

BACKGROUND

Guthrie is a non-profit group practice established in 1910. Today Guthrie has 4 hospitals and 32 regional offices in southern Pennsylvania and Northern New York. Their 300+ physicians and ~200 Advanced Practice Practitioners provide primary and outreach specialty care and testing for ~1M patients a year. Guthrie values patient-centeredness and compassion. They focus on improving health through a team approach to clinical excellence for every patient, every time.



Guthrie Maintained High Revenue Integrity And Full Schedules During Enterprise-Wide Revenue Cycle Implementation by Partnering With Optimum Healthcare IT for Help Desk and Call Center Support

CHALLENGES

Guthrie was one of the first hospitals to go-live with Epic CPOE in 2003. From 2003 onward, they implemented one module at a time. Previously, their help desk resources were sufficient to support smaller go-lives, and maintain everyday operations. Guthrie usually prefers to be self-sufficient and to build strong internal teams. Recently they decided to sunset their legacy revenue cycle software, and implement Epic. This was the first implementation that would affect nearly all in the enterprise. They realized that they needed additional support through the transition. Optimum was the only vendor who showed they truly understood what Guthrie needed to accomplish, and had the pricing model and flexibility to make it happen.

SOLUTION

Optimum hit the ground running, and had consultants on-site quickly. The team was knowledgeable and many were certified. First, they learned workflows – both in the classroom setting and as part of the call center and Command center. Then they set up the remote call center. The only hiccups were with a data line going into the building, and VoIP, but those were resolved very quickly, and everything ran smoothly. Initially, they had unexpected high call volume. Optimum's leadership responded immediately and had additional support available within 12 hours.

“ It was very clear within the first 20 minutes of the presentation that Optimum was the right company to lead the effort. They knew how to address the needs of the user. They didn't just talk about the call center lingo, but were able to apply it to what we were doing as an organization. ”

– Terri Coutts, VP, Clinical Systems and Epic Applications Program



CASE STUDY

The Guthrie Clinic partners with Optimum Healthcare IT for Help Desk and Call Center Support

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RESULTS

- Guthrie was able to maintain business as usual
- Maintained High Revenue Integrity: No reduction in appointment schedule volumes
- Maintained High Support Standards: Users couldn't tell who were part of the Guthrie help desk and who were consultants
- 2921 Tickets closed during two-week go-live
- 90-98% of calls were answered in less than 60 seconds by the second week of go-live
- 74% of tickets received were closed by end of the 1st week of go-live
- 86% of tickets received were closed by the end of go-live
- Talk time decreased from ~7 minutes to less than 4.5 minutes per call by the end of second week of go-live



GUTHRIE AT A GLANCE

- Nonprofit organization
- 4 hospitals
- 300+ physicians & ~200 advanced practice practitioners
- 32 regional offices serving 23 different communities
- ~1 million ambulatory visits a year
- Home Health
- Hospice
- Research Institute
- Founded in 1910

PROJECT DETAILS

- Guthrie implemented Epic Revenue Cycle Enterprise-wide
- Prior to the go-live Guthrie's Helpdesk and Call center handled ~1500+ calls/mo.
- Guthrie chose Optimum to supplement their Help Desk and Call Center
- Optimum provided 2 weeks onsite go-live support, and 4 weeks off-site call center support
- Remote call center support provided 4 weeks additional support, without the added expenses of travel, lodging and meals.

Our approach is comprehensive; our experience is vast. We listen; we learn. **Your success is our success.**



About Optimum Healthcare IT

Optimum Healthcare IT is a leading healthcare IT staffing and consulting services company based in Jacksonville Beach, Florida. Optimum provides world-class consulting services in advisory, implementation, training and activation, Community Connect, analytics, security, managed services, ERP, and laboratory services – supporting our client's needs through the continuum of care. Our excellence in service is driven by a leadership team with more than 100 years of experience in providing expert healthcare staffing and consulting solutions to all types of organizations.

Visit www.optimumhit.com or call 1.904.373.0831 to find out how your organization can take advantage of our solution offerings.

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