Delivering the next generation of healthcare through digital initiatives

Client success story: Western Health

Serving a population of approximately 1,000,000 across one of the fastest growing areas in Victoria, Australia, Western Health implemented an electronic medical record system in 2018. It is currently in the process of expanding its existing electronic medical records database to one of the largest in the country, ensuring services continue to meet the changing, growing needs of the community with high-quality, safe care for patients.

Industry: Health
Employees: 6,500
Western Health provides a combination of hospital and community-based services. Key priorities include:

- Expanding the existing footprint of the Electronic Medical Record (EMR) to support a large patient base, forming part of a broader, future-focused digital plan for the next 10 years.
- Digital footprint expansion, digital hospital visioning and planning, and architecting across Western Health.
- Governance and change management that manages risk and enables continued enhancement.

Accessing Gartner’s wealth of knowledge and range of experts, Western Health has:

- Gained independent advice on vendor trends and performance to ensure long-term sustainability.
- Made informed decisions to prioritize EMR scoping, including licensing and module investments.
- Undertaken an independent review of digital strategy and benchmarked against other organizations.
- Objectively reviewed documentation of key considerations for due diligence.
- Validated proposed governance and structure post-EMR go-live.

With Gartner support, Western Health was able to:

- Achieve a higher level of internal efficiency, more patient security, patient safety and excellence in overall patient care.
- Demonstrate value and align technology vision with the broader goals of Western Health.
- Develop ideas that were outside-of-the-box through Gartner experts.
- Successfully launch an EMR business case within a short time frame of three months.

Questions about becoming a Gartner client? Let’s connect.