

Success Story



MASSACHUSETTS
GENERAL HOSPITAL

MGH/Partners Healthcare saw a \$5 Million increase in additional Medicare/Medicaid annual premiums from the deployment of EMR to every bedside in 2009. My team helped MGH accomplish this by reducing their capital expense and shortening the deployment time of critical fixed point-of-care devices, allowing MGH employees to increase clinical work flow efficiencies and concentrate on their core competency — helping people get better.

— Steve Shaheen
President, Add-On Data

Client Need



The third oldest general hospital in the United States and the oldest and largest hospital in New England, Massachusetts General Hospital (MGH), established in 1811, is committed to delivering standard-setting

medical care. The hospital is consistently ranked among the top five hospitals in the nation by *U.S. News & World Report*, which currently ranks Mass General as first in the metro Boston area and second in the U.S.

This 907-bed medical center, located in the heart of Boston, offers sophisticated diagnostic and therapeutic care in virtually every specialty and subspecialty of medicine and surgery. The hospital also holds concurrent Level 1 verification for adult and pediatric trauma and burn care. MGH also offer high-quality care and services at six Boston-area stand-alone health centers.

Over the course of a year, Mass General typically:

- Admits 47,000 inpatients
- Handles nearly 1.4 million outpatient visits
- Records 88,000 emergency room visits
- Performs 38,000 operations
- Delivers 3,600 babies
- Maintains a 98% average room occupancy rate

Mass General is a founding member of Partners HealthCare, an integrated health care delivery system that includes the 2 major academic medical centers, 7 community hospitals, 5,500 primary care and specialty physicians, 7 specialty facilities, 22 community health centers and other health-related entities.

Mass General was planning to implement an Electronic Medical Records (EMR) solution through their Boston campus; however the project also had very strict deadlines, including Medicare/Medicaid incentives, to get 80% of the planned 900 installations completed within a 12-month window.

Add-On Data Solution

Add-On Data has been a trusted MGH IT partner and vendor for more than 25 years, including a number of IT installations, many under difficult condition, such as within locked-down psychiatric units or completed after-hours (12mid-4am) so that staff and patients were not inconvenienced.

When the opportunity came to implement an EMR solution, Add-On Data got a call. Mass General's IT team considered EMR roll-out to be a "make-or-break" career opportunity and they wanted to work with a proven, trusted vendor.

Although equipment was provided by their in-house vendor, Add-On Data engineers completed more than 700 fixed point-of-care installations throughout the facility and participated in weekly project management meetings.

"While some installs were relatively easy and straight forward, others required structural modifications, including the rebuilding of patient room closets, to accommodate wiring and equipment. Add-On Data worked very closely with the MGH facilities management teams to make sure there were no hidden utilities such as electrical, plumbing, and oxygen lines within the walls," says Dave Sevigney, Add-On Data Manager of Engineering and Quality Control.

MGH's urban setting also provided some physical challenges including tight loading dock facilities and hidden storage areas located up flights of narrow stairs. However, working in 16-hours per weekday and most



weekends, Add-On Data engineers installed more than 900 fixed point of care systems located throughout the entire MGH facility in just 8 months, meeting and exceeding all project requirements.