High Tech + High Touch = High Achievement

Making the Most of Your IT Investment

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October 23, 2015
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!
High Touch

- **Strategic:** Leadership Alignment & Commitment

- **Tactical:** Organizational Readiness

- **Transformative:** Benefits Realization

“Is this absolutely essential?”
High tech solutions + High touch implementation and knowledge transfer = High achievement of transformation outcomes and adoption with minimal disruption.

**1 Strategic**  
Leadership, Accountability & Communication

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

**3 Transformative**  
Benefits Realization

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
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
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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

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Tactical Imperative

Examples
Transformative Imperative Examples

1. Strategic
   Leadership, Accountability & Communication

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

3. Transformative
   Benefits Realization
Thank you so much for your participation and engagement!
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