

CASE STUDY

Seton Medical Center

CHALLENGE

Seton was approaching a go-live date for their Women's facility and needed assistance with the remaining build and resolving outstanding issues that related to the new facility. They also needed assistance with organizing a document that reflected the build for all of their facilities.

PROCESS IMPROVEMENT & SOLUTION

The ICG consultant was engaged as a FirstNet Builder to complete the build for the next project phase (referred to as Compass). In addition, she helped mentor and train new and existing analysts, helped with production and support issues, worked with clinical leaders and provided detailed status of assigned tasks on a periodic basis while following all applicable policies, standards, processes and change control set forth by Seton and Ascension Health Information Systems.

RESULTS

The team was able to significantly decrease the number of FirstNet issues. The total number of issues went from 83 to 13 and the team was able to complete the build for Women's hospital. The ICG Consultant organized a build spreadsheet that reflected the total build for all facilities.

For more information on projects completed or other Cerner services offered by Innovative Consulting Group, please contact:

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Facility:

Seton Medical Center
Austin, Texas

Overview: Seton is a network of healthcare facilities. It is a not-for-profit organization that is the leading healthcare provider in the Central Texas Area, serving an 11-county population of 1.7 million

Vendor & Product:

Cerner: FirstNet

Employees: 9,400

Target: Issue resolution and completing outstanding build for FirstNet