recommendations prepared ahead of the Soarian deployment. This report included an assessment of more than 100 clinical units/departments which will be used as a foundation for completing a device fair and a final device count and procurement schedule. Tom Harrop, UMass Memorial IS Project Manager, said of the Encore team, "I was impressed with your focus and the level of interaction with the managers and staff of the visit areas." 



### ABOUT UMASS MEMORIAL HEALTHCARE

UMass Memorial Healthcare is the largest health care system in Central and Western Massachusetts and is the clinical partner of the University of Massachusetts Medical School. UMass Memorial includes UMass Memorial Medical Center and four community hospitals: Clinton Hospital, HealthAlliance Hospital, Marlborough Hospital and Wing Memorial Hospital. Approximately 1,700 physicians are members of the medical staff. UMass Memorial has approximately 13,750 employees, including 3,100 registered nurses, and 1,125 beds. In 2009, UMass Memorial treated 58,278 inpatients, and counted more than 1.3 million outpatient visits.

