

System Implementation Assessment

Information systems provide the backbone for all organizations to conduct their day-to-day activities. They are pivotal to an organization's continued success as they help manage resources more efficiently and effectively. Today, legislatures, regulators, investors and application users are demanding verification of data protection and data accuracy.

As health systems begin the process of System Implementation, there are several risks to consider – time, cost, functionality and the diversion of valuable resources if not managed appropriately – including their impact to making smart business decisions.

CHAN Healthcare is your perfect partner, **providing real-time risk and control assessments!** Our extensive healthcare knowledge, world-class Information Technology (IT) expertise, coupled with our integrated and collaborative approach, make CHAN Healthcare a trusted partner you can depend on.

Pre-Implementation

As you begin the System Implementation process, CHAN Healthcare can help you identify your project goals – what your future ideal state looks like and what it will take to get you there. Here's how CHAN Healthcare partners with you in the pre-implementation phase.

Pre-implementation reviews involve a risk-based process that assesses whether a system implementation project is adhering to the organization's policies and procedures. The process can be tailored based on the level of risk associated with the implementation. The core elements of a pre-implementation review include assessing:

- Overall project plan and project management.
- Accuracy and completeness of the systems and data requirements.
- Completeness and appropriateness of the operational policies and procedures.

Implementation

Throughout the implementation process, CHAN Healthcare partners with you to assess and give advice and independent verification in the following areas:

- Project Management
- Data Conversion
- User Report Validation
- Access Controls
- Disaster Recovery
- Business Continuity
- Interface Configuration
- Policies, Standards, Procedures and Guidelines
- Knowledge Transition

Post-Implementation

After implementation, CHAN Healthcare helps ensure that systems are meeting projected business objectives, that the application's security and controls are sufficient, and that systems are operating as anticipated. CHAN Healthcare provides support and independent validation in the following areas:

- Testing of IT General Controls and Security
- Revenue/Charge Capture Analysis
- Monitoring and Support
- Change Management
- Issue Tracking and Management
- Monitoring Key System Interfaces
- Segregation of Duties



Benefits

CHAN Healthcare's IT Consulting and Audit Teams are dedicated to helping healthcare providers understand and manage risks associated with Information Technology systems and processes. CHAN Healthcare's Information Technology professionals have extensive experience in automated systems and processes in the healthcare provider environment, from large healthcare delivery networks to critical access hospitals.

- **Experience** – CHAN Healthcare has been providing IT services for over a decade.
- **Knowledge** – Our professionals stay current on healthcare IT trends and risks, and leverage the knowledge of our entire team in providing IT services.
- **Approach** – CHAN Healthcare's risk management-based approach makes the clear link between IT risks and the potential impact to your organization's strategic goals and objectives.

Contact Information

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About CHAN Healthcare

Formed in 1997, CHAN Healthcare provides internal audit and targeted consulting services to more than 700 hospitals and healthcare organizations across the country. Our approach and operating philosophy make us an industry leader in internal audit services focusing on improving healthcare system operations.

About Crowe Horwath LLP

Crowe Horwath LLP is one of the largest public accounting and consulting firms in the United States. Under its core purpose of "Building Value with Values,[®]" Crowe uses its deep industry expertise to provide audit services to public and private entities while also helping clients reach their goals with tax, advisory, risk, and performance services. With a total of more than 3,000 personnel, Crowe and its subsidiaries have offices coast to coast. The firm is recognized by many organizations as one of the country's best places to work. Crowe serves clients worldwide as an independent member of Crowe Horwath International, one of the largest global accounting networks in the world, consisting of more than 150 independent accounting and advisory services firms in more than 100 countries around the world.