



## HIT Innovations and Transformation for a Non-Profit Hospital in Los Angeles

### About The Client

The healthcare organization is a non-profit hospital providing high-quality and collaborative care in Los Angeles. The hospital's goal is to provide compassionate, innovative quality care, and collaborate with providers and its community to create a healthier Los Angeles. The hospital serves over one million residents regardless of their insurance status or ability to pay.

### Building Strategy for the Future

With a capped budget and a requirement to support the hospital's planned timeframe for opening, the Chief Information and Innovation Officer (CIIO) at the client office developed a strategy to build a hospital of the future. Implementing health information technology into the workflow seemed ideal to deliver the best quality of medical care to patients. Also, facilitate collaboration among multiple and diverse medical care providers and systems in Los Angeles.

CareTech was honored to be a part of this unique opportunity to bring about change for the under-served community that

the non-profit hospital serves through implementing health information technology in a state-of-the-art hospital and across the continuum of care.

The non-profit hospital was looking for the following characteristics in selecting the outsourcing service provider to staff the HIT department.

- The service provider would need to provide staff that had proven experience with the technology to be deployed at the hospital in a short amount of time (i.e. days not months).
- The service provider would need to demonstrate that it would fit into the culture built at the hospital and support the hospital's values of caring, collaboration, accountability, respect, and excellence.
- The service provider would need to be flexible and scalable in providing a hybrid HIT organizational structure in which HIT leadership and management functions are staffed by the hospital employees.

## CareTech – The Company’s Preferred Partner

CareTech Solutions fulfilled all of the above characteristics and preferred to be part of the healthcare organization’s HIT team. “HIT Powered by CareTech” signified as the tag line coined by the CIO at the client's office. CareTech was honored to be a part of this unique opportunity to bring about change for the under-served community that the non-profit hospital serves through implementing health information technology in a state-of-the-art hospital and across the continuum of care.

## Comprehensive Services and Solutions

CareTech was responsible for delivering the following at the hospital from its portfolio of services:

- Application Support and Managed Services
- Enterprise Application Integration
- Interface Engine & Application Delivery
- IT Performance Monitoring
- Managed Infrastructure Services
- Security & Identity and Access Management Services
- Service Desk
- Telecommunications
- Web Services

Through its service offering, CareTech brought forth the staff and expertise required in September 2014 to help the hospital meet their budget and timeline requirements by completing the following HIT initiatives before the July 2015 opening of the hospital.

- Prepare data center and network infrastructure
  - As an example, the hospital had purchased Cisco, VMware, EMC, and McAfee technology
- Install and test application software and all associated interfaces
  - The hospital had selected Cerner as their core HIT system, along with other application software including by way of example Lawson, Kronos, and Fuji PACs

- Install and test Cisco telecommunication technology
- Develop and implement HIT policies and procedures
- Onboard local and remote HIT staff
- Obtain licensures, certifications, and accreditations

With the foundation built, CareTech became part of the non-profit hospital’s culture that has adopted technology in delivering quality care. CareTech was at the table with physicians and nurses at the hospital to understand their needs to provide technology solutions that improve access to the medical specialist through telemedicine and deliver consistent high-quality care to their patients.

The adoption and utilization of the electronic medical record functions at the hospital are significant and measurable. The non-profit hospital was honored by HIMSS Analytics with Stage 6 Recognition on its first attempt following the opening of the hospital and then again in March 2018 with Stage 7 recognition, an accomplishment achieved by only 6.4% of the hospitals in North America at the end of the calendar year 2017. Both honors are a demonstration of the hard work and dedication of the Health Information Technology team and its collaboration with the physicians and nurses who provide care to a community that appreciates and loves the hospital.