

# A LASTING PARTNERSHIP ENGAGEMENT AFTER ENGAGEMENT

## CLIENT: SPARTANBURG REGIONAL MEDICAL CENTER

- Hospitals: 5
- Clinics: >400
- Type: Inpatient & Ambulatory
- EHR Implemented: Epic Systems
- Go-live Engagement: 2016-2020
- Services: Personalization Labs & Go-live Support

## PROJECT HIGHLIGHTS

Spartanburg Regional Medical Center (SRMC) is a multi-specialty, academic healthcare organization with 1160 beds throughout 5 hospitals and other acute care facilities. Over the past 6 years, they have implemented Epic EHR at their hospitals and vast network of ambulatory clinics. In addition, in 2019 SRMC acquired Mary Black Health System, expanding their southern footprint. SRMC engaged with MedDocLive to successfully provide Ambulatory and Inpatient support for all of their physician groups during their multi-phased go-live.

One of SRMC's primary objectives throughout the EPIC implementation, was to preserve their institution and leadership's positive relationship both physicians and the entire healthcare team. Their commitment to physician satisfaction during this challenging transition was paramount to the acquisition of Mary Black Health System.

MedDocLive's curated training style, focusing on personalized real time teaching interaction led to greater physician efficiency, ultimately improving the lives of clinician. This aligned perfectly with SRMC's mission for greater physician satisfaction. The MDL team was able to help construct effective departmental workflows, leading to improved patient care pathways and automation of ongoing research initiatives.

As an organization focused on innovation and patient care SRMC strove to provide a system, training, and go-live experience catered to their clinicians' workflows. As with all of our engagements, we leveraged our clinical backgrounds to build instant rapport with the SRMC clinicians. We were able to effectively engage even their most challenging physicians in personalization and workflow simulation. Ultimately, leading to an increased level of adoption and utilization of the system.

## HOW DID WE DO?

According to survey results conducted after our services were performed...

*"We've used MDL for multiple go-lives where we needed to engage our physicians at a high level. They were extremely complementary to our non-physician ATE support and partnered well, providing an excellent blend of experience, patience, and positive energy to our go-live environment."*

*"Excellent people that brought a great deal of experience and patience to our go-lives."*

- Marc Bingham, MD, FAAFP  
Vice President, System Chief Clinical Informatics Officer  
Medical Director, Telehealth

*Spartanburg valued Meddocliffe's consultants*

**"AT LEAST TWICE THE VALUE  
COMPARED TO OTHER FIRMS"**

*Meddocliffe's support during go-live*

**"EXCEEDED EXPECTATIONS"**

*Client's experience engaging and interacting with Medocliffe was*

**"SEAMLESS TO WORK WITH"**