TruBridge
An IKS Health company

Application Managed Services in Action: Two Paths to Better EHR Performance

Successful hospitals continuously look for ways to work more effectively and efficiently. At the center of that effort is a hospital's electronic health record (EHR).

The right EHR technology doesn't just document care. It actively promotes collaboration among staff and allows teams to focus more on patients than on administrative tasks. But without ongoing optimization, an EHR may contribute to unnecessary complexity and duplicative processes that add to already demanding workloads.

Pershing General Hospital (PGH) and Cozad Community Health System (CCHS) started from different places when optimizing their EHRs. PGH needed to determine how to improve its existing EHR. CCHS had established priorities but needed help putting them into action.

TruBridge Application Managed Services (AMS) helped both critical access hospitals move forward while retaining ownership of their systems and decisions.

CHALLENGE

Why workflow improvement stalled at both hospitals

PGH sought to modernize its rural healthcare workflows after relying on the same clinical processes and designs it had implemented more than 10 years ago. But limited resources and the effort needed to organize, outline, and execute change left leadership unsure of what the next steps should be.

An on-site assessment revealed opportunities to build on the current EHR. The assessment identified areas where system configuration, feature utilization, and workflows could better align with current operational needs. But without sufficient internal capacity or specialized EHR expertise, PGH needed a full-time IT employee and more hours in the day.

CLIENT PROFILES

Pershing General Hospital

Founded in 1962, Pershing General Hospital serves frontier farming and mining communities in and around Lovelock, Nevada. PGH operates 13 inpatient/swing beds, a 25-bed long-term care unit, 24/7 emergency services, and a rural health clinic.

Cozad Community Health System

Founded in 1903, Cozad Community Health System meets vital healthcare needs of communities across south-central Nebraska. CCHS offers emergency care, 20-bed inpatient hospital care, outpatient clinics, assisted living, home health, and hospice.

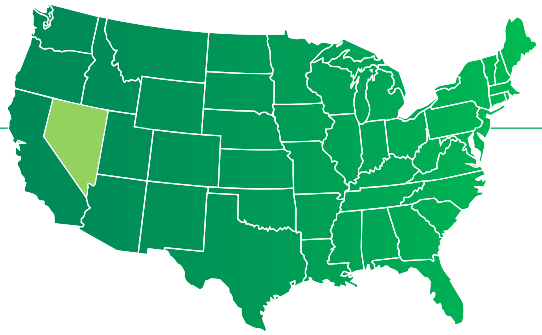
Meanwhile, CCHS used a different approach to optimize its EHR for lasting success — an internal EHR governance committee oversaw systems and workflows. Over time, the committee recognized inconsistent processes across departments and gaps in staff knowledge and training.

EHR workflows that hadn't adapted and the lack of a formal framework for evaluating changes posed a challenge. While these issues needed addressing, the committee did not have the necessary capacity, expertise, or leadership engagement to push decisions through.

SOLUTIONS

How Application Managed Services supported two EHR improvement paths

AMS provided ongoing access to EHR expertise, change management, optimization, and implementation support. Both hospitals found a partner in TruBridge, with services tailored to each organization's priorities.



AMS APPROACH 1

Pershing General Hospital: Turning EHR assessment findings into action

PGH leaders discovered they could problem-solve and build on their existing EHR with support from TruBridge. The hospital prioritized remediation activities, and AMS experts took it step by step from there.

Through AMS, PGH gained the benefits of outsourcing EHR management, including proactive change management and continuous system optimization. The hospital retained autonomy to customize its EHR for staff and patient needs. It also gained a support team that understood their goals and helped execute them through weekly meetings and shared decision-making.

- + 9 PROJECTS COMPLETED
- + 10 ASSESSMENT FINDINGS IN PROGRESS
- + FASTER IMPLEMENTATION OF IMPROVEMENTS AND CHANGES
- + INCREASED COLLABORATION ACROSS DEPARTMENTS
- + IMPROVED CONFIDENCE IN EHR
- + RESOLVED ISSUES WITH 24/7 EXPERT SUPPORT
- + REDUCED BURDEN OF SYSTEM MAINTENANCE AND HIRING IT SPECIALISTS



"Having AMS help us finish the post-optimization recommendations and follow through on everything we needed to do was a huge help... [The team] also helped us move from outdated workflows and processes to where we are now."

