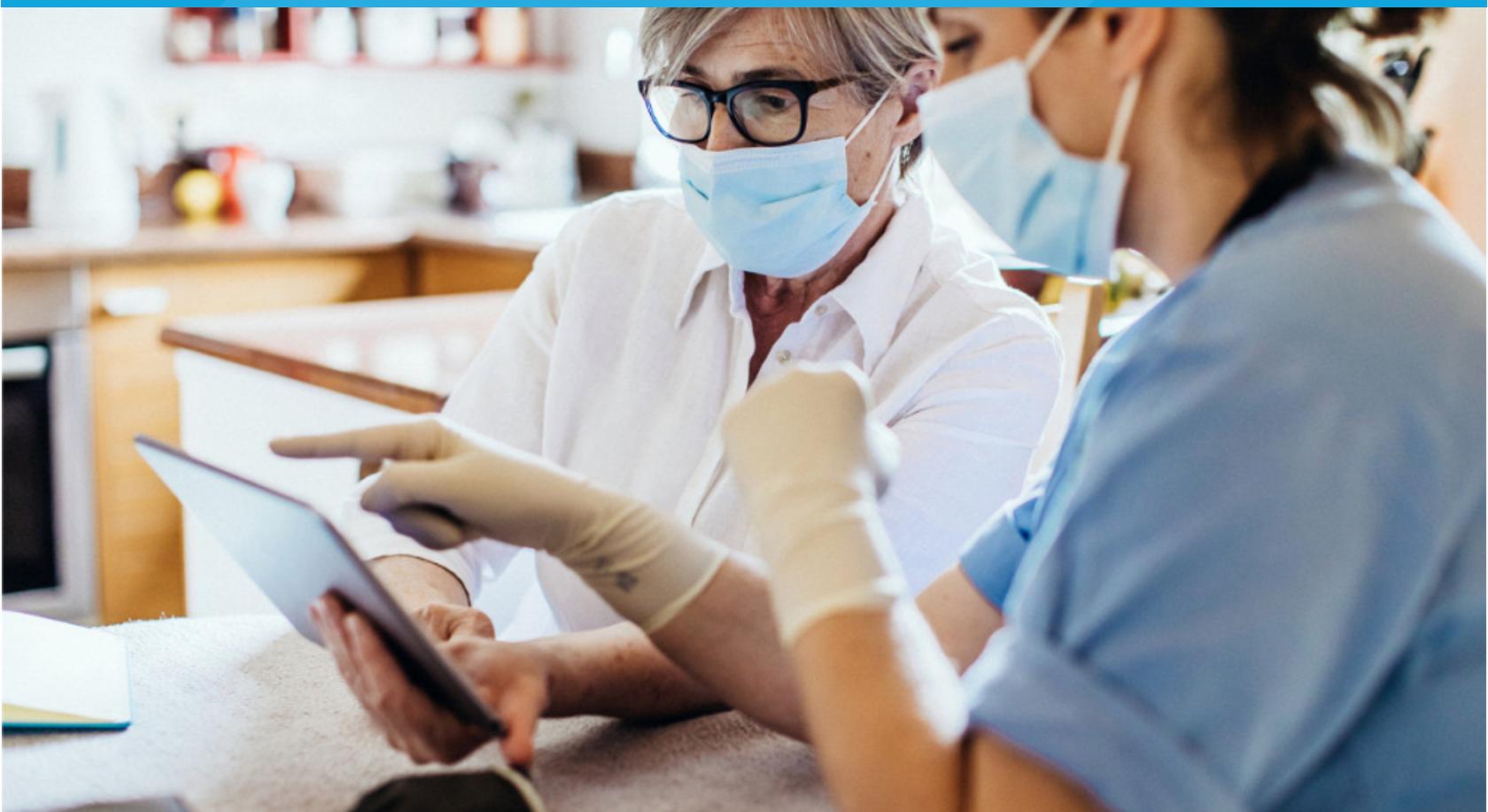


PLANNING A NEW ELECTRONIC HEALTH RECORDS SYSTEM?

