

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!

Stoltenberg Consulting Inc.
5815 Library Road
Bethel Park, PA 15102

www.stoltenberg.com

Phone: (888) 724-1326 or (412) 854-5688
Fax: (412) 854-5788

E-mail: info@stoltenberg.com



UNIVERSITY OF SOUTH ALABAMA HEALTH SYSTEM

Client Case Study

University of South Alabama (USA) Health System

A hospital system consisting of USA Medical Center, USA Children's and Women's Hospital, and USA Knollwood Acute and Long Term Care Hospitals
www.usahealthsystem.com

About the CLIENT...

The USA Medical Center is a regional referral center for south Alabama, southern Mississippi and the panhandle of Florida. As the primary teaching facility for the USA College of Medicine, this acute care hospital offers many unique programs and services for adult patients.

The USA Children's and Women's Hospital is one of six freestanding hospitals in the nation providing care to children, women and infants. It serves a large region, which extends from eastern Louisiana, through the state of Mississippi, to north Alabama, to northwest Florida. The hospital provides services to meet the needs of women during all the stages of pregnancy, throughout labor and delivery, and for gynecological needs.

The USA Knollwood Hospitals include an acute care facility offering medical and surgical services, as well as a long term care hospital.

About the CHALLENGE...

This project provided Stoltenberg with the opportunity to show the industry what makes us different. The scope of the project was to implement OAS Gold Clinician View and Re-Express pathways, using Net Access front-end interoperability to USA's HIS. Originally, the time line was set to go live with a pilot within six months. As aggressive a time line as that was, because of the expertise of Stoltenberg's resources, the pilot actually went live in four months across four hospitals.

This accomplishment was a first for the industry.

Due to the size of USA's support staff, a major concern was to stay as close to Model as possible. This would allow the staff to maintain the pathways after the project was completed. Stoltenberg paid close attention to their maintenance concerns and alleviated it by ensuring that our building process deviated only when necessary to meet their needs. When deviations were necessary, Stoltenberg built them in a way that simplified maintenance.

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What the client says about Stoltenberg Consulting...

"Stoltenberg Consulting prepared such a thorough assessment of what the OAS Gold project would entail prior to the start of the project that I felt comfortable that they would meet USA's objectives. On-site coding and support through the entire project kept my programming staff up to date with the work being done as it was done. Stoltenberg's presence at weekly status meetings with the hospital implementation team (consisting of nursing and HIS representatives) in a training room environment kept the hospital team constantly involved with testing and analysis and their questions were answered. This led to a timely implementation with no surprises along the way. Stoltenberg did a nice job of documenting all modifications to the system. I look forward to working with Stoltenberg Consulting in the future as new projects are implemented for the USA hospitals".

Susan Ankersen
Director, Information Systems
University of South Alabama

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...

Assessment of Clinical System

Stoltenberg Consulting was part of a three-member assessment team tasked with analyzing USA's entire Hospital Information System (HIS) to determine the steps needed to install and implement Siemens OAS Gold Re-Expressed and Clinician View.

During this assessment, many areas and processes were identified for improvement and steps required to implement those changes were conveyed to the HIS staff. The Nursing and Pharmacy areas in the four hospitals were examined and steps were indentified to ensure preparation for Nursing Advanced Clinical, Medication Charting and Physician Order Entry.

Adhering to Stoltenberg Consulting's unbendable standards for quality and integrity, we went beyond the scope of the assessment to provide USA with a tool that could be used to create a consolidated project list for HIS. This long-term consolidated project list allowed the CIO and Director to set their department's priorities, focus their resources, and start the long-term journey to revamping their entire HIS including ancillaries, emergency room outpatient and inpatient areas.

Implementation of Clinician View through Net Access

Stoltenberg Consulting managed this project as well as provided the majority of the implementation staff to complete the project across the enterprise.

Not only was this a clinical implementation but also Siemens Gold Re-Expressed forms were built. We prepared the project plan based on the hospitals' requirements and completed this project in half the time our competitors had quoted. Our team re-expressed their nursing and ancillary clinical pathways including, but not limited to, Order Entry, Patient Factors, Allergies, Discharge and Transfers, Department Worklists, and Billing functions.

During the assessment, we had suggested that USA consider using Net Access as the front end of their HIS. This would give all clinicians a single point of entry. All results and census were displayed using Net Access Views. Interoperability was used to launch Siemens Gold Re-Expressed and access their clinical pathways. All documentation and order entry was performed in the system. Since USA was not ready to implement Physician Order Entry (POE) though it was included in the consolidated project list, our pathways were built to allow easy expansion to Physician Order Entry.

This project was completed on time and on budget. We are continuing to work with USA as they prepare to move forward with Physician Order Entry.