

Case Study

Organization

- Sonoma Valley Hospital
Sonoma, Calif.
- 83 beds

Solution Spotlight

- Accelerated Services
- Paragon®

Critical Issues

- Need to comply with meaningful use requirements and deadlines
- Small information technology staff
- Limited knowledge among staff of specialized clinical modules
- Lack of specialized IT talent in local labor market

Results

- Quickly implemented several Paragon modules concurrently
- Successfully met meaningful use deadlines and qualified for Stage 1 incentive funds
- Established a model for successful IT implementation that will be used by affiliated hospitals

Sonoma Valley Hospital relies on McKesson's Accelerated Services to quickly meet demanding IT goals

Increasing regulatory demands, capital constraints and difficulties attracting and retaining top IT talent are placing a strain on today's healthcare organizations. Sonoma Valley Hospital is no exception.

Leaders of the 83-bed hospital realized that they couldn't implement clinical systems quickly enough to meet the government's electronic health record (EHR) incentive payment deadlines and turned to McKesson for analyst and project management support. The engagement turned out so well that when affiliated Palm Drive Hospital was faced with a similar – yet even more daunting – challenge, it followed in its sister organization's footsteps and now are on track to successfully implement key clinical systems. McKesson's Accelerated Services offering provides hospitals with experienced resources for integration, implementation and infrastructure projects, as well as go-live support.

Challenge

In 2011 hospitals were rushed to qualify for payments through the government's EHR incentive program. Like many other provider

organizations that had been plodding toward EHRs, Sonoma Valley needed to shift its efforts into high gear.

"We always had a goal, but now we had a deadline that was drawn in the sand," says Fe Sendaydiego, chief information officer. "I only had four staff members in information systems, and we needed to bring multiple clinical modules live at the same time."

Hiring additional staff was one potential option. However, Sendaydiego quickly realized that simply getting more hands on deck wouldn't get the hospital where it needed to go as the local labor market simply could not produce the qualified and experienced IT professionals that she needed.

"We could have just hired more people in but it would have taken months or even years to get them up to speed on the specific technologies that we were implementing. And, we just didn't have the luxury of time on our side. We needed professionals who truly understood and had significant experience with McKesson's Paragon® system," says Sendaydiego.

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Fe Sendaydiego

Chief Information Officer

*Sonoma Valley Hospital and
Palm Drive Hospital*

The results of this organization were dependent upon a variety of unique factors. Each party’s results will depend on the factors of its business.

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Answers

Sendaydiego specifically needed help with the build out, testing and go-live support associated with a variety of Paragon modules, including medication administration, emergency department, pharmacy and computerized physician order entry. The hospital was implementing McKesson’s Horizon Patient Folder document management system, too.

“With the need to get all of this implemented at once, I realized I would need help from an analyst and project management standpoint. Because we viewed McKesson as a partner, we decided that leveraging Accelerated Services was the right choice,” says Sendaydiego.

Accelerated Services resources have 15+ years of expertise implementing and upgrading McKesson applications, coupled with pharmacy and advanced nursing degrees and PMP certifications. Sonoma Valley leveraged this specialized expertise to quickly launch a variety of clinical modules and to qualify for incentive payments.

While Sendaydiego wound up increasing her hospital IT staff to eight to handle some of the workload, the hospital still relied heavily on the manpower that McKesson brought to the project. “The strategy of having parallel solutions – the outsourcing and the additional hires – worked really well. Even if I tripled instead of doubled my staff, I still wouldn’t

have gotten the knowledge and experience that the Accelerated Services team provided and that was absolutely key for us to meet our deadlines,” says Sendaydiego.

Results

The resources and support provided by Accelerated Services allowed the hospital to meet its aggressive go-live deadlines and successfully implement Paragon clinical modules. Sonoma Valley hospital then began collecting data to participate in the program in June 2012 and completed the process in mid-September — and received an incentive payment check in November 2012.

The hospital experienced great success with Accelerated Services; Sendaydiego, who under an administrative sharing agreement works as the chief information officer of both Sonoma Valley Hospital and Palm Drive Hospital, decided that the model could be replicated at Palm Drive — where the challenges are even greater.

“Palm Drive is migrating off a very old AS400 system, implementing the Paragon system and preparing to attest for meaningful use in just 10 months. It’s a huge undertaking for the 37-bed hospital,” says Sendaydiego, adding that the hospital was on track to complete implementation of all clinical modules by mid-April 2013, begin collecting data to participate in meaningful use in May, finish in the summer — and receive incentive funds before the end of the year.