

Tegria Successfully Implements MEDITECH Expanse for Canada's Largest Pediatric Rehabilitation Hospital

Background & Challenge

A long-time user of the MEDITECH Client/Server (C/S) 5.66 platform, Holland Bloorview contracted with MEDITECH to implement the Expanse platform in the acute and ambulatory settings, selecting Expanse due to its state-of-the-art web functionalities. Through the migration to MEDITECH's fully interoperable web-based EHR platform, Holland Bloorview's strategic vision was set on delivering significant improvements to the quality and efficiency of patient care, as well as achieving Electronic Medical Record Adoption Model (EMRAM) Stage 7. With this implementation, Holland Bloorview would be the first Canadian organization to Go-LIVE with MEDITECH Expanse Ambulatory.

Due to the complexities involved with being the first early adopter of Expanse Ambulatory, Holland Bloorview opted to partner with a highly experienced, READY-certified consulting firm.



Holland Bloorview

- Largest children's rehab hospital in Canada
- Serving over 8,000 children annually
- Leading teaching hospital fully affiliated with University of Toronto
- 500 inpatient admissions
- 63 bed nonprofit research facility
- 54,000 outpatient visits
- Founded 1899

EHR Path: MEDITECH Client/Server 5.66 to Expanse Acute and Ambulatory



Tegria was a key partner throughout our MEDITECH Expanse implementation ... They were great to work with, put a lot of effort into understanding our workflows and business requirements, and worked productively with MEDITECH and our hospital team to find solutions. Overall, the experience was a positive one that culminated in a remarkably smooth go-live.

—Bohodar Rubashewsky, VP – People, Corporate Innovation & Services

Solution

The team took steps to understand the culture, workflows, and goals of Holland Bloorview before developing a customized approach. Open communication before and during the implementation allowed for alignment of expectations and optimal positioning of the partnership to improve patient care, redesign critical workflows, and drive meaningful outcomes. Given the unique circumstances impacting Holland Bloorview, understanding their needs and adapting solutions to create a customized approach was critical.

With Expanse came the need for Holland Bloorview to replace certain third-party vendors, such as the formulary service vendor, and to adapt products to Canadian workflows and modify dosing to the pediatric environment. These were critical success factors that needed additional project management support for integration with MEDITECH Expanse and other in-flight systems related to the pharmacy.

Applying our deep experience in implementing Expanse, we found efficiencies throughout the project by putting in place both a project management methodology and tools specifically designed around the READY implementation approach, all of which led to rapid decision-making. Holland Bloorview was able to accelerate many aspects of the project simply by learning from our experiences at other organizations. The consultants, including project managers, subject matter experts, and interface engine resources, helped Holland Bloorview understand the options available, coaching the organization through the pros and cons of each decision while customizing the system to meet their current and future needs.

Outcomes

Expanse went LIVE on schedule and now plays a key role in supporting Holland Bloorview's digital health strategy, simultaneously improving efficiencies and clinician satisfaction. The new EHR also benefits ErinoakKids Centre for Treatment and Development, the largest children's treatment center in Ontario, for which Holland Bloorview provides EHR hosting. With Tegria's assistance, ErinoakKids went LIVE on the new platform only three months after Holland Bloorview.

For both organizations, the integration of patient data across the continuum of care is delivering significant improvements to the quality and efficiency of patient care.

- Improved efficiencies and clinician satisfaction
- Positioning for HIMSS Analytics EMRAM Stage 7 Achievement
- Integration of patient medical record across the continuum of care
- Improved patient engagement via connect2care portal
- Greater transparency for patients and families
- On-time implementation
- First Expanse ambulatory site LIVE in Canada