See how Blue Eagle Consulting's EHR software experts delivered the dependable help Ballad Healthcare needed:

- › From *legacy support*,
- › Through *instructional design and principal training*,
- › To *training software and classes* for personnel,
- › All the way to *go-live, at-the-elbow support...and beyond*.

NOW BALLAD'S PROVIDERS AND CARE TEAMS CAN EFFICIENTLY TAP INTO EPIC'S ENHANCED INTEROPERABILITY AND COUNT ON UNPRECEDENTED ACCESS, CARE AND SECURITY OF PATIENT RECORDS.



INTRODUCTION TO BALLAD HEALTH

“HAVING A SINGLE EHR WAS CRUCIAL FOR OUR PATIENTS’
SAFETY, EFFICIENCY AND CONVENIENCE.”

A NEW EHR SYSTEM FOR A NEWLY FORMED ORGANIZATION

Ballad Health is the newly allied organization that resulted from an alliance between Mountain States Health Alliance and Wellmont Health System. Ballad is headquartered in Johnson City, Tennessee, and spans a 4-state area, from northeastern Tennessee into Virginia, North Carolina, and Kentucky with 21 hospitals and over 200 ambulatory facilities. Ballad decided to adopt the Epic platform systemwide for its common, interoperable health technology at all of its hospitals and care sites.

FROM THE BEGINNING, EPIC TRAINING WAS CRITICAL

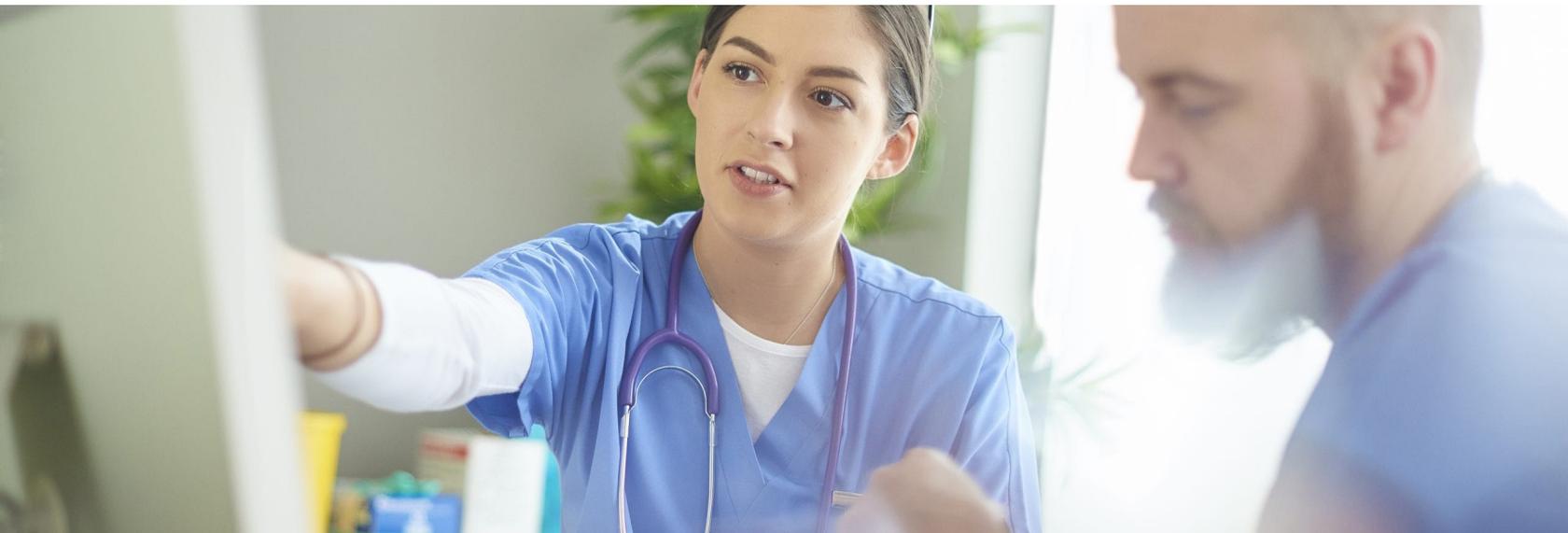
As the Epic software was being installed and the system was working toward activation, Ballad needed a partner like Blue Eagle Consulting, with software consultants to train all of its more than 6,000 Ballad Health team members.

