



Strategic Consulting

# Client Case Study



## Ephrata Community Hospital

Interim CIO/Director - IT Strategic Planning – HIS Enterprise Vendor Selection

### The Challenge

Ephrata Community Hospital (ECH) in Ephrata, Pa. was seeking to fill the Chief Information Officer (CIO) / Information Technology (IT) Director vacant position with an interim solution. ECH also needed IT Strategic Planning and Enterprise System Selection services. Phoenix Health Systems (PHS) exceeded ECH's expectations in achieving the IT Interim CIO management role, the transformation based IT Strategic Plan and the quality Enterprise System Selection services.

### The Phoenix Solution

The Interim CIO initiative began with a complete assessment of the IT department organization resulting in a re-alignment of positions and a revised organization structure. The PHS Interim CIO worked with executive management to improve the IT Steering Committee with more defined objectives and regular meetings. Project Management was re-organized for better visibility of project progress and status. The Information Management Plan was resurrected and revised to meet accreditation standards. As the PHS Interim CIO initiative progressed, ECH requested an extension of this service for another six months until a permanent CIO could be found.

Phoenix Health Systems began the Strategic Planning process by conducting interviews with ECH management and departmental stakeholders, which identified numerous needs in support of the overall business plans and ongoing operational processes. The Strategic Plan was an aggressive IT program including urgent system upgrade/replacements, improved integration, and implementation of critical patient safety support tools.

Phoenix Health Systems executed the new IT Strategic Plan in the Enterprise System Selection process. Requirements were refined, vendor selection teams were organized, demonstrations performed, and evaluations accomplished. Phoenix provided complete and concise evaluation factors to ECH executive management for a comprehensive system selection.

### Mission Success and Overall Benefits to Our Client

Phoenix Health Systems insured that Ephrata Community Hospital achieved their CIO management needs, completed Strategic Planning objectives, and accomplished the System Selection objectives. Mr. Robert Graupensperger, ECH Executive Vice President and COO, offered the following assessment of the value-added contributions of the Phoenix Health Systems (PHS) consulting staff:

***“Through Phoenix Health System’s leadership, technical expertise, Health IT industry knowledge and systems experience, Phoenix managed and led our staff to reach the many business process redesign decisions required for effective operations and improved customer service. They focused our hospital’s strategic plan into a much needed IT Strategic 5 Year Plan and expertly guided us through the selection process for an enterprise-wide information systems solution. We would have been unable to accomplish such a daunting task without their assistance and expertise.”***

### About Phoenix Health Systems

Phoenix Health Systems provides an integrated set of professional, technical and business services that focuses on the business goals of all departments within the healthcare organization. Through strategic consulting, IT outsourcing and revenue cycle management, Phoenix can help any healthcare organization achieve its long-term objectives of administrative cost reduction, increased cash flow, improved patient safety, and regulatory compliance. For additional information, visit [www.phoenixhealth.com](http://www.phoenixhealth.com).