



Continuum Health IT HIT Staffing 2022

HIT Staffing to Implement, Support & Optimize EMR Systems



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Why This First Look?

The scope of HIT staffing projects—including the length, complexity, and skill sets of participants—can vary widely from engagement to engagement. What remains consistent is the need for high-quality, well-matched consultants who drive value and achieve desired outcomes. In this market, provider organizations struggle to find these consultants, so firms like Continuum Health IT can provide staff to help implement, support, and optimize different solutions, specifically EMR systems. This report evaluates the experiences of healthcare organizations that have used Continuum Health IT's HIT staffing services.

What Does Continuum Health IT Do?

(A Client Explains)

"Continuum Health IT provides consultant staffing for the implementation project of another vendor's product. The firm recruits, interviews, and offers up consultants so we can interview them for positions we may have open. For example, if we have asked for somebody who is proficient in chemistry builds, quality control builds, or report writing, Continuum Health IT will look for those specialties and try to send us somebody who is strong in those areas." —Manager

Bottom Line

Continuum Health IT strives to bridge the gap between large service providers and smaller firms. Most respondents engaged Continuum Health IT to receive help in staffing builders and project managers for Epic EMR engagements and were left highly satisfied. Respondents share that the key practices to successful engagements with Continuum Health IT are developing relationships with the firm's executives, transparency on budget constraints, and precision with staffing specifications, as the firm has strong capabilities to staff specific people.

Key Competitors (as reported by Continuum Health IT)
CSI Healthcare IT, Nordic, Optimum Healthcare IT, Pivot Point Consulting, Tegria (Bluetree Network)

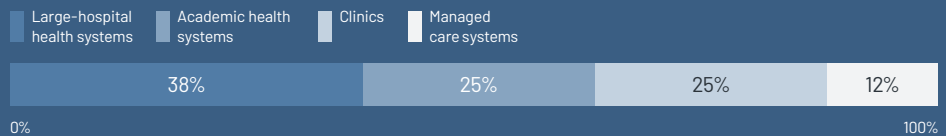
Number of Clients Interviewed by KLAS

9 individuals from 8 unique organizations (Continuum Health IT shared a list of 14 unique organizations; the list represents 100% of the clients that have worked with the firm in the last 18 months and are eligible for inclusion in this study)

Top Reasons Selected

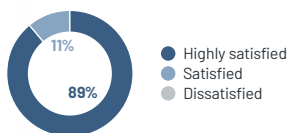
Ability to quickly source quality candidates (including niche candidates), preapproval by the provider organization, EMR vendor reference

Survey Respondents—by Organization Type (n=8)

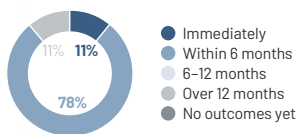


Continuum Health IT HIT Staffing Client Experience: An Initial Look

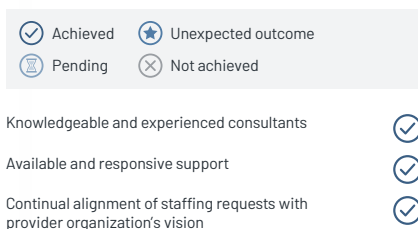
Overall Client Satisfaction (n=9)



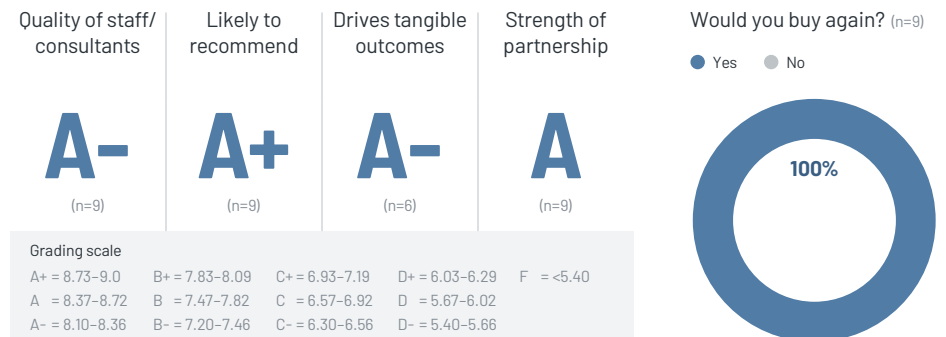
Time to See Outcomes (n=9)



