Piedmont Healthcare Reinvents Care Management

Tom Arnold:

Piedmont Healthcare is a community-based healthcare organization of seven hospitals. It's pretty far reaching in the Atlanta Metro market—about 350 employed physicians and a very large affiliated clinic. We knew we had some issues over the last two or three years, especially when we looked at the resources that we had devoted to care management. So we knew we had huge gaps in probably people, resources, processes and tools.

So what we were looking for was a large consulting firm that was very sophisticated on the IT front. Lots of security issues, lots of data integrity issues that we had to iron out, and we had to have someone that we could operate with on a common level and have those discussions, and then would also help us in the delicate governance structures going forward. So that's the kind of partner that we were looking for.

Marj Bogaert:

So one of the things that was right from the very beginning in working with Piedmont is I really felt we had a partnership. I mean I look at Tom—and I think of Tom as being our partner. And I think one of the things that worked really well is that we had weekly meeting status update meetings with the executive sponsors. Not only during the assessment, but also as we have moved through the engagement. And that's really been critical. I think we're also very honest and transparent around the issues so that we're actually solving things in real time, which really makes a big difference.

Tom Arnold:

What we were looking for, and what we say in healthcare, is that you have to have margin to have a mission. So we knew we had a mission, but what Accenture helped us immediately was find a way to pay for it. And we knew we had long-term issues with throughput, but really what they brought to the table in the clinical denials to help us clear that with the managed care companies has helped pay for the engagement and their help with every issue that we brought to them since then—they've been great to work with on that.