



PSI CONSULTANT IMPROVES BUSINESS INFORMATION FLOW AND SYSTEMS PROCESSES



OHIOHEALTH REDUCES COSTS AND INCREASES ACCURACY OF DATA WITH COSULTANT ASSISTANCE

THE CLIENT ▶

OhioHealth is a nationally recognized not-for-profit, charitable, healthcare outreach of the United Methodist Church made up of 35,000 associates, physicians and volunteers. Its network of 12 hospitals, 200+ ambulatory sites, hospice, home health, medical equipment and other health services spans 47 Ohio counties.

THE SITUATION ▶

OhioHealth needed to provide more accurate provider information and to create a one-stop-shop for providers and clinicians to log in to multiple places to do their work.

PSI provided a consultant who was tasked with creating a brand new platform to manage provider data and consolidate duplicate sites and workstreams.

THE GOALS ▶



“The business drivers were to have correct and accurate provider information—which is foundational when trying to provide a good experience for the patient. They need to find the right provider with ease. Additionally, this aids in making sure correct referrals can be made across the system,” stated the consultant.

THE RESULTS ▶

The consultant was tasked with aligning initiatives across the organization, having all necessary stakeholders at the table, prioritizing feature roll-outs and keeping everyone on track to meet deadlines. She achieved the following accomplishments:

- Reduced Costs
- Reduced time to update provider information
- Increased accuracy of data

PSI’s consultant was offered a full-time position at OhioHealth due to her impressive work.

“My experience with PSI has been wonderful. I transitioned to a full-time employee, but if I decide to become a consultant again in the future, I will be reaching back out to the team.”

–PSI Consultant

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Accelerating Success