

Providence St. Joseph Health Gains Vital Support During EHR Transition

Background and Challenge

Providence St. Joseph Health (PSJH) embarked on a multi-year project to convert its EHR at all locations from MEDITECH to Epic. With IT staff members moving strategically to support this work, PSJH needed to backfill those roles with Tier II EHR and third-party application support staff. To meet this need, Tegria stepped into the project as a knowledgeable, dedicated support partner.

Unlike with other contracts, which typically provide long-term solutions and support, we initially took on all Tier-II services with the intention to transition these responsibilities back to PSJH staff on completion of the EHR conversion.



Providence St. Joseph Health

- **Hospital Type:** Inpatient/ Outpatient, Health and Social Services
- **Founded:** 1912
- **Location:** 17 facilities throughout Texas, California

Solution

For the first month, Tegria worked alongside the PSJH team to understand the unique characteristics of their EHR system and to gain insights into their methodology and workstreams. The in-house support team wanted to ensure a complete knowledge transfer to the Tegria team so that PSJH's EHR users would continue receiving uninterrupted support.

Tegria's 17-person team fully assumed EHR Tier II support services in April, with all parties expecting that this would simply be short-term, "keep the lights on" support. However, as the EHR implementation timeline extended, it became apparent that support would also be needed for changes to the legacy systems per operational and regulatory requirements.

Tegria coordinated with PSJH to allocate the appropriate resources and implement these essential changes. The teams cooperatively established an efficient process for scoping and quoting enhancements while staying within budget. During the subsequent 18 months, Tegria completed several projects, including significant upgrades to the legacy EHR and other third-party systems.

Because communication was (and is always!) vitally important, Tegria joined PSJH for on-site visits in California and Texas, making sure that everyone was aligned. When the COVID-19 pandemic restricted travel, the teams remained in constant communication via instant messaging, phone calls, and video conferencing, ensuring that no communication lapses would occur.

Outcomes

PSJH focused on their transition work, knowing that their legacy system was in competent hands and that their EHR users were well supported by the Tegria team. Even after the transition was complete, we continued to support the PSJH team as needed with their legacy EHR, delivering quality service and round-the-clock support for both the expected and unexpected obstacles and challenges.



... We have been able to proceed with the Epic transition while also responding to the unpredictable nature of the COVID-19 pandemic.

— Shari Titus, PSJH Executive Director