HealthNET
SYSTEMS CONSULTING INC

HealthNET Consulting Helps Tufts Medicine During Its Move to Epic on AWS

THE CHALLENGE:

Tufts Medicine — a leading integrated health system bringing together the strengths of academic medicine and community healthcare — needed to augment its IT resources so the organization could implement a new digital health ecosystem using Amazon Web Services (AWS) to improve patient care. The timeline was tight, and multiple unexpected challenges occurred.

THE SOLUTION:

Tufts Medicine turned to HealthNET Systems Consulting, Inc. for assistance. First for legacy EHR support and Epic implementation resources within its MelroseWakefield network, then HealthNET's role as a strategic partner grew as it helped the organization overcome multiple hurdles.

Bill Wyman, Tufts Medicine Senior Vice President of Operations said,

"We're very pleased with HealthNET. From leading operational readiness, project and change management, to supporting the implementation of our new Epic EHR and maintaining our legacy systems, HealthNET consultants absolutely contributed to our success."

What HealthNET provided:

- ✓ Legacy Acute & Ambulatory EHR Support
- ✓ Epic Implementation Resources
- ✓ Interim IT Leadership
- ✓ Project Management
- ✓ Change Management
- ✓ Software & Interface Testing
- ✓ Training & Education

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The change in personnel for legacy EHR support was completely transparent to the organization's end-users because HealthNET consultants provided a seamless transition.

Tracey Gauthier-Peters, ITS Site Executive Director for Tufts Medicine MelroseWakefield Hospital confirmed, *"We really relied on the HealthNET team to keep our legacy systems running smoothly during an extremely busy and stressful time. Their consultants were very knowledgeable and helpful, which allowed me and my team to focus on other important initiatives."*

HealthNET provided a high level of support to physician practices and completed the successful roll-out of a CMS regulatory requirement for ePrescribing, as well as new multi-factor authentication for ePrescribing of Controlled Substances (ePCS).

Dawn Nee, Executive Director of Community Physician Practice Management Services for Tufts Medicine Integrated Network, added

"HealthNET assisted Tufts Medicine by supplementing our ambulatory support team at MelroseWakefield Healthcare for athenaFlow and athenaPractice while we concentrated on our Epic build and implementation. Since our Epic implementation, the HealthNET team has transitioned to 'at the elbow' and physician practice support for our private practices who joined us on our Epic system."

When organizational resources were scarce and milestone target dates were at risk, HealthNET successfully coordinated Epic related third-party applications, validated conversion and archive data, provided interface testing, and inventoried hardware throughout the health system to support device rollout and business continuity planning. Finally, HealthNET delivered an experienced Interim Executive IT Director after an unplanned resignation.

THE RESULTS:

HealthNET professional services helped the organization achieve its primary goal on time. Tufts Medicine now uses Epic on AWS to power its digital health ecosystem and improve patient care. The health system was able to move more than three million health accounts into its cloud-based Epic EHR in record time. To learn more about Tufts Medicine's digital transformation and how it helps improve patient care, **read this article** on the Tufts Medicine website (www.tuftsmedicine.org/aws).