Healthcare Triangle Helps Floyd County Medical Center to Accelerate Their MEDITECH Expanse Implementation

The Client

Floyd County Medical Center (FCMC) is a 25-bed critical access hospital and rural health clinic based out of Iowa. FCMC provides inpatient and skilled nursing care, as well as numerous outpatient services, including diabetes management, nutrition services and education, wound and ostomy care, physical/speech/occupational therapy, laboratory, and radiology services.

The Challenge

FCMC was tasked with a digital transformation from a largely paper-based patient records systems to adopting the MEDITECH MaaS/Expanse platform while also transitioning the clinician, billing, financial, and ancillaries' workflows in place (from MEDITECH C/S 5.6 and Allscripts PM in their clinics).

They wanted to leverage a unified MEDITECH Expanse solution as an enabler for operational excellence and looked for MEDITECH expertise to help them go forward with a successful MEDITECH Expanse EHR implementation.

Alongside this major shift, they simultaneously planned to digitize all mix of paper and electronic documentation into the easily accessible patient historical records. This provides many benefits to FCMC, including:

- Empower caregivers to complete patient information faster

- Enable FCMC to reclaim and repurpose hundreds of square feet of file storage space

- Improve security and compliance standards around protected personal health information (PHI)

The Work

Healthcare Triangle's MEDITECH consultants worked closely with FCMC to modernize their EHR by moving to MEDITECH Expanse. The hospital utilized HCTI for implementation consulting on the clinical and financial systems, project management, and staff augmentation services.

MEDITECH Expanse, the fully mobile, web-based solution, enables FCMC providers to document electronically via tablets, laptops, and desktop computers located in clinical areas during patient visits in a manner that fits into their natural workflow, so they are not losing valuable face-to-face time with their patients.

HCTI designed a support plan with the FCMC leadership. Though support from 3rd Party Professional Services is not a requirement from the EHR vendor for MaaS migration, FCMC leveraged HCTI's Professional Services support to avoid missteps, cut time and risk of errors, and ensure favourable outcomes.

HCTI provided consistent leadership, which included weekly calls, updates, and a consulting model with an estimation of needed resources/competencies along with estimated hours to act as a framework for the project, with the intention of using regular check-ins and progress analysis to help to fine-tune the model as we went.

HCTI was able to align with FCMC to force multiply person resource needs while providing guidance and consulting to drive success through proper strategic planning and execution.

Results

FCMC had a successful Go-LIVE of its MaaS EHR platform. Users continue to learn and gain comfort with the new workflows and take advantage of the efficiencies. With a comprehensive, single MEDITECH Expanse EHR, FCMC can now:

- Deliver seamless patient care focusing on quality improvement and enhanced delivery

- Facilitate accurate and timely care decisions

- Increase physician and nurse efficiencies and higher levels of end user satisfaction

- Make the most of their MEDITECH investment while staying up to date with clinical innovations

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