

TREXIN CASE STUDY

TRANSFORMING A REGIONAL HOSPITAL ASSOCIATION

Trexin conducted an IT assessment for a large hospital association in a major metropolitan area to enable its transformation.

BUSINESS DRIVER

Dramatic changes in healthcare laws, technologies, and consumer behaviors have created a window of opportunity for innovative healthcare service organizations. Our Client, a regional hospital association, launched two new ventures in response to these opportunities: a health information exchange and a health plan. Responsible for delivering service excellence in all of its current functional areas while building additional capabilities to support new ventures, our Client's executive leadership asked Trexin to assess their current IT landscape and recommend changes that would further facilitate the organization's ongoing transformation.

APPROACH

Employing a multi-disciplinary approach with expertise in healthcare, technology, finance, and new service launch, Trexin worked closely with our Client's IT, finance, marketing, and new venture teams to:

- Review corporate and business strategy
- Assess IT service fitness and quality by considering IT organizational structure; job profiles; KPIs; development and architecture methodologies and practices;
- Project Management Office operations and governance practices; and application, system, and databases supporting business processes
- Review vendor agreements (e.g., statements of work and software purchase agreements)
- Evaluate a key CRM project's progress against plan and assess issues and risks
- Assess IT's ability to support new ventures and manage external business process and technology partners

RESULTS

Given the cross-functional audience for the assessment, Trexin composed technology and business best-practices innovatively together. The deliverables included:

1. IT Organization Functional Assessment Report: Focused on organizational structure, operational alignment between job profile and activity, compared industry organizational models to existing structures to Identify key observations and impacts, best practices, risks and gaps
2. IT Operational Assessment Report: Focused on development and production operations to identify IT strength and weaknesses, industry operations best-practices alignment and gaps, value-stream analysis of existing support models, and major risk exposure
3. Application Portfolio Health Check Report
4. Portfolio and Best Practices Recommendation Report
5. Recommendation of CRM Solution Alternatives

The assessment reports and executive presentation helped our Client's leadership team better understand their current IT capabilities and what actions could be taken in the short, medium, and long term to continue enabling the transformations their business strategy prescribed.



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