Pam Austin, Ballad Health’s Chief Information Officer said in a statement to Healthcare IT News, “We knew having a single EHR (electronic health record) was crucial for our patients’ safety, efficiency and convenience, which will lead to enhanced quality of care for our patients.”

Austin continued, “This transition allows for better interoperability throughout the Appalachian Highlands, benefiting patients through a seamless, integrated approach.”

SECURE DATA CONTROLLED BY PATIENTS AND PROVIDERS

Patient data would be more secure than ever before and controlled by patients and their providers. Plus, new services are available to patients, including real-time scheduling, access to health information, transparency in pricing, and most importantly, better coordination between healthcare providers, regardless of where they are or what data systems they use.



BALLAD NEEDED LEGACY SUPPORT & TRAINING

“REALIZE THAT THIS NEW EPIC EHR IS NOT
A ‘ONE AND DONE’ SYSTEM.”

BLUE EAGLE CONSULTING (BEC) COMES TO THE RESCUE

After careful consideration, Ballad decided to partner with Blue Eagle to handle their legacy support. Blue Eagle also helped with the **Instructional Design, Curriculum Development, and Classroom Training**. BEC's experience with Epic, EHR software and IT training, history, philosophy and their ability to staff up rapidly made Ballad's choice easier.

Sherry Pouncey, Blue Eagle's Director of Operations and a Clinical Nurse Informaticist with 25-years in ambulatory, clinical and surgical care, said Ballad had highly favorable experiences working with BEC on other projects in the past. Pouncey went on to say, "We've had consultants there for the last 10 years, sometimes as many as 30 at a time, culminating most recently with over 280 ATE's onsite during their **Go-Live**."

THOROUGH AND HASSLE-FREE TRAINING

Before Ballad could go-live with their new Epic system, it was vital that their team members go through smooth, thorough and hassle-free training.

The company Ballad selected had to:

- › Be familiar with Ballad's operation and have a finite understanding of the process
- › Realize that this new Epic EHR system is not a "one and done" system. It's a **saga with many moving pieces and parts** affecting many personnel and patients.
- › Be **ready to quickly provide sufficient personnel** (with the ability to staff hundreds of consultants) to handle it all throughout the entire 2-year project.
- › Be able to **handle the enormity of the project**, from legacy support, through instructional design, to principal training, classroom training for personnel and finally at-the-elbow support for go-live...and beyond
- › Be able to **change on a dime and adapt during unforeseen challenges** and personnel needs, including the social distancing, travel and safety precautions of providing consultants during the COVID-19 pandemic.

BEC was able to deliver hundreds of classes in Virginia and Tennessee.

WHAT BEC DELIVERED TO BALLAD DURING GO-LIVE

“BEC STRATEGICALLY PLACED STRONG LEADERSHIP
AT THE TOP OF EACH FACILITY.”

THE TOP-NOTCH SITE LEADS MADE THE BIG DIFFERENCE

Leading up to the go-live, Blue Eagle provided a large team for activation support during the go-live launch of Epic in the newly allied organization.

What clinched Ballad's choice was BEC's proven culture of:

- › Results
- › Teamwork
- › Meeting quick staffing needs
- › Ability to quickly adjust to changes... like the unforeseen staffing challenges brought on by COVID-19
- › Commitment to patient safety and improved patient outcomes
- › Quality of IT, software and training resources

MEETING BALLAD'S NEEDS

Most significant was having the right site leads in place at the top at each hospital. They could supervise and make sure that day-to-day activation between BEC's personnel and the hospital staff ran smoothly and met the hospital staff's needs.

