

A Single Source for Top Talent

▶ *Washington Regional Medical Center found working with multiple Cerner Millennium® consulting firms to be too time-consuming and expensive. Now, one call to HPG's Production Support team secures the capacity and quality needed to keep productivity up and the backlog down.*

Jerry Peters, Applications Manager at Washington Regional Medical Center in Fayetteville, Ark., is real clear about the mission of his IT team: "To protect the patients and staff from the technology."

Anyone who's worked with enterprise software knows exactly what he means. Instead of the technology working for you, it can sometimes feel like you're working for the technology.

"Safety and patient care take a lot of focus and concentration," said Peters. "We want to do everything we can to support that and give our staff what they want, when they want it. Part of that is making sure the IT systems work smoothly and reliably."

Peters' sensitivity to patient and staff safety is due in large part to his background as a Registered Nurse. He joined the IT department 14 years ago after serving as an emergency room nurse for 18 years. Peters leads a team of eight IT professionals, which includes four nurses, a medical technician and a pharmacy technician. Over the years, Peters has successfully retained his dedicated internal team, but working with third-party Cerner Millennium® consultants has been a challenge, up until about two years ago when he first engaged the HPG Production Support team.

"There's always been a lot of variation in the marketplace for Cerner Millennium® consultant talent levels, pricing and timeliness," said Peters. "But the experience with HPG has been much different."

Peters learned about HPG through a referral. HPG was vetted through a test project which it passed with honors. The relationship has been forged by performance and consistency ever since.



"Our ability to get things done faster with HPG has been a big boost to our team and our hospital, and we're prepared for future expansion and growth. The flexibility, scalability and service provided by HPG have all been excellent. We couldn't ask for a better fit for our organization."

**- Jerry Peters
Applications Manager,
Washington Regional Medical Center
Fayetteville, Ark.**



Healthcare Performance Group, Inc.

One Goal – One Consultant

Peters says the contracting and accounting steps alone were enough motivation to consolidate to one trusted Cerner Millennium® production support partner. The intake process for a new vendor can often take several days or more which means lost time that could be directed toward projects and tasks.

“The HPG partnership gives us access to the right people for almost anything we need,” said Peters. “And my staff knows the HPG production support team by name. The ease, simplicity, and rhythm have been the best benefits.”

The work gets done faster, too. When Peters first started working with HPG, his backlog consisted of hundreds of open items.

“HPG took our three-year Cerner Millennium® project backlog and cleared it in only three months,” said Peters. “They’ve got dozens of consultants, and every Cerner Millennium® specialty is covered. The depth of their resources is unmatched in my opinion.”

What to Look for In a Cerner Millennium® Production Support Partner

1. A deep and broad resource pool of Cerner Millennium® consultants with extensive experience.
2. Highly accessible and responsive service - team players.
3. Proven ability to partner with customers and get results.

Pains and Gains

- (-) Too many consulting firms to manage
- (-) Too much time spent on project assignments and vendor integration
- (-) Three-year backlog that was growing
- (+) Single-source vendor simplicity and speed
- (+) Access through HPG to any Discern Explorer® (CCL) expertise required
- (+) Three-year backlog of projects cleared in three months

Projects completed include custom Discern Explorer® (CCL) reporting; Gen views; PowerNote™ development; medication utilization reporting for CMS; and custom programming for unverified orders monitoring.

Peters’ contract with HPG is simple and easy to administer. The budget is clear and Peters essentially receives access to a whole team of experts for the cost of one part-time consultant.

Washington Regional has more than 2,200 registered Cerner Millennium® users, 366 beds, sees over 12,000 inpatient cases, and handles 55,000 emergency room visits per year. The demands on the Cerner Millennium® system – and his IT team – are significant and will continue to grow and become more complex with new updates and versions.

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