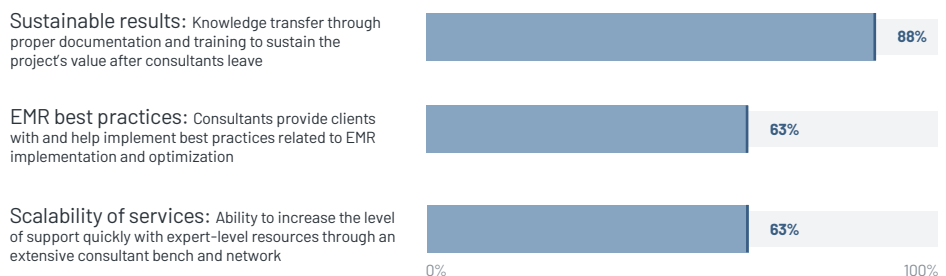
Outcomes Expected by Clients



Key Performance Indicators (1-9 scale)



Adoption of Key Services—by Organization



Strengths

Deep bench that contains knowledgeable personnel who can immediately step into a role



"The individuals at Continuum Health IT are very knowledgeable. With Continuum Health IT, the contractors have had the knowledge and skill set to jump right in. The firm is helpful, adjusts quickly, and is prompt with filling roles. They listen to what I need and have really zoned in on that." —Manager

Fast responsiveness to both staffing requests and support needs

"Continuum Health IT was phenomenal in terms of their turnaround time, and they really listened when I explained the skill set I needed and what I was looking for. Our contact provided me with multiple résumés from people that would meet our needs really quickly in the process, and we were able to quickly do some interviews and get the person that was the right fit for us. I was very impressed." —VP/executive

Strong consistency and partnership surrounding pricing rates

"Continuum Health IT has been understanding and consistent with the presented rates. The value is there. We struggle with other firms because they give us varying rates, but Continuum Health IT has been spot-on with knowing our price point. Continuum Health IT won't present anyone that can't meet that price point." —VP/executive

Opportunities

Misalignment in technical abilities of consultants on a couple of engagements



"We expect knowledgeable, experienced consultants to help us with our project and to educate our full-time employees, but we have had a few misses due to a lack of knowledge, and we have had to let a few consultants go." —Manager

Instance where proactive knowledge transfer was lacking

"More documentation could help with the efforts for the knowledge transfer. Documentation is also something I could have asked for, and I know the consultant would have created it, so it is hard to say whether knowledge transfer could be a weakness for the firm." —Director

The pace of and mediums used for communication sometimes misaligned

"The firm's only weakness is that they contact us frequently. I understand that they are trying to check in and follow up with us, but there have been points when I have constantly received emails and phone calls. It was hard to balance all of those along with my normal responsibilities. I would prefer it if the firm could choose one method of communication and stick with it." —Manager

KLAS' Points to Ponder

The Positives: Continuum Health IT provides staffing services to support provider organizations' IT implementations, project management, workflow optimizations, training, system testing, and go-lives. Continuum Health IT has demonstrated their ability to assign experienced and knowledgeable consultants that fit provider needs for EMR, analytics, and ERP environments. Clients tout the firm's ability to support knowledge transfer to their staff and to also share risk relative to fees. Continuum Health IT has a deep bench of experts that allows the firm to backfill project staffing when required.

