

High Tech + High Touch = High Achievement

# Making the Most of Your IT Investment



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# The High Tech IT Investment

*“The largest investment in this health system’s history”*

Site visits, fly-Ins thorough due diligence through board approval

**Big Bucks!**



**Scenario**

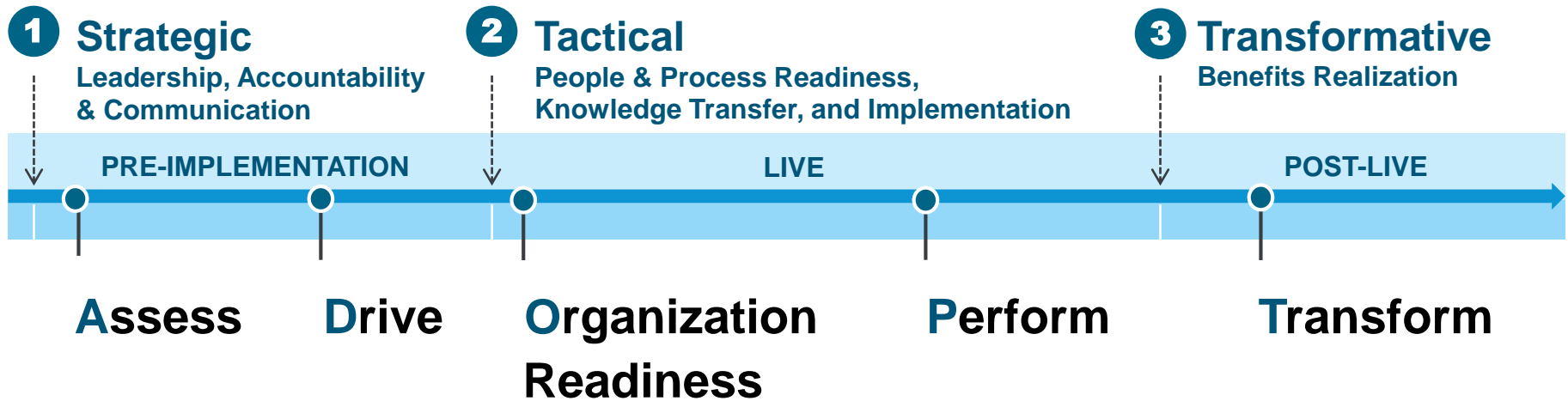
# High Touch



*“Is this  
absolutely  
essential?”*

- **Strategic:** Leadership Alignment & Commitment
- **Tactical:** Organizational Readiness
- **Transformative:** Benefits Realization

**High** tech solutions + **High** touch implementation and knowledge transfer =  
**High** achievement of transformation outcomes and adoption  
with **minimal** disruption.



**YOU DECIDE!**  
Does High Tech + High Touch =  
**High Achievement?**

# Case Study A



**“Nothing happens  
until something  
moves.”**

Albert Einstein

# 14 Hospitals Live in 18 Months

- **\$100,000,000** IT investment
- 100% on-time, on-budget implementation on original date
- 1,100 Providers; 13 Acute Hospitals
- 350 Ambulatory Providers; 90 sites
- **78.2% Avg. Overall Satisfaction**
- **Baldrige Visit**
- **Attested Meaningful Use one year early; \$57 million over six years**

- ✓ **High Tech?**
- ✓ **High Touch?**
- ✓ **High Achievement?**

# Case Study B



**“Winning is habit.  
Unfortunately, so  
is losing.”**

-Vince Lombardi

# IT Transformation “Delayed”

- **\$52,000,000** IT investment
- **9 Acute Facilities across large geographic area; 600 Providers**
- **Poor morale and communication, multiple reductions in force**
- **Press, Ganey and Gallup Employee Engagement (huge dip)**
- **\$2.75M** in est. costs due to delay
- **ICD-10 preparation poor and MU2 miss \$6M estimate/ \$19M total**

✓ High Tech?

✓ High Touch?

✓ High Achievement?



**1 Strategic**  
Leadership, Accountability  
& Communication

**2 Tactical**  
People & Process Readiness,  
Knowledge Transfer, and Implementation

**3 Transformative**  
Benefits Realization



# Strategic Imperative

## Examples

**1 Strategic**  
Leadership, Accountability  
& Communication

**2 Tactical**  
People & Process Readiness,  
Knowledge Transfer, and Implementation

**3 Transformative**  
Benefits Realization



# Tactical Imperative

## Examples

**1 Strategic**  
Leadership, Accountability  
& Communication

**2 Tactical**  
People & Process Readiness,  
Knowledge Transfer, and Implementation

**3 Transformative**  
Benefits Realization



# Transformative Imperative

## Examples

**Thank you so much  
for your participation  
and engagement!**



# Presenter Contact Information



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**Answers for life.**