St. Vincent Health: Sovera® Solution

CGI

ST. VINCENT HEALTH
Indianapolis, IN
USA

Online:
www.stvincent.org

Industry:
Healthcare

Employees:
11,500

St. Vincent Health is a nonprofit, healthcare system sponsored by Ascension Health, the nation's largest Catholic and largest nonprofit health system. St. Vincent Health governs 16 healthcare ministries that serve a 45-county central Indiana region. Following an evaluation of its imaging and work flow technology, St. Vincent identified areas in content management that would benefit from an update in technology. St. Vincent selected CGI's Sovera software as the best means to address its IT needs.

The Challenge
From a healthcare perspective, St. Vincent's primary challenge was to consolidate patient data, and reduce chart deficiency rates and delays of patient data in the ER and Patient Financial Services. Further, St. Vincent was encumbered with a variety of logistical issue that included hundreds of manually entered invoices that were sent to nearly 700 end-user reviewers and approvers, and the absence of an online tracking system which made the client's current follow-up system tedious and inefficient.

How CGI Helped
CGI approached St. Vincent with a three-pronged solution that included the implementation of Sovera® HIM (Health Information Management), Sovera® PFS (Patient Financial Services) and Sovera® AP (Accounts Payable). The CGI solutions initially implemented at St. Vincent helped the client migrate from an environment of disparate, incompatible systems to an integrated, open architecture, enabling them to adapt to the changes brought about by healthcare reform.

The Results
CGI's Sovera HIM and PFS helped the healthcare provider migrate from an environment of disparate, incompatible systems to an integrated, open architecture, enabling St. Vincent to adapt to the changes brought about by healthcare reform. In addition to recently expanding HIM to operate across 17 facilities, St. Vincent now benefits from:

- Improved accessibility, tracking and auditing
- Reduction in accounts receivable
- Reduction in operating costs and losses

The bottom line: St. Vincent Health continues to expand their use of Sovera, CGI's content management solution for health care, across their vast enterprise. They count on CGI for their value-based healthcare program management and system integration capabilities.