

Cobre Valley Regional Medical Center EHR Engagement

MEDITECH Expanse implemented with superior customer service

Background and Challenge

To improve system mobility and integration, the Cobre Valley Regional Medical Center (CVRMC) aimed to upgrade their electronic health record (EHR) platform to MEDITECH Expanse. After speaking with several consulting and infrastructure companies, they selected Tegria for on-premises infrastructure set up and implementation.

Quick Facts

Cobre Valley Regional Medical Center

- **Hospital Type:** Community health provider
- **Location:** Globe, Arizona
- **Bed:** 25
- **Founded:** 1913

Selection

It's worth taking a moment to share a little about the selection process. As CVRMC began evaluating vendors to help with the implementation, they took the time to interview individuals who could potentially be their day-to-day contacts. In this process, the Tegria team stood out from the competition by making meaningful, personable connections with the CVRMC team and exhibiting a superior customer service mindset. Considering these factors, along with technical expertise and competitive pricing, CVRMC's preference was clear.

The CVRMC team knew we would fully support them and be available around the clock when needed. Furthermore, based on our relationship with MEDITECH and related knowledge, we were able to collaboratively create a strategic plan and provide all necessary support and consulting services. Moving to a fully mobile and web-based EHR was a crucially important project; our partnership with CVRMC would take the technical infrastructure to the next level and establish a long-term EHR solution.

Solution

CVRMC's first experience with Tegria's high standards for client service occurred during hardware infrastructure setup, as our experts stood side-by-side with CVRMC to ensure all went well. Subsequently, CVRMC invited us to help them set realistic goals and augment their in-house staff. We focused on the primary team but also developed training for all staff.

In addition to handling weekly MEDITECH calls, we created a communication model that enabled all parties (and there were many!) to easily speak whenever needed for emergent concerns. This meeting framework accommodated team members in multiple time zones and avoided interrupting busy schedules. Our one-on-one approach with CVRMC team members saved time and trouble, delivering targeted key knowledge in focused three-minute conversations.

Personal relationships are paramount for all Tegria engagements. Trust, integrity, and character were (and always are) at the forefront of every conversation, helping CVRMC feel at ease with every decision. This people-first focus is foundational to Tegria's promise to humanize each healthcare experience—for patients, for clinicians, for healthcare organization employees.

Outcomes

Tegria guided CVRMC through a successful infrastructure set up and MEDITECH Expanse implementation—despite the added challenges posed by the magnitude of CVRMC staff involved in the transition. CVRMC experienced a seamless handoff with unhindered access across all teams. Tegria also helped CVRMC stay within their margins, actually completing the implementation slightly below budget. This resulted in significant available resources to reinvest into their small community medical center.



“Tegria’s capabilities, subject matter expertise, and willingness to jump on a call at any time to solve a problem distinguishes them from others. Not only is their level of customer service unmatched in the industry, but their understanding of smaller teams and their ability to work hard to reach significant training and implementation goals shows how relentlessly they work for their clients. Tegria proved to be a trusted teammate, going over and above in every regard to get it done right.”