



CASE STUDY: LCH HEALTH & COMMUNITY SERVICES

HOW A COMMUNITY
HEALTH CENTER
IMPROVED QUALITY
OF CARE BY WORKING
WITH A FRACTIONAL
CHIEF INFORMATION
OFFICER



OVERVIEW & CHALLENGES

LCH Health & Community Services (LCH), a community health center, provides healthcare, resources, and social services to the people of Chester County, PA, regardless of insurance status or ability to pay. Without a strategic IT leader or department, LCH struggled with an outdated electronic health record (EHR) and other outdated legacy technologies. They also relied on a managed service provider (MSP) that was not performing as expected. Upon the suggestion to hire a fractional Chief Information Officer, LCH engaged Hartman to conduct an assessment and provide the necessary IT leadership to move forward with a cloud-based, strategic IT roadmap.

THE SOLUTION

Hartman's assessment revealed the need to create formal programs around compliance and cybersecurity, and worked directly with the board's risk committee to make this a reality. Further, the Hartman team established an IT governance program to prioritize strategic initiatives. Hartman also recommended replacing both the EHR and MSP. Working alongside the CEO and Director of Quality and Population Health, the Hartman team conducted a full RFP process for a new EHR built with new technologies and designed to provide better patient service and workplace satisfaction. A Hartman project manager deployed the new EHR and managed integration, including change management for daily users to ensure proper adoption. Another RFP was conducted to transition to a new MSP that could meet the needs and expectations of the organization in a cloud-based environment. Hartman also helped LCH upgrade IT infrastructure and by fully migrating all data to the cloud, therefore improving LCH's cybersecurity posture. The Hartman team also helped implement a much-needed new phone system with call center capabilities.



RESULTS/ROI

The partnership between LCH and Hartman yielded significant improvements across multiple facets of the organization's operations. Specifically, Hartman helped LCH be more scalable, which afforded the opportunity to open new lines of service to better serve the community. By replacing the EHR with a more user-friendly platform, clinical staff satisfaction increased markedly. The new EHR streamlined workflows and enhanced patient care quality by providing more reliable and accessible health records. Transitioning to a high-performing MSP improved the reliability of IT services, ensuring that technical issues were addressed promptly and effectively. The implementation of a robust IT governance process allowed LCH to prioritize and manage IT initiatives, ensuring resources were properly allocated.

Stabilizing the infrastructure through a complete migration to the cloud enhanced LCH's cybersecurity posture, reducing the risk of data breaches and ensuring compliance with regulatory standards. The new phone system modernized LCH's telecommunications capacity and enabled better control over important call center metrics. Additionally, the cybersecurity training heightened awareness and vigilance against potential threats, further securing patient data. Overall, these initiatives not only resolved the immediate technology and workflow challenges, but also positioned LCH as a more efficient, secure, and patient-centric organization. Moving forward, Hartman continues to help LCH focus on innovative technology to improve quality of care.

TESTIMONIAL

"Working with Hartman on our cloud-based strategy has been a transformative experience for LCH. This move has not only stabilized our infrastructure but also significantly enhanced our cybersecurity tools and infrastructure. Additionally, our organization faced significant IT challenges with outdated technologies. Hartman's expertise and strategic vision provided the leadership we needed to overcome these obstacles by modernizing our IT systems."

Ronan Gannon, CEO, LCH Health & Community Services