Adagio Health
Leverages OSIS Membership and Hosting
## to Build New Technical Foundation

OVERVIEW

Adagio Health is a 501 (c)(3) non-profit Community Health Center that has served their community for more than 45 years, touching over 100,000 patients within 23 counties in western Pennsylvania. Adagio Health provides health and wellness services to women and their families with a focus on those in need. Their services include healthcare for woman and family planning, education to empower their local communities, and nutritional expertise through WIC and Power Up.

According to the National Association of Community Health Centers, health centers employ over 236,000 people of all skill and educational levels and provide support for over 115 million patient visits annually. Many Community Health Centers struggle with their daily workflows because they lack expertise or IT support needed for a solid technical foundation.

This case study reveals how one health center leveraged **OSIS Membership and Hosting Services** to enhance their processes, workflows, communication, and structure to strengthen their technical foundation.

Adagio Health needed a new IT Support and NextGen Hosting provider after learning their current provider would no longer be able to support them. Keith Kaiser, Senior Director Information Technology and Security Officer and Alex Janes, IS Technical Analyst at Adagio Health led the search, in hopes of finding a provider that could assist with system management, support, configuration, and training. During the search, Alex and Keith discovered their technical environment needed improvements that they were unaware of, which added additional requirements of their new provider, including having the ability to modernize, fully host 19 locations, and place employees on standard equipment for operations.
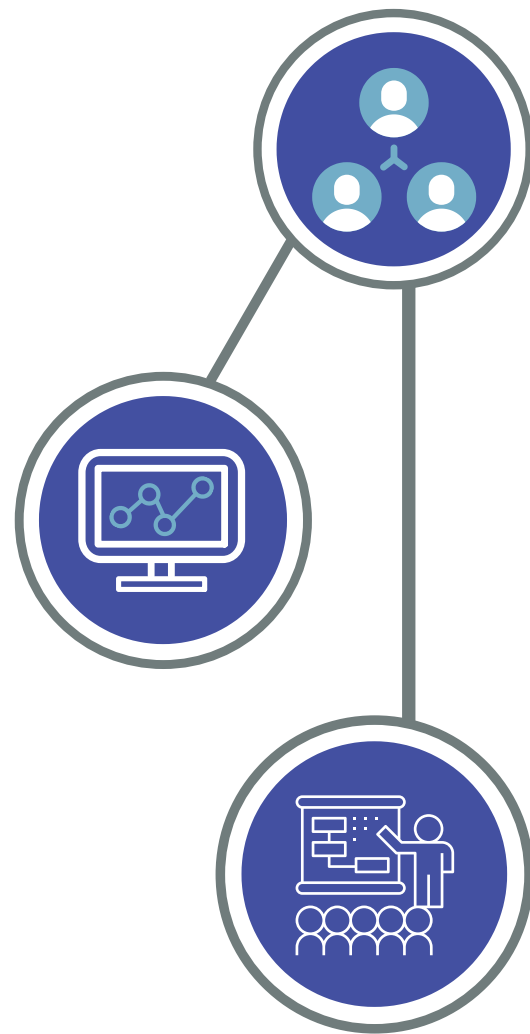
> **"**We were looking for an IT Support and NextGen partner to help with system management, support, configuration and training. We partnered with OSIS and have seen improved customer satisfaction through process improvement, Service Desk accountability, and more structured communication.**"**
>
> - Keith Kaiser, Senior Director Information Technology and Security Officer, Adagio Health

APPROACH

Adagio Health's search concluded when they chose to partner with OSIS, an organization who could meet their needs for both hosting and NextGen expertise. OSIS is a 501 (c)(3) Health Center Controlled Network dedicated to enhancing their Members' efficiency and effectiveness by aligning workflows and processes with NextGen's tools for automation. Adagio Health joined OSIS Membership in May of 2019. Their **OSIS Membership package** included an assessment and implementation of System Governance, workflow and process improvement, overall project management, training, upgrade assistance, and ongoing optimization consulting for NextGen Healthcare's Electronic Practice Management (EPM) and Electronic Medical Record (EMR) systems.

In addition to their Membership services, Adagio Health decided to migrate to OSIS' NextGen Hosting environment to remove the burden of maintaining and supporting their NextGen servers. **OSIS' NextGen Hosting Services** included establishing a dedicated environment configured specifically for Adagio Health's needs, maintenance and support of all equipment and operating system software, and migration services from their previous environment to OSIS' Cloud Hosting.

RESULTS

Keith and Alex knew they had a very big project ahead but felt very confident with the transition and the on-boarding process laid out for the configurations, implementations, and hosting migration. As an OSIS Member, Adagio Health was assigned a dedicated five-person project team from the start, to implement their new Member services and migration. The entire on-boarding process took 255 hours between facilities and hosting migration. "The fact that we didn't even realize on-boarding took 255 hours," said Alex "it must have gone great." This included implementation and NextGen training for almost 80 users and roughly 160 staff within Adagio Health.

Shortly after their go-live with OSIS, Keith and Alex noticed process and workflow improvements internally, Service Desk accountability, and open communication between OSIS and Adagio Health staff. As part of Membership, OSIS implements all the NextGen regulatory and software updates, manages projects, and introduces OSIS Solutions, such as templates and reports, to optimize workflows. Medical staff have discovered that the training and OSIS Solutions provided to them by their team of OSIS Subject Matter Experts have assisted them in supporting their patients more efficiently. "With the open communication between OSIS and Adagio Health Staff," Keith stated, "our staff can now rely heavily on the diverse NextGen expertise behind OSIS' employees."

The process of choosing new IT Support with NextGen expertise may be significant and timely, but know that OSIS does more than your standard IT Vendor. We serve Community Health Centers exclusively, which makes us uniquely equipped to provide a level of specific expertise, insight, and a great partner in optimizing and sustaining your NextGen investment. We understand the unique needs of Community Health Centers to help build a stronger foundation towards future success.

Interested in how OSIS can realign your Health Center's technical foundation for future success?

Email us today – info@osisonline.net

> **"**Going live with OSIS was a seamless transition and continues to be a flawless partnership."*
>
> - Alex Janes, IS Technical Analyst, Adagio Health

OSIS