

"PARTNERING WITH
HARTMAN DOESN'T FEEL
LIKE YOU ARE WORKING
WITH A CONSULTANT; THEY
TRULY BECOME PART OF
YOUR LEADERSHIP TEAM."

SARA RICH, CEO

CHOPTANK COMMUNITY HEALTH CENTER

A COMPREHENSIVE
STRATEGY FOR AN
EQUALLY COMPREHENSIVE
HEALTHCARE ORGANIZATION



SUMMARY

For Choptank Community Health System, Inc. (CCHS), achieving an IT infrastructure that was capable of supporting their comprehensive services seemed impossible.

With eight centers across three counties, the privately owned, non-profit provides a full range of health services to every age, regardless of insurance coverage, including primary care and dental. Each center, at times, operated on their own IT islands in order to deliver the best possible care that their systems would allow. CCHS was also exploring expanding its offering to include behavioral health – a growing need for its patients.

After a significant investment in IT software and services failed to deliver the desired ROI, leadership engaged Hartman to unite the organization's IT and information processes to position CCHS for growth. Together with CCHS leadership, Hartman was able to stabilize and enhance their infrastructure, ensure HIPAA compliance, and expand and support their new behavioral health care offering. This resulted in a better overall experience for not only the patients of CCHS, but also the providers in direct charge of their care.

CHALLENGES

Healthcare providers at CCHS were constantly frustrated with the poor performing electronic health record (EHR) and electronic dental record (EDR) systems. The systems, which were quite costly to maintain, as well as inefficient, also posed major security and compliance risks, making the thought of adding a third line of care impossible for IT to manage. What's more, with multiple locations, Choptank simply did not have enough staff on-site capable of managing such disparaging IT environments.

"In the healthcare environment, IT must support the medical and dental care that our teams provide to patients each day.

With Hartman serving as our CIO, our community health center was able to successfully implement a new electronic medical and dental record that has allowed us to better meet our organizational goals related to quality and service."

Sara Rich, CEO
Choptank Community Health System

THE SOLUTION

Due to the complexity of CCHS's needs, Hartman placed a fractional Chief Information Officer (CIO) with healthcare expertise to work alongside the CCHS IT director to perform a strategic IT assessment. In addition to uncovering the need to replace the insufficient EHR and upgrade the dated EDR systems, the assessment revealed several other major IT components in need of change including a new healthcare reporting tool, IT governance and security policies, modern internet connectivity, and a new phone system with VOIP. Working alongside Choptank leadership, Hartman guided the change necessary to upgrade the IT infrastructure across the entire organization, and implemented formal security and governance technology investment programs.

RESULTS/ROI

Returns on Choptank's project investment were many. In addition to a significant cost savings from the new health and dental record systems, almost instantly, Choptank began meeting regulatory and HIPAA compliance. Most remarkable, however, was the transformation of the Choptank IT team from that of day-to-day maintenance to one focused on innovation, governance, and strategic IT investment planning. Collaboration across teams was also improved with the implementation of Microsoft SharePoint, allowing individuals and teams to access and work on documents simultaneously from different locations. In all, the organization now has a more robust IT infrastructure complemented by strategic IT leadership equipped for scalable growth now and well into the future.

"With the depth of the team at Hartman, we are able to focus on several key areas including HIPAA security planning, change management and communications, IT governance and system efficiencies. I have been impressed with the knowledge, skill set and professionalism of every Hartman team member."

Sara Rich, CEO
Choptank Community Health System