



## Huntzinger's Oracle Cerner Services

### Consulting and Advisory Services

- Contract review and negotiations
- Assessments, roadmaps and strategy
- Current and future state workflows
- Revenue cycle transformation
- Revenue cycle assessments
- Clinically Driven Revenue Cycle (CDRC)
- Interim leadership

### Implementation Services

- Numerous, successful implementations covering the full gamut of scenarios, i.e., Oracle Cerner clinicals live/revenue cycle to be installed, clinical and revenue cycle implemented together, Oracle Cerner clinicals/revenue cycle installed/third party and/or other application integrations
- In-depth understanding of Oracle Cerner's implementation methodology, the inherent client risks and how to avoid them
- Ability to leverage extensive Oracle Cerner knowledge and expertise of a centrally located IT staff

### Stabilization/Optimization Services

- Successfully stabilized clients after poorly executed implementations involving both Oracle Cerner clinical, revenue cycle and PeopleSoft
- Comprehensive governance structure/method to drive organizational issue prioritization and delivery
- Strong stabilization assessment methodology and tool kit to quickly drive to results

### Upgrade Services

- Access to knowledgeable on-site and remote resources
- Pre-developed scripts for testing
- Successfully implemented several application/module upgrades *without the use and cost of* the Upgrade Center resulting in substantial operating savings

### Reporting Services

- Extensive catalog of reports, queries and other intellectual capital that supports accelerated development
- Core team of clinical and revenue cycle report specialists who also know applications and workflows to drive comprehensive reporting
- Revenue cycle operations reports that fill gaps left by Oracle Cerner





## Huntzinger's Oracle Cerner Engagement Highlights

### Large Academic Healthcare System in Northeast

- Huntzinger was initially engaged to serve as the interim chief information officer and conduct an assessment of the Healthcare System's Information Services (IS) department. They purchased a hospital from another health system and was moving that hospital from Epic to Oracle Cerner.
- Since that time, Huntzinger has been engaged to provide diverse IS staffing, including integration advisors, program managers, project managers, systems and applications analysts, interface analysts, and numerous legacy support staff, e.g., CCL programmers, application testers, application builders, etc.
- In addition to providing selected staffing resources, Huntzinger has provided key program and project leadership and resources to implement a full complement of Oracle Cerner clinically driven revenue cycle applications for three medical centers new to Healthcare System.

### Large Community Healthcare System in Northeast

- Conducted assessment of Hospital's IT capabilities and organization
- Placed an interim CIO who managed Hospital's IT function for nine months, including a major system selection effort that concluded with Oracle Cerner (inpatient) and athenahealth (ambulatory) being selected, finishing the engagement by assisting with vendor contract negotiations and the selection of a permanent CIO
- Provided staff augmentation
- Provided an expert analyst to support HIM/medical records, provided specific system knowledge/experience of Oracle Cerner's document and care management applications and assisted with implementation of the Curaspan Discharge Central product with Oracle Cerner
- Unable to recruit a permanent application director, Hospital contracted with Huntzinger to supply such a professional who had both the management acumen and Siemens' financial systems experience
- Additionally, as a second phase of implementing Oracle Cerner modules, Hospital found itself needing additional SurgiNet expertise for which Huntzinger provided an experienced SurgiNet resource who is currently engaged for an extended period.
- Placed an interim director of clinical informatics who directed the team activities of clinical informatics and education staff focusing on adoption of clinical technology, electronic documentation processes, clinical education programs and curriculum to enhance clinical processes to measurably improve clinical quality, provider productivity, and staff satisfaction, along with meeting regulatory standards and other compliance requirements
- Worked with IT leadership to develop improved processes for EMR optimizations, prioritization and scheduling of requests and balance of staff workload