Organizations should consider the following:

The Firm's Long-Term Viability in Healthcare

Healthcare staffing shortages across all operational segments have become an acute issue for provider organizations. The IT environment presents staffing challenges related to new digital technologies, cloud-based enterprise environments, security requirements, and ever-increasing demands for using data for analytics and AI. An ongoing need in the industry will be the ability to contract the required experienced resources to mitigate IT project risks. Firms such as Continuum Health IT can provide IT staffing to support the application environments that drive healthcare's rapidly advancing transformations, and those firms are well positioned for continued success.

Consulting Services Resource Considerations

Healthcare provider organizations assessing consulting/staffing services need to go beyond marketing materials to ensure successful engagements. When managing implementations, project management, workflow optimization, and training/education, consultants should have several years of experience with the vendor environment they are working with. These consultants should also have vendor certifications for modifying the applications (e.g., "builder" certification). The depth

of a firm's consulting bench is important for ensuring projects won't be impacted if consultants are changed or replaced. Clients identify bench strength as a key capability of Continuum Health IT.

Aligning Consulting Services with Governance Committees

Organizations can maintain the appropriate control and oversight of their programs by aligning their consulting services with governance committee processes. IT projects should be aligned with those processes to ensure that executives are appropriately involved. Communication about consulting projects also ensures that corporate strategies are on budget, on schedule, and delivered to expectations. The governance committee should immediately address any deviations from service expectations with the consultant. All consulting project contracts should be reviewed and approved by the provider organization's appropriate IT governance committee.



Mike Davis

HCIT market research and analysis expert with 40+ years of experience

Project Management Supporting Consulting Projects

The status of consulting service projects should be communicated in a timely and informative process without overburdening the organization's staff. Consulting projects need to be managed with project management applications that identify key tasks on project maps that can be updated and shared with clients. While the entire project map isn't necessary to be shared for most updates, timely notifications on key milestones are important. Impacts on milestones for staffing, application modifications or bugs, or interoperability with enterprise applications should be communicated with high priority to key provider staff and executives.

Continuum Health IT: Company Profile at a Glance

Founders

Matt Odom, Philip Howell

Year founded

2016

Headquarters

Ponte Vedra Beach, FL

Number of clients (last 18 months)

14 unique organizations

Average project scope

6-24+ months, \$500K-\$20M

Market

National

Number of employees

121 consultants, 16 internals

Employee turnover (last year)

11%

Revenue model

Hourly bill rates for consultants, fixed bids for certain projects

Target clients

Large network hospitals, community hospitals, large physician practices



Healthcare Executive Interview

Jeff Macko,
President

How would your clients describe Continuum Health IT?

Our clients would describe us as problem solvers and industry experts who are attentive and exact in our approach to meeting their needs. They would share that we save them time and money by providing high-quality consultants who assimilate quickly into their team and make an immediate impact on their initiatives.

Why was Continuum Health IT started?

Continuum Health IT is a consultancy and staffing firm focused on the implementation, support, and optimization of EMR systems like Epic, Cerner, MEDITECH, etc. Continuum Health IT is the product of former executives from large, KLAS-leading healthcare IT consultancies, who saw a significant market segment that needed to be addressed. The vision was to bridge the gap between large service providers that commoditize the industry and smaller firms that lack the expertise and critical mass to effectively lead and support health IT initiatives.

We have effectively created an internal culture of inclusion and excellence where employees and consultants are valued by providing exceptional benefits and customer service, and that has earned us recent awards as an excellent employer in healthcare.

Our outward focus on client satisfaction is based on transparency and cultivating true partnerships by sharing risk, providing the expertise to address gaps in our clients' existing teams and knowledge base, and allowing for flexibility in contracting rates.

How is Continuum Health IT positioned in your market, and what is your biggest differentiator?

Our sole focus is providing healthcare clients with expert-level analysts, project managers, and directors who have a proven history of getting projects back on track and completed on expected timelines and under budget. Our biggest differentiator is our ability to merge expert-level and quality resources with speed-to-market through an existing, fully vetted consultant pool and streamlined executive-level screening process.

