QueensCare
HEALTH CENTERS

IT assessments pave the way for future growth

QueensCare Health Centers (QHC) operates a six-site network of community health centers, providing primary health and preventive services to a growing number of the medically underserved in Los Angeles County. A non-profit organization, it was founded in 1925 to care for abandoned and neglected children. Since then, QHC has grown into one of the largest, most progressive federally qualified health centers in the nation, treating all patients regardless of race, religion, ethnicity or income.

"QueensCare Health Centers is one of Los Angeles' leading federally qualified health centers. As an organization, we firmly believe in improving quality of care through healthcare information technology. When we engaged T2 Tech Group to assess our IT environment, they went above and beyond. In addition to articulating critical risks, they provided a detailed action plan to quickly address issues in a cost effective manner. Their strategic insight and dedicated partnership has been a valuable asset to our organization."

– Alex Armstrong, Chief Operating Officer, QueensCare Health Centers

The challenge: ensuring critical systems are prepared for future growth

In 2007, QHC completed the implementation of their first electronic health record (EHR) system. Five years later, QHC identified the need for a comprehensive assessment of their

ASSESSMENT SERVICES
T2 Tech's assessment of QHC's IT infrastructure and staff clearly articulated risks and provided an actionable plan to address critical issues.

IMPLEMENTATION PLANNING
T2 Tech's ability to deliver an integrated budget and month-by month project roadmap as a part of their assessment provided QHC with the tools they needed to prioritize projects and quickly improve their IT environment.

T2 TECH GROUP

IT environment and staff in order to ensure the continued support of their mission critical EHR and phone systems, as they planned for future expansion. QHC approached T2 Tech Group™ to lead this effort and develop a plan to address critical issues.

A cross-collaborative approach for a comprehensive IT assessment

T2 Tech collaborated with QHC's executive, clinical and IT leadership to assess their IT environment and establish a clearly defined risk level for each major assessment component based on industry best practices. T2 Tech lead this effort through their methodical assessment process in order to ensure a comprehensive review of their IT environment and staff and tailor the assessment to QHC's business needs. The assessment included a thorough review of data center, network, WAN, telephony, server and storage infrastructure; a high-level review of critical applications; and interviews with IT staff, management and executive leadership to gauge their current staffing levels.

A feasible remediation plan leading to action

After completing the assessment, T2 Tech provided QHC leadership with a summary of their findings in a detailed assessment document and an actionable remediation plan, which included a month-by-month project roadmap and estimated capital budget in order to streamline critical decision making and simplify the implementation process. T2 Tech also presented the assessment, remediation plan and budget to QHC's executive leadership team in order to clearly communicate major risks, recommendations and costs. After a final review of the proposal, the QHC Board approved the implementation plan and re-engaged T2 Tech to manage the effort.

ABOUT T2 TECH GROUP

T2 Tech Group specializes in tackling difficult technology challenges and transforming IT liabilities into valuable assets for clients in a range of industries. Since its founding in 2006, T2 Tech has built a reputation for delivering high-quality technology consulting and management advisory services to executives and IT leaders in a range of industries. Unlike many consulting firms, T2 Tech has no financial interest in vendor selection, freeing the company to focus completely on realizing customer goals. At T2 Tech, we advocate for our clients; approach each project with no bias; and practice the highest levels of integrity, experience and expertise. For more information about T2 Tech Group, visit t2techgroup.com and connect with us on Twitter @T2TechGroup.