

MetroHealth Hospital Grand Rapids, Michigan

Challenge

The history of MetroHealth dates back to 1942 when it was originally known as Grand Rapids Osteopathic Hospital. It was formed by a small group of osteopathic physicians who committed their personal resources to build a hospital dedicated to the principles of holistic and patient-centered care.

In 1957, the hospital relocated to 1919 Boston SE and by the late 1970's it had grown from 28 beds to more than 200. In October of 2005, the hospital became Metro Health Hospital, anticipating the move to Metro Health Digital Village in Wyoming, MI. Going back to their roots as a hospital dedicated to the principles of patient-centered care, the advanced, state-of-the-art digital medical center opened on September 30, 2007, and is setting new standards of health care delivery in a less institutional, more therapeutic environment.

The biggest challenge in moving the facility to the 'digital village' was the logistics to ensure that patient care was not affected at the old campus while the new campus 'copied' the current processes in preparation for the move. All nursing units had to be replicated, all materials management processes and hardware had to be updated, connectivity and network configurations re-built and STAR re-built and re-configured for the new facility before the old campus closed in September 2007.

Process Improvement

ICG was engaged from June 2007 until December 2007 providing a senior consultant to work through the configuration of STAR; specifically the details of CRT builds, Port configuration and hardware configuration. ICG's senior consultant quickly proved herself an invaluable part of the team and became an advisor to the Jon Klynstra, Director of IT, due to her experience in these types of moves.

ICG provided MetroHealth an invaluable service as they approached their concentrated time for the digital village implementation. Our consultant provided advice, hands on assistance and crucial go live support. Her expertise in system integration, testing, system builds and project management assisted the MetroHealth team to successfully implement the new facility and achieve their goals. Our consultant gave weekly and sometimes bi-weekly statuses to senior management, identified issues and risks within the project and provided solutions! This made them indispensable and after the project was completed they provided knowledge transfer to the MetroHealth staff and continue to make recommendations as needed.

Results

The new facility opened on time to rave reviews in the Grand Rapids community and local newspapers! The partnership between ICG and MetroHealth proved to be a successful combination. ICG was proud to assist MetroHealth in achieving their vision of a Digital Village.

"Linda did a wonderful job.... She and ICG were flexible in extending Linda's time to assist in clean up and post move modifications. I am very pleased with the positive attitude, expertise and professionalism Linda presented." - Jon Klynstra, Director of IT

Customer Profile

Facility: MetroHealth Hospital, Grand Rapids, Michigan
Beds: 238 Beds
Services: a 'digital' Hospital offering general medical, osteopathic services, obstetrics and surgical care, intensive care, outpatient surgery services, inpatient surgery, 24-hour emergency services for adults and children, diabetes education as well as their primary services of stroke and spine care.
Inpatient surgeries: 2713/year
Outpatient surgeries: 8603/year
ER visits: 37,564/year
OB Deliveries: 1559/year
Employees: 1900/ employees 129/physicians
Target: Facility transitioning to an all 'digital village'. This project included adding a multi-facility environment at a new location as well as keeping patient care in tact.
Vendor & Product: McKesson: AllSTAR facility