

# Case Study

## Saint Mary's Hospital Physician Documentation Implementation



### Customer

Saint Mary's Hospital is a 170 bed, non-profit, short term acute care hospital located in Waterbury, CT.

### Business Situation

- STMH needs to demonstrate meaningful use
- Provide electronic documentation for physicians for more accurate patient chart
- Comply with CMS requirement

### The Challenges

- Experienced a prior, very difficult go-live when initially implementing McKesson Paragon
  - Inadequate attendance at training by physicians
  - Lack of adequate support for end users at go-live
- Lacked Project Management resources
- Did not train the correct people for the template build

### Goal

To continue further rollout of McKesson Paragon application by delivering Physician Documentation module to physicians (electronic physician documentation via templates)

*“As a part of the IT management services provided at Saint Mary's Hospital, Anthelio was instrumental in facilitating and coordinating the successful McKesson Paragon Physician Documentation implementation at Saint Mary's Hospital. Their leadership and attention to detail made the implementation a non-event for our physicians and clinical staff”.*

**Michael Novak**  
VP of Operations, Ancillary Care  
and CIO at Saint Mary's Hospital  
- August 2014



## The Anthelio Solution

- Provided experienced clinical project management resource with strong discipline
- Obtained training for additional template builders
- Manage the McKesson Paragon vendor
- Facilitated and executed an “elbow to elbow” physician support program for go-live
- Provided comprehensive training plan
- Formalized command center to support go-live
- Obtained additional resources to answer phones in the command center to ensure immediate response
- Tracking of outstanding issues throughout the project and go-live
- Managed resources, especially requesting uninterrupted time for template builders to concentrate on the build
- Helped negotiate contract for strong external implementation support resources – **“at elbow support for physicians”**
- Coordinated with external vendor to create training video with two modules and made it available on the website.

The Customer’s CMIO was very effective in working with the physicians and clinical informaticists providing the clinical content for template build.

## The Outcome

- Go-live was smooth without critical issues
- Was discussed by customer as “non-event.” Two days after go-live C-level team asked “when is that go-live anyway?”
- Daily reports were provided listing number of users who accessed Phys Doc and created documents to support adoption and use of the templates
- Adoption Rate: Phys Doc Stats as of 14 days post live
  - 83 physicians/providers documented in Phys Doc
  - 2025 documents were created
  - 30 (ALL) templates were used
- Training: Approximately 110 physicians trained in Phys Doc

## About Anthelio

Anthelio® is a driving force in the healthcare industry and is the largest independent provider of healthcare technology solutions to hospitals, physician practice groups and other healthcare providers. By provisioning hospitals in over 450 counties across the US with innovative solutions in the areas of IT, EHR, HIM, Patient Engagement, Enterprise Interoperability (EI) and Healthcare Analytics & Informatics (HAI) services, Anthelio impacts quality care to over six million patients. Powered by cutting-edge technologies and thousands of healthcare professionals with extensive clinical and operational experience, Anthelio drives high value for over 20,000 physicians and nurses in hundreds of healthcare organizations supporting their annual revenue of over \$12 billion. Anthelio is headquartered in Dallas, Texas. Visit [www.antheliohealth.com](http://www.antheliohealth.com) for more information.

## Contact Us

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