



# Pacific Alliance Medical Center

**HOW THEY MINIMIZED RISK AND ACCELERATED THE  
PROCESS OF REVENUE CYCLE SYSTEM SELECTION**



**CASE STUDY**

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# Pacific Alliance Medical Center

Located in the heart of Los Angeles, Pacific Alliance Medical Center (PAMC) has provided compassionate, focused health care for over 150 years. Licensed for 138 inpatient beds and performing over 20,000 outpatient visits annually, PAMC has grown to serve nearly 1.2 million local residents.

PAMC's strong history serves as the foundation for their commitment to providing exceptional medical services that are both culturally and linguistically sensitive to the needs of a growing and diverse community.

PAMC has received several prestigious awards including the Thompson 100 Top Hospitals Award as well as the Cleverly and Associates Five-Star Hospital award as a result of the organization's outstanding performance and commitment to innovation.

## **SITUATION ANALYSIS AND CUSTOMER CHALLENGE**

PAMC's claim scrubber system was scheduled to sunset in early 2013, forcing the organization to search for a high-value, fully functional claims scrubber system to work with their MEDITECH 6.0 core system. In particular, PAMC required a vendor with significant MediCal and MEDITECH experience who also had the potential to provide other revenue cycle bolt-on modules for future consideration and continued revenue cycle performance improvement.

PAMC contacted Leidos Health to assist with the system selection just before the current vendor accelerated the sunset date to within three weeks. The accelerated date of the existing system's sunset created urgency for PAMC to complete a new vendor selection as quickly as possible in order to mitigate the risk of having an unsupported vendor to process claims.

Once the vendor was selected, PAMC would need to be fully prepared to complete a quick implementation of the new system with full support from key stakeholders.

## **OUR SOLUTION**

In order to ensure that PAMC could make an expedient and informed decision about the best claims scrubber on the market that was in line with PAMC's unique requirements, Leidos Health adapted and accelerated their best practice methodology for vendor selection.

## Leidos Solution

### **9 WEEK TIMEFRAME**



Conducted a rapid environmental assessment to determine PAMC's unique and specific needs



Created a detailed RFI that allowed for objective rating comparison and evaluation of six vendors which were narrowed down to two finalists



At the very start of the project, Leidos Health identified primary stakeholders that would participate in a joint decision-making process throughout the selection. All of the materials developed – including system requirements and demonstration scripts – incorporated input from all stakeholders.

Leidos Health carefully organized and facilitated demonstrations, Q&A sessions and site visits with vendor finalists to ensure that every stakeholder could participate. In nine weeks, Leidos Health:

- ▶ Conducted a rapid environmental assessment to determine PAMC's unique and specific needs
- ▶ Created a detailed RFI that allowed for objective rating comparison and evaluation of six vendors which were narrowed down to two finalists
- ▶ Organized and facilitated onsite demonstrations
- ▶ Organized and facilitated site visits
- ▶ Provided a total cost of ownership model for PAMC board approval

“It is always a pleasure to work with Leidos Health. Every one of their consultants that I have worked with is professional and knowledgeable. They have been concerned about my organization and producing the best outcomes possible. Thank you Leidos Health!”

— **JOHN D. BROWN**  
CIO, PMP  
Pacific Alliance Medical Center



Organized and facilitated onsite demonstrations



Organized and facilitated site visits



Provided a total cost of ownership model for PAMC board approval

200-LH-04

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### LEIDOS SUPPORT:



200-LH-05

### OUTCOME AND RESULTS

Leidos Health support for the PAMC claim scrubber system selection led to a fast and well-informed selection of and contract with a new vendor.

By providing detailed education on systems available in the market, applying a disciplined evaluation process and fostering a collaborative decision-making process, the final outcome included minimized risk of having an unsupported system to process claims and a fully informed team that was supportive of the new system implementation.

### ABOUT LEIDOS HEALTH

Leidos Health helps healthcare organizations achieve their goals of meeting regulatory requirements, improving quality of care, reducing costs and enhancing the patient experience. Our services include implementation and optimization of EHRs for all major vendors, as well as solutions for critical initiatives such as IT strategy, revenue cycle, clinical optimization, Meaningful Use, and ICD-10, technology infrastructure, and cybersecurity. Leidos Health (a subsidiary of Leidos, formerly known as SAIC, and including the businesses formerly known as maxIT Healthcare and Vitalize Consulting Solutions) is a new company with unique capabilities and a 25-year legacy of success.

For more information, visit [leidoshealth.com](http://leidoshealth.com).

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