

Case Study

Extraction of Data for New System Migrations and Archiving

Partnership Profile

Coastal Healthcare Consulting (Coastal), a provider of information technology consulting services for hospitals, was asked by The Nebraska Medical System (Nebraska) to perform nine conversion extracts from its GE Healthcare's clinical and financial data systems (Carecast) to its new Epic system. It was necessary to complete the project within a very tight timeframe (eight weeks) with no internal IT resources provided by Nebraska. The client provided the list of desired data extracts to Coastal, along with Epic extract specifications for the project.

All work was to be performed offsite by Coastal under the direction of The Nebraska Medical Center IT Director.

Project Details

Coastal assembled a team of professionals led by an experienced conversion project manager and four additional programmers. The team wrote the detailed specifications, data extraction programs and program "run" files needed to extract the data and convert it into various formats required by the receiving Epic systems. In addition, Coastal documented the entire extraction process.

Weekly and/or daily conference calls with the Nebraska conversion team leader and the Coastal team leader occurred to ensure that the deadlines have been met and the conversion extract coding work is progressing as expected. If deliverables or expectations are not being met, there would be immediate escalation to the Coastal Vice President and The Nebraska Medical Center IT Director. The Coastal team also provided Coastal leadership and The Nebraska Medical Center Team Lead with weekly written status reports to ensure conversion activities are progressing as planned.

The project entailed coding, unit testing, peer reviewing the extract programs and providing program run instructions in time for the client to load and test the extracts.

Challenges

The initial specification provided to the Coastal team proved to be substandard and needed terminology clarification. Additional database work was also required to map the old system to the new Epic system. The Coastal team lead worked with the client to address these issues, then provided accurate specifications to the programming team. By completing this specification work upfront, the programmers had few questions once programming began.

Results

Despite the aggressive timeframe, Coastal was able to deliver the nine conversion extracts within eight weeks due to the following critical success factors:

1. Open channels of communication were established between the Coastal and Nebraska teams so that there would be no delays in communication. Communication was handled immediately over the phone.
2. Strong coordination with members of the programming team ensured that extracts were all completed the same way. The programming team developed a template for each extract with shared routines that were agreed to as a team.
3. Coastal provided a good estimation of time and resources required for the conversion project so that those details were outlined in the contract with Nebraska. The contract was written as an overall bucket of hours for the nine extractions, so it was important that the initial project estimate accurately reflected the work hours required.
4. Coastal's experience and proven methodology for data extracts and database experience allowed the team to work quickly, allowing Nebraska to meet their critical vendor timeline. This knowledge and methodology minimizes "rework."

Coastal Healthcare Consulting, Inc.
6808 220th Street SW, #204
Mountlake Terrace, WA 98043
Phone (206) 324-6540
Fax (425) 361-1546
www.coastalhealthcare.com



“Coastal provided all necessary resources to complete our project in the timeframe we needed. Their ability to organize and execute quickly allowed our implementation of Epic to include more historical clinical data than we originally planned. This increased clinician satisfaction during our rollout of a new EMR.”

– Donna Weis, BSMT MBA, CPHIMS
Director, IT Clinical Information Services
The Nebraska Medical Center

Contact:

Sandy Parker, Senior Consultant
Sandy.Parker@coastalhealthcare.com
Pat Oligmueller, MT (ASCP), PMP, Senior Executive VP
Pat.Oligmueller@coastalhealthcare.com

About Coastal Healthcare Consulting, Inc.

Coastal Healthcare Consulting, Inc. (Coastal) is a professional services firm focused on helping clients to achieve their healthcare information systems implementation goals. Coastal's work has earned industry recognition including the prestigious Best in KLAS Award for Clinical Implementation Support Services from 2005 – 2009. Coastal received a 97.6% overall performance rating for Clinical Implementation Supportive Services and a 97.3% overall performance rating for Staff Augmentation Services in the January 2014 KLAS report. Coastal's client-focused professionals have the information, expertise, and solutions to ensure successful completion of implementation, project management, and training projects for healthcare organizations. Please visit <http://www.coastalhealthcare.com> to learn more.

About The Nebraska Medical System

Formed in 1997 by combining the operations of University Hospital, Bishop Clarkson Memorial Hospital, and their ambulatory care facilities, The Nebraska Medical Center is Nebraska's largest health-care facility.

The medical center employs more than 4,900 employees and has over 1,000 physicians in all major specialties and sub-specialties on staff. More than 350 medical and surgical residents assist in the training and education of a thousand students on campus in a given year.

The Nebraska Medical Center is known for excellence, innovation, and quality patient care. As the teaching hospital for the University of Nebraska Medical Center, this 627 acute-care bed facility has an international reputation for providing solid organ and bone marrow transplantation services. The Nebraska Medical Center serves patients regionally including Nebraska, Iowa, South Dakota and Missouri with oncology, neurology and cardiology programs. Learn more at www.nebraskamed.com.

