

550,000

Tickets Serviced

26,000

Change requests managed

60,000

CMDB records

Leading healthcare provider consolidates ITSM systems, supports major EHR launch



Business Challenge

Dartmouth-Hitchcock a non-profit health system, receiving 1.7 million outpatient visits and 31,000 emergency visits, and performing 20,000 surgeries annually. For Dartmouth-Hitchcock, the Affordable Care Act (ACA) of 2010 required a complete overhaul of day-to-day interactions with patients, as well as the elimination of paper and fragmented systems dealing with point-of-care service and record-keeping. The upcoming transition to the new electronic health records (EHR) solution, Epic, would require significant support due to an anticipated post-launch spike in incident volume; but with twelve different incident management systems and two regional help desks, Dartmouth-Hitchcock lacked the capacity to handle the Epic launch, much less support day-to-day operations moving forward.



“Cherwell enables us to manage our systems to provide the best possible patient care. With strong support operations, we provide better patient care, secure in knowing that we’re adhering to regulatory requirements like HIPAA and managing our end devices better through asset tracking and management.”

Bill Weyrick, Director, Information Systems User Support

The Solution

Dartmouth-Hitchcock chose Cherwell® Service Management for its flexible and configurable environment, integrated ITIL® modules, and Affordability. To stay on schedule for adherence with federal regulations, a 100-person command center was established, each with 20 teams of five people providing round-the-clock coverage for the weekend of the Epic launch. The launch was a triumph, with Cherwell's support enabling it to occur on schedule and without disruption to patient care. Dartmouth-Hitchcock is steadily replacing outdated service management systems in other departments, including the Continuing Education, Security, and other utility departments.



Business Impact

- Successfully supported a single-day launch of fourteen EHR applications
- Combined previously siloed teams, resulting in a transformation in communications
- Transitioned from a fee-for-service model to a population model by extending Cherwell to affiliate hospitals