



Complex initiatives made simple.

The Product

Fulcrum Methods **Systems Implementation Methodology** is a structured approach to implementing health care information systems. The methodology is designed to cover the complete implementation process from readiness review, system design, testing and data conversion to system activation and transition to support. Through a combination of detailed work plans, forms, documents, action oriented guidelines and application specific considerations, **SIM** acts as a roadmap and tool for organizations to:

- Prepare and plan for new information systems
- Facilitate the design and development of software applications
- Test and quality review the information systems software
- Develop procedures and perform user training
- Plan and execute all conversion and Go-Live activities
- Provide quality control and administrative tools

The People

"Wherever I work in IT, I will use Fulcrum Methods. I will use them because they work so well. In the six years that I was CIO/VP at Columbus Regional Hospital, we planned and implemented 16 major installs and every one made the budget and go-live of the original plan."

Tim Tarnowski, CIO
University of Kentucky HealthCare

The Power

- Controlled process for designing, assembling and implementing a solution
- Proven control and review points for project monitoring / escalation
- Consistent methodology and governance processes
- Enforced accountability throughout project structure
- Enhance **SIM** using **Implementation and Process Optimization Methodology (IPOM)**

The Value

- Complete projects on time and within budget
- Drive benefits achievement
- Reduce conversion risk and business interruption
- Establish solid framework for repeatable project success
- Propagate standardized procedures and terminology
- Continuing education with Fulcrum Methods Certification Program
- Flexible licensing structure scalable to your requirements



The Solution: SIM

Work Plan

- Organizational/ governance models
- Department/ user readiness review
- Operations preparation and certification
- System design/ build/ test planning and execution
- Activation/ Go-Live and transition
- Project administration and quality controls
- Issue/ risk/ bug tracking

Guidebook Overview

- Readiness Review
- Operations Planning
- Design/ Build/ Test
- Training
- Activation
- Post Go-Live
- Benefits Achievement
- Project Closure

IPOM add-ins:

- Risk Management Plan
- Process Optimization
- Current State/ Future State Design Simulation
- Informatics Design and Assembly
- Constraint Analysis
- Centers of Excellence Development
- Service Delivery Optimization
- Continuous Quality Management
- Benefits Realization Analysis

Standard Deliverables

- Project organizational chart
- Project governance/ committee charters
- Department readiness review template
- Department workflows (60+)
- Current state analysis plan
- Operations planning and certification plan
- System conversion plan
- Interface specification documentation
- System conversion specification form
- System/ application/ report specification forms
- Sample test plans/ phases/ schedule templates
- Integration testing plans
- Load test plan/ form/ database design
- Training plan
- Activation plan
- Post Go-Live report
- Status report/ minutes/ agenda forms
- Issues log form/ database design

IPOM add-ins:

- Future state design workflow
- Risk management plan
- Benefits achievement plan
- Validation and simulation plan

Learn More:

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Columbus Regional Hospital

Columbus Regional Hospital is a leading provider of quality health care services in Columbus, Indiana serving the southeastern Indiana region. Columbus Regional Hospital's commitment to serving the community and being at the forefront of quality patient care is recognized by several national accreditation organizations. Columbus Regional Hospital won the 2007 American Hospital Association – McKesson Quest for Quality Prize®, the highest quality honor awarded by the hospital industry, and also ranks as one of the Best Places to Work in Indiana.

On June 7, 2008, Columbus Regional Hospital suffered catastrophic damage from a severe rainstorm and flash flood. Within a few hours, 157 patients were safely evacuated and the hospital was forced to close, leaving the community of 80,000 residents without hospital and emergency medical services. More than 300,000 square feet of the building was impacted by water damage. Laboratory, pharmacy, surgery sterile, central processing, information services, and the emergency department were among the critical areas affected by flooding.

Following the events of June 7 was a truly heroic effort to provide interim service and begin immediate restoration work. CRH doctors, employees, and volunteers began working tirelessly to care for patients at area hospitals and community centers, and to re-build Columbus Regional. On October 27, all departments were reopened, including surgery, intensive care, and cardiac services.

Challenge

- Columbus Regional Hospital needed to rebuild, restore and reopen their hospital facilities as quickly as possible following a catastrophic flood that closed their hospital.
- Reopening the hospital required a rigorous and comprehensive process to ensure that Facilities, Operations, Information Technology, Materials Management, Clinical and Ancillary Departments were in position to reopen.

Solution

- Integrated Fulcrum Methods **Systems Implementation Methodology (SIM)** with the Lean Six Sigma process establishing a solid framework for repeatable project success in both Information Technology and Clinical environments.
- Assimilated requirements for all clinical areas into design, testing, data conversion, system activation future state adoption.
- Established project controls and measurements giving program more visibility to entire organization.

Results

- Combining Fulcrum Methods **Systems Implementation Methodology** with Lean Six Sigma Columbus took advantage of the hospital recovery period to make additional improvements to enhance patient care processes and technology.
- Incorporating the comprehensive Cost-Benefit Analysis in Fulcrum Methods **Vendor Selection Methodology** Columbus once again successfully determined total cost of ownership (TCO) and return on investment (ROI) for all new systems replaced / installed during the recovery period.



At a Glance

- 225 bed Community Hospital
- Top 100 Hospitals Award list for exceptional organizational performance
- Magnet Hospital since 2003
- 2 time winner of American Hospital Association's Most Wired Innovator Award
- Winner of the VHA Leadership Award for Clinical Excellence for surpassing national standards in both heart care and critical care
- 2000 – Fulcrum Methods installed
- Integration of Systems Implementation Methodology with Lean and Six Sigma philosophies

Additional licensed Fulcrum Methods:

- Vendor Selection
- Cost Benefit Analysis
- Contract Guidelines