

## Case Study – Crosscare Implementation

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### *The Situation*

A large hospice had selected the Crosscare application to replace their existing patient information system. The Crosscare product has the capability of being highly configurable to meet each client's specific needs. Given this potential, they wanted assistance from an experienced consultant to identify business requirements and implement them. They also wanted help with managing the project. Miriona was appointed on recommendation from another hospice.

### *The Process*

Miriona assisted with many aspects of the project, including:

- Overall project management
- Gathering business requirements (using workshops and interviews)
- Extensive tailoring of the Crosscare product, including development of data entry windows, data display windows, reports, alerts and triggers, drug management and appointments
- Development of a detailed User Manual, covering the business processes as well as how to use the system
- Development of a training course and running initial sessions before handing over to an in-house trainer
- Supporting the relationship with Healthy Software (the company that provides Crosscare)

### *The Result*

The system went live without incident and all staff were able to use it immediately as required.

The project was deemed to be very successful.

### *Client's\* Comments*

"Jacquie was initially recommended to me by a fellow professional and has since worked very closely with me over the past year. Jacquie always endeavours to provide us with the best solution available and does her utmost to understand and support the needs of our business, often taking a personal interest to deliver the required solution." JC, ICT Manager

Miriona's unique business and IT skills and experience, together with excellent person skills, make us the ideal choice when implementing or reviewing use of Crosscare or any other application.

If this sounds like you, call us to see how we could help!

Call 07766 948470 or email [Jacquie@miriona.co.uk](mailto:Jacquie@miriona.co.uk).

See [www.miriona.co.uk](http://www.miriona.co.uk) for more details about Miriona.

