



## CASE STUDY

# Kootenai Health Successfully Transitions to Application Management Services with HCTI

Kootenai Health (formerly Kootenai Medical Center) is a regional medical referral center located in Coeur d'Alene, Idaho. They provide a comprehensive range of medical services to patients throughout the inland northwest. Kootenai Health has more than 200 employed providers across 25+ clinical specialties from family medicine, cardiology, orthopaedics, surgery & more. Kootenai Health repeatedly earns national recognition for safety and is a Magnet nursing facility.

“  
...integration  
into the client's  
environment in less  
than 30 days and  
meeting all existing  
SLAs.”

### The Challenge

Kootenai Health' set a strategic goal to enhance clinical care through a new system implementation. They wanted FTE staff to be able to focus on the new system implementation, creating a challenge to maintain and run the existing EHR and other application suites. Their priority was to find a partner with experience in both Epic and MEDITECH, who could provide a cost-effective solution & support the full breadth of a diverse IT portfolio that included a large inventory of integrated & interfaced applications. Their partner needed to understand and match the internal rigor and be expert in their current IT systems/processes.

### The Work

Kootenai Health selected Healthcare Triangle (HCTI) as their partner to manage

business and clinical systems, including their current MEDITECH electronic health record (EHR) application portfolio. HCTI's deep expertise in both Epic and MEDITECH and proven methodology in managing applications & services supported Kootenai's diverse portfolio, workflows, technical modifications, and enhancements for their existing applications. HCTI's integration approach followed three key tenants for success: rapid assessment, services tailored specifically to the client, and a comprehensive knowledge transfer process. Through this approach, HCTI allowed Kootenai to focus critical staff on their transition to the Epic EHR system. HCTI's tailored approach to application management services ultimately offered a fully managed Tier 2 & 3 services that included application break-fix and configuration services for MEDITECH and 20+ additional business applications in less than 30 days.

HCTI quickly established the ability to deliver quality services for Kootenai Health leading to requests for HCTI support to further include technical infrastructure managed services, ambulatory application managed services, and additional training services.

## Results

With HCTI's strong partnership with client focus & flexible contract terms, Kootenai Health achieved:

- Effective transition to managed services in less than 30 days
- Ability to stay within budget
- Achievement of critical SLAs maintaining internal quality standards
- Implementation of regulatory and upgrade requirements for existing EHR
- Low overhead for adjustments and additions through flexibly contracting terms
- A single partner who could successfully manage the full breadth of their IT needs
- Ability to expand and contract as needed
- Ability to focus staff on key priorities while meeting current environment demands

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(888) 706-0310  
(203) 774-3323



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