What are Continuum Health IT's capabilities, and how does the firm help clients achieve desired outcomes?

We provide consulting and staff augmentation services to implement, upgrade, and support EMR systems for hospitals and healthcare systems. We primarily provide consultants that help with analysis, project management, and project direction. To help clients achieve desired outcomes, we engage our client services team with all new projects or positions. The team consists of former client-side executives who were over clinical and revenue cycle operations/applications, and that ensures we are providing the best possible resources to meet the client's needs. Additionally, our client services team maintains regular discussions with our consultants on projects to provide relevant, valuable information to the clients from assessments.

Report Information

Continuum Health IT Performance Overview

All standard services performance indicators

Loyalty			
Would you buy again (percent of respondents that answered yes)	(n=9)		100%
Overall satisfaction (1-9 scale)	(n=9)		A
Likely to recommend (1-9 scale)	(n=9)		A+
Operations			
Engagement execution (1-9 scale)	(n=9)		A-
Relationship			
Executive involvement (1-9 scale)	(n=8)		A+
Strength of partnership (1-9 scale)	(n=9)		A
Services			
Quality of implementation staff (1-9 scale)	(n=9)		A-
Strategic expertise (1-9 scale)	(n=7)		A
Value			
Money's worth (1-9 scale)	(n=9)		A-
Avoids nickel-and-diming (percent of respondents that answered yes)	(n=9)		100%
Drives tangible outcomes (1-9 scale)	(n=6)		A-
Exceeds expectations (percent of respondents that answered yes)	(n=9)		89%
Grading scale			
A+ = 8.73-9.0	B+ = 7.83-8.09	C+ = 6.93-7.19	D+ = 6.03-6.29
A = 8.37-8.72	B = 7.47-7.82	C = 6.57-6.92	D = 5.67-6.02
A- = 8.10-8.36	B- = 7.20-7.46	C- = 6.30-6.56	D- = 5.40-5.66
F = <5.40			

Reader Responsibility

KLAS data and reports are a compilation of research gathered from websites, healthcare industry reports, interviews with healthcare, payer, and employer organization executives and managers, and interviews with vendor and consultant organizations. Data gathered from these sources includes strong opinions (which should not be interpreted as actual facts) reflecting the emotion of exceptional success and, at times, failure. The information is intended solely as a catalyst for a more meaningful and effective investigation on your organization's part and is not intended, nor should it be used, to replace your organization's due diligence.

KLAS data and reports represent the combined candid opinions of actual people from healthcare, payer, and employer organizations regarding how their vendors, products, and/or services perform against their organization's objectives and expectations. The findings presented are not meant to be conclusive data for an entire client base. Significant variables—including a respondent's role within their organization as well as the organization's type (rural, teaching, specialty, etc.), size, objectives, depth/breadth of software use, software version, and system infrastructure/network—impact opinions and preclude an exact apples-to-apples comparison or a finely tuned statistical analysis.

KLAS makes significant effort to identify all organizations within a vendor's customer base so that KLAS scores are based on a representative random sample. However, since not all vendors share complete customer lists and some customers decline to participate, KLAS cannot claim a random representative sample for each solution. Therefore, while KLAS scores should be interpreted as KLAS' best effort to quantify the customer experience for each solution measured, they may contain both quantifiable and unidentifiable variation.

We encourage our clients, friends, and partners using KLAS research data to take into account these variables as they include KLAS data with their own due diligence. For frequently asked questions about KLAS methodology, please refer to klasresearch.com/faq.

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Note

Performance scores may change significantly when additional organizations are interviewed, especially when the existing sample size is limited, as in an emerging market with a small number of live clients.



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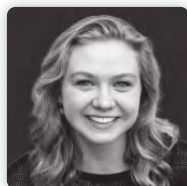


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Our Mission

Improving the world's healthcare through collaboration, insights, and transparency.

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For more information about KLAS, please visit our website:
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