

System Launch and “Go Live”

National Healthcare Outpatient Company

Type of Business

Client is a leading national provider of diagnostic imaging services from highly sophisticated PET, MRI and CT to more common X-rays and ultrasound. Services are delivered through a network of owned and operated diagnostic imaging centers.

Statistics

Annual Revenue
\$250 Million

Number of Clinical Locations
76 in 10 states

Contact Information
Available on request

Business Challenge

National provider of radiology services sought improved operational performance through standardized and more efficient information systems. By standardizing information systems they sought to eliminate a complex environment of multiple vendor solutions that lacked consistency and integration. As a result of the new information system being implemented, every aspect of customer facing operations would be impacted. Additionally, many of the centers operated at or near 24/7 hours.

The architecture of the prior system environment made any type of phased implementation within a given subsidiary too high risk. As a result, it was essential that “go live” on the new system be conducted in a single point cutover. The single point cutover at various subsidiaries would impact from 7 – 23 center locations and hundreds of employees. Additionally, the end goal was to have no impact on revenue or billing operations.

Action and Results

Recognizing “Go Live” as an imperative aspect of the overall program implementation, Avalion organized and led a focused team and action plan to address this critical component at the early stages of the project. A multi-pronged “Go Live” strategy was developed to address all aspects of the launch of the new system:

- ▲ People
- ▲ Process
- ▲ Technology



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Go-Live activities and team members focused on providing hands-on support for multiple types of users at multiple locations. A comprehensive Go Live checklist guided the activities during the final two weeks prior to the day of system cutover. The Go Live Checklist included:

- ▲ Confirmation of the technical environment including workstations, printers and scanners
- ▲ Final process and training review and confirmation
- ▲ Comprehensive management of the automated conversion of an average of 700,000 patient records and more than 1million historical event records
- ▲ Oversight of compressed final manual load of detailed patient appointment data to create the mirror schedule with the current production system as well as to provide a consolidated final stage of end user preparation and practice
- ▲ Continuous communication with all personnel through daily newsletters and emails to build enthusiasm, provide support and maintain an environment of high morale

All eight subsidiaries accomplished their Go Live activities on schedule and were able to sustain continuous delivery of patient services. Additionally, as we followed the business metrics through to the Accounts Receivables side of the organization, there were no impacts on the billing and collection processes.