

## Case Study

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### Organization

Fairfield Medical Center  
Lancaster, Ohio

- 222-bed, not-for-profit hospital

### Solution Spotlight

- Accelerated Services

### Critical Issues

- Multiple, complex IT implementations
- Staffing shortages
- Limited knowledge among staff of specialized IT systems
- Lack of local IT expertise

### Results

- Successfully implemented an array of McKesson technologies, including a document imaging system
- Achieved IT implementations and upgrades without adding permanent IT staff
- Staffed each IT project with experts with deep and specialized technology experience
- Averted undue labor costs by relying on consultants instead of hiring additional full-time staff
- Implemented document imaging solution in just five months, compared to the typical nine-month implementation time frame

## Fairfield Medical Center reduces IT implementation time with Accelerated Services

“Going live” on healthcare software systems is not a job for information technology (IT) generalists. Instead, it takes a specialist to truly get a system up and running — and perhaps more importantly, to teach users how to fully leverage the functions and features of the solution.

Fairfield Medical Center turned to Accelerated Services from McKesson for such specialized support. Through this offering, the medical center received project-based application, integration, technical and project management services specially designed to successfully launch or upgrade McKesson applications. By supplementing its IT resources with McKesson experts, Fairfield significantly reduced implementation time and maximized the return on its IT investment.

### Challenges

A few years ago, Fairfield Medical Center, which runs dozens of software solutions to support its clinical and financial operations, was embarking on a flurry of new IT implementations. However, the 222-bed, not-for-profit, community hospital was struggling to efficiently and effectively get all of the technology up and running.

Although the hospital had a small IT staff, these personnel didn’t have experience with the new systems being implemented, according to Sky Gettys, Fairfield’s chief financial officer.

“We were asking our IT staff to learn new software, install it — and then move on to the next project,” says Gettys. “They never really had the chance to become experts in any one system. They were always moving on to the next challenge.”

Gettys concluded that to more successfully install the solutions the hospital needed to find experts who had specific knowledge of the systems at hand. When the hospital began the installation of Horizon Patient Folder™, a document imaging system that gives clinicians anytime, anywhere access to electronic charts, Gettys realized that he needed someone who had already worked with the software to lead the project.

“The problem is that we cannot afford to hire that kind of expert,” explains Gettys. “And, even if we could, there are not many IT professionals with document imaging experience looking for work here in Lancaster.”

“The Accelerated Services team gives you all of the pros and cons of each function and feature. You move forward with your eyes wide open. They bring expertise that the staff at the hospital does not really have.”

*Lis Parrott*

*Manager, Medical Information Systems*

*Fairfield Medical Center*

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#### **Answers**

Fairfield Medical Center turned to McKesson and its Accelerated Services offering. By contracting for this outsourced service, the medical center was able to tap into the skills of IT professionals who have installed McKesson’s document imaging solution numerous times — and, therefore, had proven experience with the technology.

“The consultants who helped us with the install had done it four or five times before,” relays Gettys. “So, they were able to do everything better and faster.”

For example, because the McKesson consultants are so familiar with the technology, they were able to demonstrate all of the functionality to staff members.

“The Accelerated Services team gives you all of the pros and cons of each function and feature,” says Lis Parrott, manager, Medical Information Services. “You move forward with your eyes wide open. They bring expertise that the staff at the hospital doesn’t really have.”

The Accelerated Services team quickly demonstrated to staff members how to use the release of information function in the document imaging system.

“They understand how the process works and how to build the tables,” adds Parrot. “That is not something that we would have been able to do on our own.”

Additionally, in an effort to provide even more insight into best practices and optimal usage, the McKesson consultants connected Fairfield staff with staff members at other hospitals using the system.

#### **Results**

Using the Accelerated Services team to help implement information technology systems has resulted in numerous benefits for Fairfield.

First, using the service translated directly into labor cost savings. Hiring full-time personnel with such specialized skills would have been cost prohibitive. For example, to successfully implement Horizon Patient Folder would have required at least five or six additional staff members.

“With Accelerated Services, we don’t have to pay for full-time salaries,” says Gettys. “When we no longer need the specialized expertise, we no longer have to pay for it.”

The expertise also leads to speedier implementations. Fairfield completed implementation in just five months with support from Accelerated Services.

Most importantly, the medical center gets much more out of its investments because users fully use the systems.

“We don’t need three or four systems to do what one fully optimized system can do,” concludes Parrot.



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