- Participated on a team to implement Enhanced Recovery After Surgery (ERAS) program for colorectal patients; the program won the client's 2018 annual quality and safety award
- Developed new request process for custom patient education additions to Oracle Cerner including policies, procedures, templates, and tracking system to ensure monitoring of best practice, ownership, and annual review for current practice, and to reduce variation in care at discharge
- Led process redesign project for clinical orientation of new hires to increase efficiency and align skills with clinical documentation
- Assisted with implementation of Oracle Cerner Meaningful Use Stage 3 project including design/build/testing of MU 3 elements and education of clinical staff
- Participated in implementation of Acudose system replacement project with Oracle Cerner Rx Station system which included rollout of medication dispensing cabinets system wide, applications design/build/test, workflows, policies and procedures, training/development of training materials and go-live support.
- Participated in go-live support for PerfectServe, a new hospital-wide, secure, HIPAA compliant communication platform for providers, nursing, and ancillary departments.
- Led Procurement process RFP development, scoring, decision, governance and analysis of new clinically driven revenue cycle (CDRC).

#### **Community Healthcare System in Mid-Atlantic**

- Huntzinger providing Interim CIO.
- Huntzinger providing IS Assessment that started end of September 2022.
- Provided advisory services that included a wireless network assessment to provide recommendations regarding a multi-million-dollar implementation of new monitors and could the current wireless network handle the capacity or need to be re-designed, and if re-designed, how?

#### **Community Healthcare System in the West**

- Oracle Cerner advisor with executive-level (CEO) recommendations to delay implementation
- Interim director of HIM
- Oracle Cerner module builders
- Oracle Cerner contract and third-party revenue cycle outsource assessment regarding obligations and performance
- Provided executive-level (CFO) Oracle Cerner report writing for operations and decision making
- Provided executive-level (CEO, CFO, CIO, and COO) reporting for stabilization and optimization
- Provided discovery and analysis for Oracle Cerner clinical optimization
- Provided clinical best practice assessment with the goal of identifying clinical workflow issues and missing/lost charge capture opportunities including IV charge issues, ED lost charge capture, Discern notifications, facility change tickets, etc.





- Education and training - superusers and champions, integrated employees, and leadership
- Provided revenue cycle assessment identifying work queue workflow issues, technical denial issues, missing charge transformation build, claim scrubber edit errors
- Worked with client on revenue recovery for past claims and encounters, working with billers, coders, nursing, and care management to accelerate claim submission

#### **Health Collaborative in the Northeast**

- Hospital partnered to form Community Health Collaborative
- Performed a series of assessments for issue identification/resolution, established action plans, and achieved system stabilization
- Included ambulatory, ED, OR, supplies, revenue cycle (patient access, HIM/coding, deficiencies, charging and billing)
- Reduction of Help Desk tickets 30% over 2.5 years
- Implemented PMO function, successfully completed 170 projects including several significant upgrades
- Implemented provider training, practice rounding, refresher courses to drive provider efficiencies
- Instituted governance structure to drive prioritization/decision making for optimization, patient safety concerns - committees included: clinical integration, shared services, infrastructure, financial, revenue cycle, nursing roundtable, ambulatory board, power plan committee and Information Technology Executive Council (ITEC)

#### **Large Healthcare System in Northeast**

- Huntzinger was selected to provide Oracle Cerner Program Management Services for a 3-hospital Accountable Care Organization (ACO) system located in the Northeast.
- In pursuit of Meaningful Use (eligible provider), the organization desired to implement advanced clinical applications, total replacement of all revenue cycle applications, general financial applications, and decision support applications. Also, included in this program was to implement technology to integrate key patient clinical information from 5 disparate EMR's (covering ambulatory (2), inpatient (1), oncology (1) and OB TraceVue (1).
- Applications implemented included: Oracle Cerner Millennium Lab, ED PowerNotes with Dragon, iView, BMDI, SurgiNet with Anesthesia, Registration, Centralized Scheduling, HIM major enhancement, Patient Accounting, Lawson Materials & General Financials, AllScripts (Epsi, Budget, Product Line Analysis, and Cost), Harris/Carefx.
- Total capital cost of the project was \$43.5 million.