Sydney Wemple, Nurse Administration Coordinator
Pershing General Hospital

SCROLL TO WATCH ▶

RESULTS

How AMS improved EHR performance at both hospitals

Both PGH and CCHS advanced their EHR improvement efforts without adding the required expertise in-house. PGH converted assessment findings into workflow changes, time savings, and measurable efficiency gains. CCHS increased the pace of governance-led improvements while reducing the burden of system maintenance and specialized support.

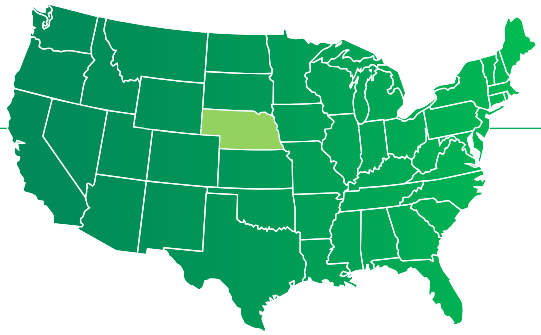
The engagements demonstrate how AMS can support hospitals at different stages of EHR improvement. PGH needed a structured path from assessment to remediation. CCHS needed additional capacity to strengthen governance and execution. In both cases, Application Managed Services helped local leaders advance their priorities while maintaining control of EHR decisions.

AMS APPROACH 2

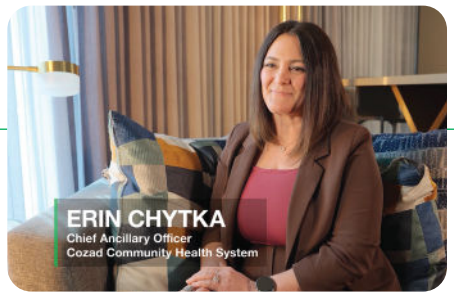
Cozad Community Health System: Strengthening EHR governance and execution

TruBridge AMS helped CCHS achieve meaningful improvements while retaining ownership of its system. AMS specialists provided trusted technical expertise, helping the governance committee make confident decisions and implement changes based on best practices.

As an extension of the internal team, AMS specialists accelerated execution of governance priorities, oversaw EHR optimization, and supported day-to-day operations. This partnership allowed IT leadership to shift its focus from low-impact troubleshooting to high-impact solutions for growth, strategy, education, and operational performance.



- + 1 FULL-TIME IT EMPLOYEE COST AVOIDED
- + 200 HOURS ESTIMATED INTERNAL WORK SAVED
- + 29% GROWTH IN WEB CLIENT ADOPTION
- + 80+ WORKFLOW UPDATES ACROSS EFORMS, FLOWCHARTS, ORDER SETS, AND PHARMACY
- + REDUCTION IN CHARTING TIMES
- + REDUCTION IN TIME FOR TRIAGE



"We found that we couldn't implement changes as quickly as we wanted due to our limited staffing. AMS helped us bridge this gap by taking over system maintenance, change management, and user support."

Erin Chytka, Chief Ancillary Officer
Cozad Community Health System

SCROLL TO WATCH ▶

What AMS adds to your EHR strategy

Application Managed Services helps keep EHR priorities moving forward through improvement backlogs or efforts to strengthen established governance processes. The value extends beyond individual projects, supporting:



Cost Savings

Eliminate the need to hire and retain in-house EHR admin experts.



Greater Efficiency

Free internal resources to focus on strategy and operations.



Improved Performance

Expert optimization and hands-on support keep your EHR running smoothly.



Enhanced Security

Maintain access and privileges tailored to user roles.



Support on Your Terms

Scale AMS support — without losing autonomy — to match your organization's needs.



Peace of Mind

System monitoring and governance help you stay ahead of problems.

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Contact your Account Executive to learn more.