“The right people can really gain the trust of the hospital leadership at a specific facility,” added BEC's Pouncey. “Ballad trusted Blue Eagle and that's why they engaged us as a prime vendor for this critical project.”



THE SUCCESSFUL RESULTS OF BALLAD AND BEC'S RELATIONSHIP

**“BEC BECAME A PARTNER IN TEACHING,
COMMUNICATING AND COLLABORATING.”**

EVALUATING THE EXPERIENCES

While Ballad was evaluating the success of their training program, they quickly determined that BEC was the right choice as a training partner as an implementation partner for go-live.

One measure of success is how many calls came into the help desk and how quickly they were resolved. Very low call volume meant fewer problems, and the swiftness with which Help Desk tickets were handled and what their close rate was is a further indicator.

A FEW COMMENTS...WHAT BALLAD IS SAYING

Dwayne Taylor, President of the Southeast market for Ballad, (Sycamore Shoals and Johnson County) said, “I just want to say the team from Blue Eagle is to be praised for their professionalism and service to our team.”

Love Hobson, Associate Executive at Johnson City Medical Center (JCMC), echoed what Taylor said and added. “I look forward to continuing to work with BEC and their resources during our scheduled Phase II (post go-live).”

Morgan May, Chief Nursing Officer at JCMC, gave a big “shout out” to Blue Eagle. She said, “The big house was in good hands.”

Benefits of this conversion and training include:

- Real-time and transparent coordination between physicians who are caring for patients
- Helping providers seamlessly collaborate across specialties, reducing duplicate testing and preventing adverse outcomes
- Implementation of evidence-based and best practices across the care continuum
- Enhanced research and population health initiatives using powerful, region-wide data
- Greater opportunity to deploy long-term initiatives
- Reducing the cost of healthcare with unparalleled transparency in predictability of cost for patients
- Improving the health of the region

MOST WIRED RECOGNITION

In October, the College of Healthcare Information Management Executives (CHIME) announced that Ballad Health had earned the 2020 CHIME Digital Health **Most Wired** recognition for the second year in a row. This recognition means Ballad Health helps lead strategies to use data meaningfully to achieve clinical and efficiency outcomes.

This is one more example of how Ballad is staying on the cutting edge of technology.

CONCLUSION |

WHY TURN TO OUTSIDE CONSULTANTS FOR YOUR EHR TRAINING

Just like with Ballad, Blue Eagle Consulting's EHR Training and Implementation consulting experts can analyze a hospital/medical organization's EHR environment (Epic or other system). They understand a health system's pain points and objectives, and help that organization discover training and implementation solutions that meet the challenges.

These consultants can readily help physicians and other hospital staff master the ins-and-outs of practically any new or updated EHR or facilitate the optimization of their current system for better efficiency and effectiveness.

WHAT TO LOOK FOR

You should make sure that the resources you bring on board have real-world operational experience and, like BEC:

- › Are well-versed and experienced in the healthcare IT environment
- › Can match training solutions to the specific needs of physician and staff usage and satisfaction
- › Are flexible enough to change directions and re-staff if a crisis, like COVID-19, occurs.
- › Understand the implications of regulatory changes in health care
- › Have deep EHR knowledge and related technologies
- › Will deliver actionable and positive outcomes doctors and other users will want to use day-in and day-out

CONTACT BEC FOR THE PROFESSIONAL EHR HELP YOU NEED

A team of professional healthcare IT teaching consultants can help your medical organization make sure you're reaping the maximum benefits from your EHR system.

Get in touch today to let us know how we can help you.

If you have a project coming up or a need that we can fill, please call us at 1 (866) 981-1095 or email info@blueeagle-consulting.com.