



## BY THE NUMBERS:

**6** hospital health systems with more than 200 sites and 1,200 beds

**61,000** annual admissions

**229,000** annual emergency room visits

**10,000** employees

**1,341** physicians (representing more than 90 specialties; 92 percent board-certified)

**1,300** volunteers

## CLIENT PROFILE

St. Luke's University Health Network (SLUHN) is a nonprofit, regional, fully integrated, nationally recognized network headquartered in Bethlehem, Pa. SLUHN's mission is an unwavering commitment to providing excellent care for the sick and injured and to improving access to care in the communities it serves, regardless of a patient's ability to pay for healthcare.



## THE CHALLENGE

Given its size and the breadth of its services, SLUHN required an enterprisewide electronic health record (EHR) and revenue cycle system that could also meet the diverse needs of its thousands of employees and patients.

Prior to implementing Epic, SLUHN was using two separate systems across its six hospitals. The organization wanted to partner with an EHR vendor that could provide a fully integrated system and was committed to product development and performance optimization. After a 12-month system selection process, SLUHN chose Epic for its inpatient clinical and revenue cycle system.

Due to the size and complexity of the implementation project, SLUHN identified a need for a consulting firm to help manage the go-live. In particular, the health system wanted a consulting partner with both Epic expertise and experience leading large-scale IT implementations.



## OUR APPROACH

In April 2014, SLUHN engaged Cumberland Consulting Group to lead the inpatient clinical and revenue cycle teams for its Epic implementation. Cumberland assumed this leadership role while also filling positions, including team leads, analysts and trainers. Additionally, Cumberland managed some of the technical responsibilities during the latter part of the project, including setting up the necessary hardware across all facilities. In total, Cumberland's team included 22 skilled consultants who supported the project.

Cumberland provided leadership and strategic counsel rooted in a thorough understanding of the Epic system and its intricacies throughout the project. Cumberland worked side by side with SLUHN leadership and staff throughout each phase of the project, including IT support at go-live.

Cumberland developed a scorecard for each hospital that served as a roadmap of tasks and activities that operations staff needed to complete before go-live. Each member of the operational engagement team also gave regular status updates, which enabled the staff to uncover issues early in the process.

In addition to a comprehensive implementation plan, Cumberland recognized that it would be equally important to receive buy-in from the health system's end users in order to complete a technically sound transition. Cumberland developed a strategy for physician and operational engagement as part of the larger implementation. In order to drum up excitement around the new system, Cumberland conducted educational sessions for physicians and other end users prior to the new system training. In these sessions, Cumberland consultants shared the benefits of the new system and set expectations around process and workflow changes.






*“Cumberland Consulting Group was a key contributor to our successful Epic implementation across six hospitals. We were able to complete this go-live because we had a partner that had significant large-scale Epic implementation experience. Cumberland demonstrated **strong leadership and project management skills** throughout the engagement and facilitated a smooth and thorough transition for our team.”*

**– Chad Brisendine**  
Vice President and Chief Information Officer, SLUHN



## OUTCOMES AND RESULTS

SLUHN successfully went live with the Epic clinical and revenue cycle system across all six hospitals on Jan. 9, 2016.

-  Completed **on time and on budget**
-  Achieved several revenue cycle metrics in **top decile of Epic clients**
-  Saw **improvement in throughput, productivity and revenue** three months following go-live
-  Awarded **HIMSS Analytics Stage 7 EMRAM** designation, the highest recognition for EHR adoption
-  In a press release issued by SLUHN, Carl Dvorak, president of Epic, congratulated the health system on its **successful enterprisewide go-live** and ability to engage staff members across the organization in the project.