### **Large Healthcare System in the Southeast**

- Huntzinger was selected to provide Interim CIO, Oracle Cerner Program Management, Meaningful Use Project Management, Centralized Scheduling and Registration, and Interface Integration services for a hospital and health services center located in the Northeast.
- In pursuit of Meaningful Use (eligible hospital and provider), the organization desired to replace all revenue cycle applications and clinical applications. Oracle Cerner applications implemented included: Oracle Cerner FirstNet, CareNet, PowerChart Office (Ambulatory), PowerNote (Ambulatory and Inpatient), PathNet, RadNet, ProFile, ProFit HIM and Revenue Cycle, SurgiNet, PharmNet, CareAware iBus Bedside Medical Device Integration, Document Management, Scheduling and Registration Management, Remote Report Distribution, and integration with Omnicell, Optimum Payroll\HR, and VITL (Vermont HIE).

### **Large Healthcare System in the Northeast**

- Huntzinger provided an experienced Oracle Cerner Report Writer remotely to support hospital's Oracle Cerner needs post implementation.
- The focus of the engagement was to create a custom report for Medicaid and Medicare which existed in the STAR environment; these were complex revenue cycle reports that needed to be created in the Oracle Cerner environment
- The desired approach was to extract the required data points from Oracle Cerner, import them to a DataMart, and generate the required report for the agencies
- Huntzinger created new CCL reports utilizing DA2 and Discern Visual Developer.

### **Large Community Hospital in the Southeast**

- Huntzinger provided Oracle Cerner report writing capabilities to a Oracle Cerner CommunityWorks client creating new CCL reports, including several explorer menu reports as part of DA2 (these were clinical reports)
- Engaging our Oracle Cerner data model and reporting experience, Huntzinger utilized components of DA2 including Navigator, Query Builder, Report Designer, Report Scheduler, Report Viewer, and SQL Engine
- Huntzinger provided project management in a Oracle Cerner clinical and McKesson Star revenue cycle environment with the integration of charges; client remains McKesson Star revenue cycle
- Also placed pharmacist to provide project management and expertise for a Pyxis replacement/Omnicell pharmacy implementation.

### **Large Healthcare System in Southeast**

- Huntzinger was selected to perform a Revenue Cycle Performance Review (RCPR) for large hospital systems in support of a Oracle Cerner revenue cycle implementation. The purpose of this engagement was to identify financial and/or operational gaps requiring additional focused effort to optimize their revenue cycle. The scope of the RCPR encompassed a review of current





state relative to optimal/best processes, focusing upon the following high impact revenue cycle areas: Patient Access (registration, financial counseling), HIM, Patient Financial Services (insurance billing & claims transmittal, insurance follow-up, denials & contract management, cash posting & remittance management), and clinic operations (clinical scheduling, centralized scheduling support, referral & authorization management, financial clearance & point of service collections, patient check-in/out, charge capture/charge entry). Huntzinger provided a set of recommendations for each of these areas and was asked to act as the interim revenue cycle director until the position could be filled.

- Huntzinger also performed a pre-implementation engagement which evaluated the legacy McKesson Charge Master Description (CDM) to the Oracle Cerner Bill Item Master. This evaluation focused on the chargeable procedures to ensure correct HCPC's, CPT and Modifiers have been included in the new build and reviewed charging points for orders. The findings assisted the Hospital in determining their readiness for the Oracle Cerner go-live.

#### **Large Healthcare system in the Southeast**

- Huntzinger provided advisory services to Hospital's Oracle Cerner reports staff, assisting with the creation and management of Oracle Cerner reports as well as mentoring the Oracle Cerner reports staff
- Huntzinger is assisting Hospital through go live and providing optimization after Oracle Cerner is fully implemented in the revenue cycle and clinical areas of report writing
- Huntzinger is assessing and analyzing the reports area and providing feedback; assisting and providing knowledge transfer to new report writers; and supporting technology teams with issues and resolution.

#### **Community Hospital in the Mid-Atlantic**

- Huntzinger provided Oracle Cerner HIM build and support for new go-live
- Huntzinger provided Interim CIO and led new Oracle Cerner implementation providing direction and oversight.

