

CASE STUDY:  
MD ANDERSON

## PROJECT AT-A-GLANCE

- > MD Anderson went live with EPIC on March 4, 2016. The cancer center began the process in December 2012, and approved EPIC as its vendor in November 2013.
- > With an astounding workload of more than 3,000 protocols for implementation as part of the EPIC migration, high-level talent was needed.
- > iSphere-placed talent was part of a highly successful team that delivered more than 95 percent by the go-live date.

With the largest Beacon implementation ever, we needed team members who not only had **extensive experience** but would be able to **integrate** really well into a team of strong personalities. iSphere was able to **quickly line up the talent** we needed.

- Phuc Dang, EHR Informatics Manager  
MD Anderson

## Premier Cancer Center MD Anderson Partners with iSphere to Successfully Implement EPIC Technology

### THE CLIENT

MD Anderson Cancer Center is one of the world's most respected facilities devoted exclusively to cancer patient care, research, education and prevention. Based in Houston at the University of Texas Medical Center, its premier oncology services are well known and its facilities treat patients from all around the globe.

### THE CHALLENGE

With more than 900 total employees across three different locations, and after years of using its own homegrown EMR, MD Anderson needed to move its core clinical operations to the EPIC platform.

According to an interview in HealthSystemCIO.com with MD Anderson VP and CIO Chris Belmont, published in January 2015, "I think we have an opportunity not only to reduce cost, but drive out some of the complexity and improve the user experience by more or less standardizing managing that portfolio a little tighter."

A project of this magnitude required the hiring of a wide range of qualified experts, contractors and consultants to successfully facilitate the complex technological and systems migration to EPIC. With an astounding workload of more than 3,000 protocols for implementation, high-level performers were needed to complete the tasks at hand quickly. MD Anderson had a targeted go-live date for its EPIC implementation of March 2016.

Phuc Dang, EHR Informatics Manager at MD Anderson, shares what his department was up against and needed from top-notch IT consultants, "With the largest Beacon implementation ever, we needed team members who not only had extensive experience but would be able to integrate really well into a team of strong personalities. iSphere was able to quickly line up the talent we needed."

### THE SOLUTION

MD Anderson hired nearly 200 dedicated professionals to work on the EPIC implementation, and turned to iSphere for a very specific need; the right consultant to perform effectively on the EPIC Beacon protocol build.

iSphere worked rapidly to locate top talent including Manish Thampan, who has more than seven years of experience working as an EPIC analyst, with a special focus on Beacon and ambulatory.



According to Dang, Thampan, "...performed the job very effectively and needed very little guidance. His experience really shows, and his background as a pharmacist was key in offering a different perspective. He managed time well, communicated effectively, was a quick coder and built with end users in mind."

### THE RESULT

Dang, Thampan and their Beacon-dedicated team of 15 other contractors successfully completed the project by the March 2016 deadline, delivering more than 95% on the build side.

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### ABOUT iSphere

iSphere is a Texas-based IT services firm that partners with clients to provide the necessary resources to meet critical IT and business goals. Partnering with our clients, we always put performance excellence and client loyalty first.

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