

BERMUDA HOSPITALS BOARD LEVERAGES REVUUD TO OPTIMIZE HEALTH IT CONTRACTOR MANAGEMENT

Industry Spotlight with Keltie Jamieson, CIO



Keltie Jamieson, CIO at Bermuda Hospitals Board, sat down with Dan Heldmann, the Director of Customer Success at Revuud, for a Q&A session delving into Bermuda Hospital Board's initiatives to improve the way they source, onboard, and manage IT contractors.

Dan: Keltie, Bermuda Hospitals Board has been making significant strides in improving its operations. Can you share some of the key challenges your organization faced before implementing Revuud?

Keltie: There has been a big push with digital transformation and implementing digital technologies that included an electronic medical record and ERP. What used to be largely paper-based systems became digitized in the last few years. Being an island, getting access to resources is a challenge for us. With Revuud, it gives us a single place to go, the ability to see a large variety of resources, and engage with them in a much more simplified way.

Dan: What specific processes or areas within your organization were most inefficient, and how were they impacting your operations?

Keltie: Within the digital health team, which is very small, being able to stay ahead of their tickets, projects, and initiatives, allowing people to go on vacation without having to be on call wasn't something they could easily do. Revuud allows them to go on vacation and also be more efficient.

Dan: Considering the options you have to find and manage IT talent, what factors led Bermuda Hospitals Board to select Revuud?

Keltie: Probably the initial part was that there was a large contingent of Oracle health expertise. Since then, I have engaged resources across a variety of areas and it's been very helpful.

Dan: How was the implementation process of Revuud at Bermuda Hospitals Board? Were there any initial challenges, and how were they overcome?





Keltie: For us, it was getting a solid process down of how they reviewed resumes, got interviews set up, defined the interview process to try and keep it efficient, while still getting the right outcomes. The team is getting a lot more comfortable with interviewing candidates and they have become a more well-oiled machine and have started saying to the organization, "If you need something and we aren't able to do it internally, we can engage a resource through Revuud very easily."

Dan: Since adopting Revuud, what are some of the most significant benefits you have observed?

Keltie: Being able to get specialty area resources with significant experience. Being the only hospital on an island, you're not going to find someone who has exactly what you're looking for. A recent one was the Pyxis implementation, and they were able to find someone who has implemented it several times and has subject matter expertise.

Dan: Can you provide specific examples of how Revuud has improved efficiency or reduced costs for Bermuda Hospitals Board?

Keltie: Having more hands on keyboards. Also, we don't have to go through a repetitive and lengthy contracting process. They have even onboarded contractors they have worked with through other agencies into Revuud to make it even easier for them to work with us going forward. It's been much more efficient. Engaging for the amount of time you need. You can hire someone for 10 hours a week for a specific project and also get someone who is specialized in that area at the same time. We are leveraging a lot of fractional/part-time contractors. From my perspective, one of the benefits of contractors is the ability to get part-time help and get pressure off full-time employees so they can focus on other initiatives. Contractors allow us flexibility to say, "What does this bucket of work really need?" If I were to go hire someone off the street, they would want full-time. And we don't always need full-time on specific projects.

Dan: How has Revuud enhanced the management and engagement of your third-party talent?

Keltie: Knowing that they are being reviewed before they are allowed on the platform. The Revuud team knows our contractors and can provide recommendations. Not having to do monthly invoicing for multiple contractors. If you have to do individual invoicing and payments every month, that might take away from the benefits of leveraging contractors.

Dan: Lastly, how do you see Revuud contributing to the long-term strategic goals of Bermuda Hospitals Board?

Keltie: We have goals of growing onsite talent, but that takes time and it's not going to happen overnight. Being able to augment our existing talent pool, staff up when they have specific projects, mentoring junior staff that we want to grow, and working with specialized contractors to do knowledge sharing.