

# BON SECOURS HEALTH SYSTEM

## Client Case Study

### Bon Secours Health System, Inc (BSHSI)

A healthcare system with 28 facilities nationally  
[www.bshsi.com](http://www.bshsi.com)

### About the CLIENT...

Headquartered in Marriottsville, Maryland, Bon Secours Health System, Inc. (BSHSI) is evolving rapidly as a major Catholic healthcare system. To fulfill its commitment to integrated care delivery in the communities it serves, the Bon Secours Health System includes acute care hospitals and nursing care centers, community-based home health divisions, assisted living facilities, hospice services, and physician practice management, numerous ambulatory facilities, and strategic support services, all dedicated to the sisters' global mission of providing "Good Help to Those in Need".

### About the CHALLENGE...

Stoltenberg Consulting's capability to manage size and complexity with flexibility were demonstrated:

- ◆ Project planning had to be fluid due to anticipated changes in scope within the first six months of the engagement. These included a significant application version upgrade, a change to incorporate and integrate inventory control with the deployment of Lawson, move to a single DB/single server, enterprise deployment and a requested change of pilot sites and market.
- ◆ Custom interfaces were required to communicate a standard data set to and from multiple HIS applications including Siemens Invision, Quadramed Affinity and McKesson. Stoltenberg provided interfaces to subdivide transaction and direct single feeds from CPSM to each of the HIS systems, resulting in significant savings for Bon Secours.
- ◆ The project oversight and steering would be initiated through IT and not operations. A business owner would not be identified until 18 months into the project. An applications analyst would not be assigned or hired for support until 8 months post live of the first market.
- ◆ The project included 8 markets - 20+ facilities with a tiered, long-term implementation plan. Stoltenberg Consulting was tasked with creation of a deployment model with bare bones consulting staff. So Stoltenberg staff led local hospital resources while also acting hands-on in the building process.

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ACCREDITED  
BUSINESS



Stoltenberg Consulting Inc., a leading healthcare information technology consulting firm, solves bigger business problems than just implementing software. We understand the process not just the system.

Stoltenberg Consulting behaves differently, simplifying healthcare technology decisions by

- ◆ listening - aligning client needs with the right consultants
- ◆ evaluating those needs and recommending solutions and options - whether technology, process, staffing and/or systems - consistently proactive on the client's behalf
- ◆ providing vendor assessment and selection support - always taking ownership in client outcomes

Stoltenberg Consulting's team then provides strategic, comprehensive, tailor-made guidance and on-site support to maximize the system, applying application and process redesign expertise from our bench strength. Our flexible, results-based contracts focus on the client and your goals - maximum productivity to increase revenue and improve patient care.

Let our expert team of consultants - averaging more than 15 years of hands-on healthcare experience - simplify healthcare technology for you!

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## What the client says about Stoltenberg Consulting...

"From the beginning, we knew we had a very broad project with the identifiably difficult change - from local systems' control to enterprise deployment and implementation. Stoltenberg rolled up their sleeves and made it happen. An asset in both planning the project to meet our vision and point-to-point planning, to meet our changing needs, Stoltenberg has pulled the right resources and at the right times".

Debbie Piel  
HSO Manager, Information Systems  
Bon Secours Health System

## We Assist Our Clients With...

Strategic Planning  
Current State Assessments  
Project Management  
Change Management  
Clinical Transformation  
Integration / Interfaces  
Process Improvement  
Content Matter Experts  
Staff Augmentation  
Application Development  
System Selection  
Contract Negotiations

...and more

## About the SOLUTION...

### General Electric Centricity Perioperative Surgery Manager

Selected as one of the first total enterprise application solutions, this product is the first implemented enterprise-wide, single server, single database. At the time, this was the largest single data base/single server deployment of Centricity Perioperative Surgery Manager.

Stoltenberg Consulting has provided guidance, technical support, implementation support, project management and education in all aspects of this project from vendor selection and business planning through post go-live support for all of the facilities.

- ◆ Vendor Selection - assisted in the development and ranking of Request For Proposal, contract negotiations and auditing compliance.
- ◆ Project Planning - developed custom approaches that embody vendor's methodology, BSHSI's emerging project methodology, and new use of applications suite (single data base).
- ◆ Gap analysis for more than 20 separate facilities and their non-enterprise legacy systems (ranging from manual booking of appointments to Intraop electronic documentation).
- ◆ Training and education. This also included the development of computer-based training targeted for O.R. nursing staff, video/audio curriculum and competency testing using proprietary tools, then implemented through BSHSI Net Learning systems.
- ◆ Development, Systems Integration (Siemens Invision, Quadramed-Affinity and Lawson Materials Management) and testing. Testing required the creation of custom test scripts and scenarios to validate not only the clinical systems, but supply and financial applications as well. Custom interfaces include Admit Discharge Transfer, Charge and Materials (Item Master from Lawson and requisition interface to Lawson).
- ◆ Implementation of applications and new processes, developed for each facility/O.R. sites' line of business. Developed custom scripts to allow uploading of table data into Centricity Perioperative Surgery Manager. Provided custom scripts to backload scheduling data into Centricity Perioperative Surgery Manager, reducing load time and eliminating need for a manual load (and operations resources to input data). Additionally, provided post-implementation internal audit report and post-implementation RFP report, noting re-ranking of requirements and product delivery.
- ◆ Outsourced Support - application, server and workstation. Developed solution that is coordinated through single enterprise help desk. Support is provided for all tiers of trouble tickets at all facilities. In addition, Stoltenberg Consulting's support consultant acts as the single point of contact between vendor and client.