

Information Systems Benefits Realization

Challenge

Like all healthcare organizations across the country, the client was under extreme pressure to support ever-changing requirements with limited budget resources. The Information Technology (IT) and operational leadership teams agreed that it was critical to capture, synthesize, and communicate value resulting from the extensive investment in IT in recent years. The Information Systems (IS) staff, operational leaders, and many others had been working diligently to deploy IT solutions. There was an expectation from Senior Management that the benefits and return on investment were present, but it had never been fully documented and available.

The CIO knew that it was necessary to document the success of the many collaborative IT / Operational projects while keeping momentum with many more initiatives underway and planned for the next 5 years.

Solution

SCP Consulting Services engaged to partner with the client's IS team to complete a study resulting in a highly visible, public annual report for IS Benefits Realization. Our study focused on 23 high profile IS projects where the team collaborated with its operational partners in order to generate both financial and qualitative benefits.

In order to sustain the direct patient care value realized from the corporate IS initiatives, it is critical to also carefully and realistically measure the financial return on these investments.

As a result of the projects included within this study, we identified \$200 million in verified savings over a 5-year period.

About the Client:

- *A world-renowned academic medical center dedicated to discoveries that advance science, outstanding patient care throughout the world, and the education of physicians and scientists who carry on a legacy of excellence*
- *The client's Information Services (IS) department focuses its efforts on the clinical and financial systems that support the day-to-day operations of three hospitals, several satellite practices, and more than 2,000 physicians*

Contact us for information on how we can help you reach your goals.

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