

## BACKGROUND

INTEGRIS Health is a not-for-profit corporation that ranks among the top tier of healthcare systems in the US - and is Oklahoma's largest - with hospitals, rehabilitation centers, physician clinics, mental health facilities, and home health agencies located throughout the state. INTEGRIS consists of eight hospitals, 11 Centers of Excellence, 160 family care and specialty clinics and more than 9,500 employees. INTEGRIS enjoys a reputation as a leading-edge provider of medicine to the region with comprehensive organ transplant, mechanical assist implant, cancer treatment options - including proton therapy, burn center, fertility, advanced heart care, eHealth and many other services.

INTEGRIS

160

Family Care  
& Specialty Clinics



9,500+

Employees



11

Centers of  
Excellence



## INTEGRIS Health successfully implements Epic's Enterprise Electronic Health Record system with Optimum Healthcare IT and saves over \$6.5M.

### CHALLENGES

As a complex health system currently running five disparate Electronic Health Record (EHR) systems that was moving to Epic, INTEGRIS needed to thoughtfully and efficiently engage its operational customers to avoid automatically replicating legacy build and thoughtfully and efficiently deliver best practice workflows and build to provide their patients and staff with an optimal EHR experience within their approved budget.

### SOLUTION

INTEGRIS engaged Optimum Healthcare IT to provide end to end Implementation and Change Management support. This included, but was not limited to, onsite leadership and advisory services (Inpatient, Ambulatory and Revenue), strategically placed analyst support, technical dress rehearsal (TDR), training and activation resources, and historical conversions. Optimum also played an important role in right-sizing the ATE team for go-live support, which utilized local job fairs for CT hiring.

“Over decades, INTEGRIS adopted best of practice technologies that supported leading-edge medicine. Our innate expectation to provide the highest standard of care mandated that our transition to Epic be as seamless as possible while moving at a rapid pace, and we wanted to showcase early successes to our patients and team members. Optimum Resources were critical at every step to ensure the smoothest possible technical and cultural adoption of Epic and were key to our success.”

- Patricia Dysinger, Vice President & Epic Implementation Project Lead, INTEGRIS



#### CASE STUDY

INTEGRIS Health partners with Optimum Healthcare IT to implement the Epic Electronic Health Record System

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# BEST IN KLAS OVERALL IT SERVICES FIRM

## RESULTS

- Successful implementation of Enterprise Epic: Seven waves, 160+ ambulatory clinics, 18 inpatient facilities
- Project finished \$6.5M under forecast
  - Historical Conversion savings estimated at \$4M
  - Training financials \$1.3M under forecast
  - Go-Live Support financials \$5.2M under forecast
- Delivered 180 System-wide comprehensive Order Sets which required few changes post implementation
- Delivered Systemwide Standardized Documentation Templates with excellent adoption
- Through Change Management efforts, effectively managed challenging workflows such as implementation of decision support, MyChart messaging and release of results, computer timeout, copy previous, and security settings
- Decreased medication alerts from 49 per 100 medications ordered to 27 per 100 medications ordered with an increase in action from 12% to 32%
- Mentored team to help them become seasoned while transitioning from the implementation mindset to the maintenance mindset

18

Inpatient  
Facilities

160

Ambulatory  
Clinics

\$6.5M

Under  
Forecast

180

Comprehensive  
Order Sets



Decreased  
Alerts

## INTEGRIS AT A GLANCE

- Not-for-profit organization
- One of the Top 25 Healthcare Systems in US
- Largest Healthcare system in Oklahoma
- Member of Mayo Clinic Care Network
- 1500+ licensed beds
- 1200+ physicians

## PROJECT DETAILS

- INTEGRIS implemented Epic
- Seven individual Waves, rolling Go-Live schedule over 24 months
- INTEGRIS chose Optimum Healthcare IT as their vendor of choice for management and support
- 30-400 ATE Support Resources, right sized for each wave
- 150 Credentialed Trainers
- Blend of 70 local & 80 traveling experienced resources

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

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### 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](http://www.optimumhit.com) or call 1.904.373.0831 to find out how your organization can take advantage of our solution offerings.



Optimum Healthcare IT Named  
**2018 BEST IN KLAS**  
Overall IT Services Firm