

Medical Group finds immediate wins and long-term value in Pivot Point Consulting Interim CIO

The Challenge

Like many mid-sized medical groups, Indiana Hemophilia and Thrombosis Center (IHTC) experienced organic growth and increasing complexity in its Information Technology (IT) environment over the past 20 years. The Center’s tenured and talented IT staff support current systems and daily operations; however, IT strategic focus and planning for the future was limited.

In 2020, IHTC recognized the need to elevate its IT leadership at an executive level to ensure stability and security of systems and data, sustain its position as a national leader in treating Hemophilia and Thrombosis patients and embrace contemporary and emerging technologies. Given the Center’s long-standing partnership with Pivot Point Consulting, IHTC asked for our assistance in providing a senior IT leader to serve in an interim CIO role and in recruiting a permanent CIO.

Our Solution

Pivot Point Consulting’s Strategy team is comprised of and experienced Health IT professionals, including numerous former CIOs and IT Directors. An Executive Advisor from this team was placed as the interim CIO for IHTC to focus on:

- Project portfolio planning and governance
- IT budget development
- Staff capability evaluation and development
- Execution of multiple languishing initiatives
- Selection of a new EHR and unified patient communications and telehealth platform
- Permanent CIO recruiting and onboarding

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The Impact

IHTC accomplished numerous critical projects during the Pivot Point interim CIO’s tenure, including:

-  • Completing a technology assessment and roadmap
-  • Enhancing internet capacity, stability, and security
-  • Implementing new systems for data back-up and security
-  • Selecting and implementing a unified patient communications and telehealth platform
-  • Upgrading current EHR to meet CMS requirements and selecting a new EHR
-  • Migrating the Center to Microsoft Enterprise 365
-  • Recruiting the permanent IHTC CIO

Nancy Hoard

Executive Director

“Pivot Point has flexed with us as our business needs have changed. They’re exceptional in finding resources who bring deep technical experience and the ability to complement and expand our vision, and the change management skills to operationalize it. We made incredible progress under the leadership of Pivot Point’s interim CIO. We appreciate our relationship with Pivot Point and the high caliber of IT professionals they have provided to the Center over the past 4 years.”

