

Ensuring That Your IT Operation Can “Go The Distance”



Healthcare leaders have seen the scope, intensity, and speed of change skyrocket over the last several years. All indications show that these dynamics will continue to occur at a dizzying pace. The industry has responded by making significant investments in IT to help adapt to and cope with this change. Some of these IT investments include EMRs, revenue cycle improvement, data analytics, complying with meaningful use, ICD-10 and HIPAA, and now fighting cybercrime. As IT has moved to front and center in many organizations, healthcare leaders must periodically evaluate the health of its entire IT operation, including the technology, security, internal work processes, policies and procedures, organizational structure, roles and responsibilities, and the competencies of its staff. Any deficiencies should be addressed quickly and economically to ensure that the IT operation can “go the distance” in enabling and supporting all organizational initiatives.*

Coker’s consulting team conducts comprehensive IT assessments, documents key findings and prioritized recommendations, and assists organizations in implementing these recommendations.

Specific areas that we carefully evaluate include:

- Hardware inventory including CPU, memory, and disk storage utilization
- Software inventory including software release levels, updates, and patch levels
- Local and wide area data and voice network configurations
- Planned hardware, software, and network acquisitions
- IT support contracts and customer satisfaction
- Policies, procedures, and compliance
- Security vulnerabilities, risks and controls including spyware, malware and antivirus protections
- Disaster plans including data backup and recovery capabilities
- IT organizational design, roles and responsibilities, job descriptions, and staff competencies
- IT capital and operating budget benchmarks

To plan for and conduct our IT assessment process, we collaboratively work with our clients as follows:

- Jointly determine the project scope, objectives, timeline, and specific deliverables
- Visit selected facilities and interview key individuals
- Review information from multiple sources including:
 - Existing documentation
 - Meeting with clients’ staff, vendors, etc.
 - Visually inspect hardware, software, wiring closets, etc.
 - Examine IT tools (e.g., monitoring systems, log files)
- Identify issues, concerns, trends, gaps in meeting needs, benchmarking, etc.
- Recommend prioritized actions with a timeline and budget

* We complete such assessments for all types of healthcare providers including academic institutions.

For further information about Coker Group and how we can help IT organizations “go the distance”, visit our website at www.cokergroup.com, or call 800-345-5829 x2021 to speak with Jeffery Daigrepoint, Senior Vice President.