

**CASE STUDY WAKEMED**

## Encore Vendor Expertise Accelerates a Successful EHR Selection for WakeMed

### BACKGROUND

WakeMed needed to determine the best strategic vendor approach for their EHR portfolio environment. Information technology (IT) decision-making had been largely decentralized, with each department and functional area having the ability to select their own preferred niche solution. This had resulted in a “best of suite” environment in which WakeMed relied upon a broad portfolio of Information Systems (IS) to support its clinical and business operations. This approach had created several challenges in areas of data sharing, process harmonization, continuity of care, technology integration and IT support efficiency.

### THE CHALLENGE

In order to thrive in today’s rapidly changing healthcare environment, WakeMed needed a coordinated, proactive IT governance and decision-making structure, coupled with the right tools, strategies and processes to efficiently capture, manage, and process its enterprise data.

WakeMed engaged Encore to develop an effective governance structure and to assess its current vendor strategy. Encore supported WakeMed in evaluating various strategic approaches to ensure that their EHR solution portfolio would position them to be able to meet the challenges of healthcare reform and value-based reimbursement.

### THE SOLUTION

WakeMed’s overriding objective for this engagement was to establish an EHR portfolio strategy that would help the health system comply not only within the current regulatory environment, but would also position them for the future demands of transitioning from a fee-for-service to fee-for-value environment.

In order to help the client meet its objectives, Encore worked with WakeMed to develop a more collaborative and integrated IT governance structure to support current and subsequent IT decision-making. Encore also leveraged its proven strategic planning and vendor selection methodologies to analyze EHR portfolio alternative strategies — “best of suite” versus enterprise solutions. Encore began its analysis by outlining the benefits, risks and key considerations for each of the alternatives and how those strategies might affect WakeMed’s present and future operations.

### THE RESULTS

Based upon the detailed analysis, Encore delivered an engagement final report that included a go-forward EHR portfolio strategy and selected vendor. Encore created a high-level roadmap that provided guiding principles and system selection criteria which helped the healthcare system develop its new EHR vendor direction.

Encore delivered on a series of parallel work streams, including IT governance, EHR portfolio strategy/vendor selection which included a robust EHR total cost of ownership (TCO) model. Encore has successfully facilitated a series of IT planning initiatives beginning with the establishment of a clearly defined EHR strategy and IT governance framework. This allowed for an efficient, thorough, and highly participatory selection process that led WakeMed to the implementation of an enterprise EHR. 



### ABOUT WAKEMED



WakeMed

WakeMed is an 884-bed private, not-for-profit healthcare system based in Raleigh, North Carolina. They are accredited by The Joint Commission and offer several unique services that bring added value to the Research Triangle communities they serve. WakeMed pioneered North Carolina’s first freestanding Children’s Emergency Department, and the department still serves as a national model, providing care to more than 40,000 children each year.

The health system’s Heart Center ranks in volume among the top North Carolina hospitals providing cardiac care and is also one of the highest volume heart centers in the United States. WakeMed has been an innovator delivering healthcare for more than fifty years. They are frequently recognized for their commitment to quality and safety, exceptional advanced care and leading outcomes. The health system’s exceptional physicians, nurses, and staff members have achieved numerous awards and recognitions — all in the name of patient safety and quality care.

