

# TRANSFORMING INFORMATICS *with HSi*

## CLIENT INSIGHTS

**Location:** Northwest US  
**Size:** 2500+ Total Inpatient Beds

**Type:** Integrated, Multi-Hospital System

## CHALLENGE

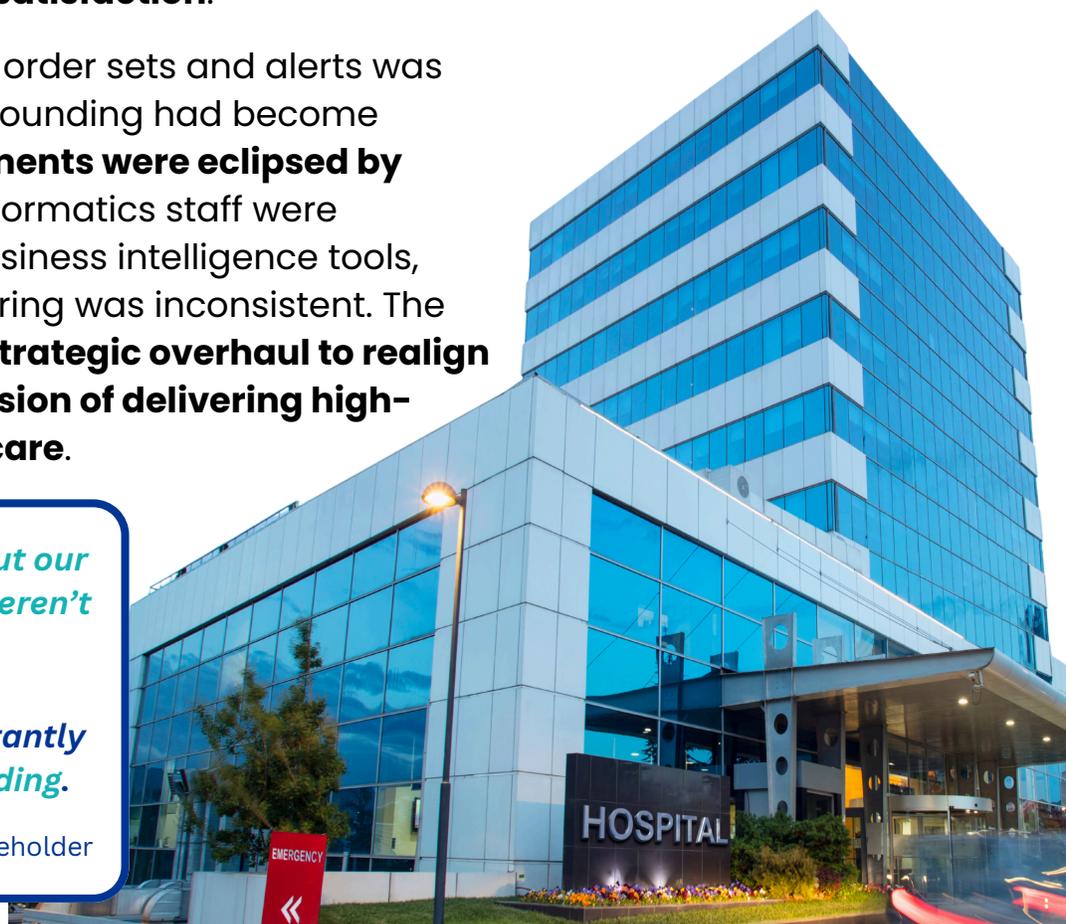
A **rapidly expanding, comprehensive system of healthcare** including hospitals, primary, urgent, pediatric and specialty care organization, **faced mounting pressure on its informatics** infrastructure. Growth across business units and locations **strained the capacity of informatics teams** to maintain core functions. Role confusion between informatics and other departments, deferred maintenance, and a lack of proactive change management led to **declining visibility and physician satisfaction**.

Clinical content such as order sets and alerts was **outdated**, optimization rounding had become **reactive**, and **enhancements were eclipsed by large-scale projects**. Informatics staff were unaware of available business intelligence tools, and compliance monitoring was inconsistent. The organization **needed a strategic overhaul to realign informatics with its mission of delivering high-quality, cost-effective care**.

*We were growing fast, but our informatics processes weren't keeping pace.*

*It felt like we were constantly reacting instead of leading.*

– Organization Stakeholder



## THE SOLUTION: HSI'S STRATEGIC ASSESSMENT AND ROADMAP

Health Systems Informatics (HSi) conducted a **comprehensive assessment through direct observation, stakeholder interviews, and documentation review**. Their findings **informed a multi-phase transformation strategy** focused on six pillars:

### ● **Vision & Goals**

HSi helped the provider define a clear informatics vision aligned with clinical strategies and measurable outcomes. This included proactive content maintenance and leveraging analytics to improve health outcomes.

### ● **Organizational Alignment**

Informatics was repositioned to support population health initiatives and new payment models. Goals were set to reach the top 10% nationally in engagement, quality, and patient experience—while targeting the bottom 25% for total cost of care.

### ● **Partnerships & Structure**

HSi facilitated stronger collaboration with Institution Learning and Development (ILD), Project Management Office (PMO), and performance analytics. They proposed merging informatics and training teams to create a more flexible, education-driven optimization model.

### ● **Team Development**

Roles were redefined with clear expectations and a succession plan. Coverage gaps were identified and a staffing calculator provided to predict HR needs. A leadership pipeline was created with tiered analyst roles and expanding responsibilities.

### ● **Optimization & Accountability**

Optimization activities were formalized with clear rounding schedules, KPI tracking, and enhanced Super User networks. Informatics identified partners outside of IS to begin embedding operational informatics in the departments.

### ● **Enhancement Process**

A quarterly release cycle was introduced, supported by a “Shark Tank” style prioritization model. Enhancements were scored based on business need, safety, productivity, revenue, and compliance impact.

***HSi didn't just assess our challenges—they gave us a roadmap to become a national leader in informatics.***

— Informatics Director



## RESULTS

- **Improved Visibility & Satisfaction:** Informatics regained visibility across departments, and physician satisfaction began to rebound.
- **Operational Efficiency:** Maintenance and optimization activities were budgeted and tracked, reducing support load and opportunity costs, and focusing work effort on priority improvements.
- **Strategic Impact:** Informatics became a driver of strategic initiatives, supporting growth, access to care, and population health transformation.
- **Enhanced Governance:** The quarterly release cycle improved transparency, scope control, change trauma, and outcome measurement.
- **Staff Empowerment:** Clear roles and career paths boosted morale and performance across the informatics team. Succession planning was built into informatics roles laying the groundwork for a sustainable informatics department unaffected by leadership transitions.

*We now have the structure, tools, and partnerships to deliver real value.*

*HSi has given us the roadmap we can use for years to cultivate our informatics maturity.*

*– Physician Informaticist*