

CASE STUDY

Supporting a Complex EMR Migration

How Mondo Solutions' Project Management and Business Analysis resources helped a leading multi-state hospice organization successfully navigate an enterprise-wide Electronic Medical Record migration.

Healthcare IT • Project Management • Business Analysis • EMR Migration Support

ENGAGEMENT SNAPSHOT

Client Industry	Healthcare — Hospice & Palliative Care
Client Profile	A Leading Multi-State Hospice Provider
Project Scale	1,400+ employees · 10+ states · 30+ agency locations
Project Type	Enterprise-wide EMR migration from legacy to modern platform
Mondo's Role	Project Management & Business Analysis Resource Provider
Resources Placed	Project Managers and Business Analysts embedded in client team
EMR Platforms	MatrixCare, NetSmart (and other leading platforms)

EXECUTIVE OVERVIEW

A leading national hospice provider with 1,400+ employees operating across 10+ states undertook a full-scale Electronic Medical Record (EMR) migration — transitioning from a legacy platform to a modern, purpose-built hospice solution.

The project was owned and directed by the client's internal team. Mondo Solutions was engaged to provide embedded Project Management and Business Analysis resources — skilled professionals who worked alongside the client's staff to bring structure, documentation rigour, and analytical support to the migration programme.

This case study outlines the scope of that engagement: the challenges the project faced, the specific contributions Mondo's PM and BA resources made, and the outcomes the organisation was able to achieve with that support.

PROJECT SCALE & CONTEXT

The following figures illustrate the scale and complexity of the migration Mondo's resources supported:

1,400+ Client Employees	30+ Agency Locations	100K+ Patient Records in Scope	10+ States Covered
600+ Clinical Staff Impacted	15+ 3rd-Party Integrations	200+ Data Fields Mapped	50+ Workflows Documented

THE CHALLENGES FACING THE PROJECT

The healthcare organization faced a complex set of interdependent challenges spanning clinical operations, data management, compliance, and change management — each of which required structured PM and BA support to navigate:

 Fragmented Workflows	Inconsistent clinical and operational processes across 30+ agency locations, with significant undocumented tribal knowledge that had to be captured and structured before migration could proceed.
 Data Integrity Risks	A complex migration of 100,000+ patient records — including demographics, clinical histories, care plans, physician orders, and billing data — required rigorous mapping, validation, and cleansing planning.
 Regulatory Compliance	HIPAA compliance, audit readiness, and uninterrupted clinical documentation had to be maintained across every phase. Any lapse could carry serious regulatory consequences.
 Organizational Change	600+ clinical staff — including nurses, aides, and social workers — were accustomed to legacy workflows and needed structured change management and transition support.

 Third-Party Integrations	15+ external interfaces to pharmacy, laboratory, payroll, and general ledger systems each required careful coordination, specification, and validation against the new EMR platform.
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MONDO'S CONTRIBUTIONS: WHAT OUR RESOURCES DID

Mondo Solutions placed Project Managers and Business Analysts who were embedded within the client's project team. Their work focused on four core areas:

Process Flow Mapping Documented 50+ current-state workflows across admissions, clinical documentation, billing, and scheduling. Designed optimized future-state processes aligned with the new EMR platform.	Project Management Built centralized Smartsheet dashboards with project plans, milestone tracking, risk/issue logs, and executive status reporting — the single source of truth for all workstreams.	Data Migration Support Developed comprehensive migration plans covering 200+ data fields with cleansing protocols, validation rules, and field-level mapping. Defined legacy data archival strategy for compliance.
Testing & Validation Executed 4-phase testing: unit, integration, UAT, and parallel. Managed defect tracking and resolution cycles achieving 99.9% data accuracy through structured dashboards.	Clinical Staffing & Training Provided technical business analysts and registered nurses with deep EMR/EHR expertise for clinical data migration, validation, and hands-on staff training across all locations.	Go-Live & Hypercare Executed a controlled cutover with documented rollback criteria. Dedicated hypercare resources handled issue triage, rapid resolution, and system stabilization post-launch.



Mondo Solutions provided the project management discipline and business analysis expertise we needed to keep this migration on track. Their resources were embedded in our team and brought structure, documentation rigour, and cross-functional coordination that made a real difference to our ability to execute.

— IT Leadership, Multi-State Hospice Organization

HOW OUR RESOURCES HELPED THE PROJECT SUCCEED

The client-led project achieved significant outcomes across all migration workstreams. Mondo's PM and BA resources contributed to those results in the following ways:

- ✓ **Workflow Documentation:** Mondo's BAs captured and structured 50+ clinical and operational processes that had previously existed only as tribal knowledge, giving the client a clear baseline for system configuration and training.
- ✓ **Migration Planning:** Detailed field-level mapping across 200+ data fields — developed by Mondo's BAs — provided the client's technical team with a validated blueprint for migrating 100,000+ patient records.
- ✓ **Project Visibility:** Mondo's PMs maintained Smartsheet-based dashboards tracking milestones, risks, and issues across all workstreams, enabling the client's leadership to make informed, timely decisions throughout the project.
- ✓ **Testing Structure:** Coordinating a 4-phase testing programme and maintaining structured defect logs helped the client's team achieve 99.9% data migration accuracy and move into go-live with confidence.
- ✓ **Third-Party Coordination:** Mondo's BAs documented integration requirements and supported coordination across 15+ third-party vendors, reducing ambiguity and keeping external workstreams aligned with the project timeline.

✓ **Compliance Readiness:** BA-led documentation of workflows, data handling procedures, and archival strategies ensured the client maintained HIPAA compliance and audit readiness throughout the migration.

EMR / EHR PLATFORM KNOWLEDGE

Mondo's PM and BA resources bring hands-on experience across the leading EMR/EHR platforms used in hospice, home health, and post-acute care — enabling them to add value quickly in complex migration environments

Epic

MatrixCare

NetSmart

PointClickCare

Cerner

This platform familiarity means Mondo's resources understand the clinical workflows, data structures, and migration patterns specific to each system — not just generic project management or BA practice.

WHY ORGANISATIONS CHOOSE MONDO FOR PM & BA RESOURCING

When healthcare organisations need skilled, reliable PM, BA and Technical talent for high-stakes HER/EMR migrations, Mondo Solutions offers:

- ✓ **Healthcare Domain Knowledge:** Our resources understand clinical workflows, HIPAA requirements, and the operational realities of hospice and home health environments — so they don't need to be taught the context from scratch.
- ✓ **Rapid Deployment:** We identify and place the right candidates quickly, so your project doesn't lose momentum while you search for the right people.
- ✓ **Embedded Team Model:** Our resources work as part of your team — not as external consultants operating at arm's length — bringing accountability, communication, and cultural fit to every engagement.
- ✓ **Flexible Resourcing:** Whether you need one senior BA, a full PM function, or a blended technical team, we scale our placement to match your project phase and budget.

Need experienced resources for your next EMR migration?

Mondo Solutions places specialized functional and technical teams with deep healthcare IT experience — ready to embed within your team and support your EHR/EMR migration or implementation from day one.

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