



CLIENT
SUCCESS STORY

MAINEHEALTH

ON AVERAGE:

- 100 tickets resolved per week
- 15 critical tickets resolved per week
- 450 edits to SER records per month

CLIENT OVERVIEW:

- Corporate Headquarters:
Portland, ME
- Facilities: **11** hospitals,
7 sub-acute care facilities, **189** clinics
- Number of Beds: **1,300+**
- Number of Providers: **1,300+**
- Number of Employees: **18,000+**

MaineHealth

Nordic Remote Solutions Takes Full Ownership of MaineHealth's Epic Provider Database Maintenance

In January 2015, MaineHealth partnered with Nordic to support the daily maintenance of its provider (SER) database in an effort to reduce the volume of maintenance work of the SER team, thereby increasing their ability to give necessary attention to additional Epic projects and support issues. In choosing to partner with Nordic for this support, MaineHealth received the same high-quality support and built up IT analyst satisfaction levels by allowing them to focus on other strategic work. Nordic engaged in one week of on-boarding to learn MaineHealth processes. By the second week, Nordic was fully remote and taking full responsibility of resolving SER tickets.

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“My team is extremely happy, as partnering with Nordic has provided time for them to focus on their application-specific tasks, while allowing them to dig into more analyst work, as SER maintenance was preventing them from professional growth in that area. Because of this partnership, my team has been able to take on a CDI software implementation that was larger than presented, balance a large review of production support issues related to coding work queues, review simple visit coding, and keep up with build demands for a double upgrade.”

~Anna Tweedie, Manager of Information Systems

Maine Medical Center

The Results

During the first month of the project, Nordic resolved close to 400 tickets related to SER database maintenance. The Remote Solutions team helped MaineHealth achieve the following milestones:

- The average number of unresolved tickets per day dropped 85 percent (from 20 to three).
- The time MaineHealth analysts spend on SER maintenance has been reduced 90 percent (from an average of 50 hours to five hours per week).
- With a single owner of the SER queue, MaineHealth can focus more work time on provider-related reports/work queues with no need for knowledge transfer between multiple owners.
- The Nordic team received high service ratings on end user surveys, matching the ratings given to the MaineHealth team.
- End users experienced a seamless transition. Most didn't even realize there was new ownership of SER maintenance.
- MaineHealth documentation around SER maintenance has been enhanced based on the experience of Nordic's Remote Solutions team.

About MaineHealth

MaineHealth is a not-for-profit family of leading high-quality providers and other healthcare organizations working together to make their communities the healthiest in America. Ranked among the nation's top 100 integrated healthcare delivery networks, MaineHealth includes 13 member organizations and four affiliates.