

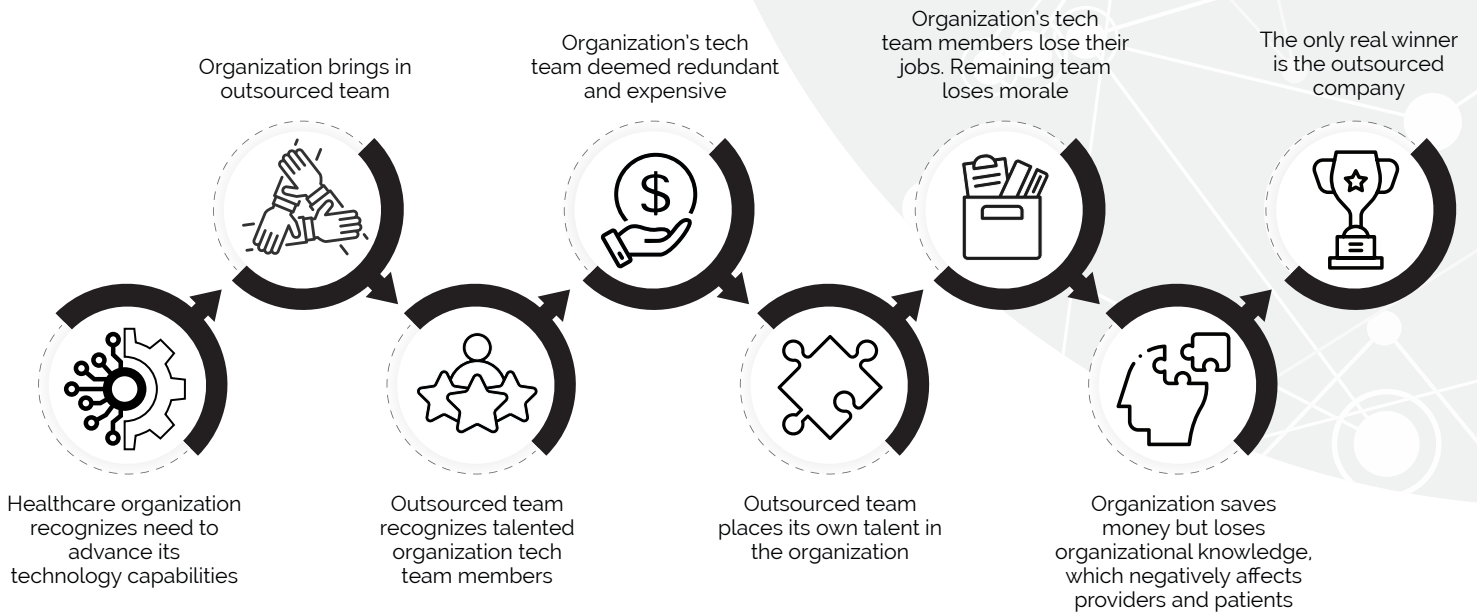


When Eagle Physicians Met Medicus IT: **A WELCOME UPDATE TO A CLASSIC TECH TALE.**



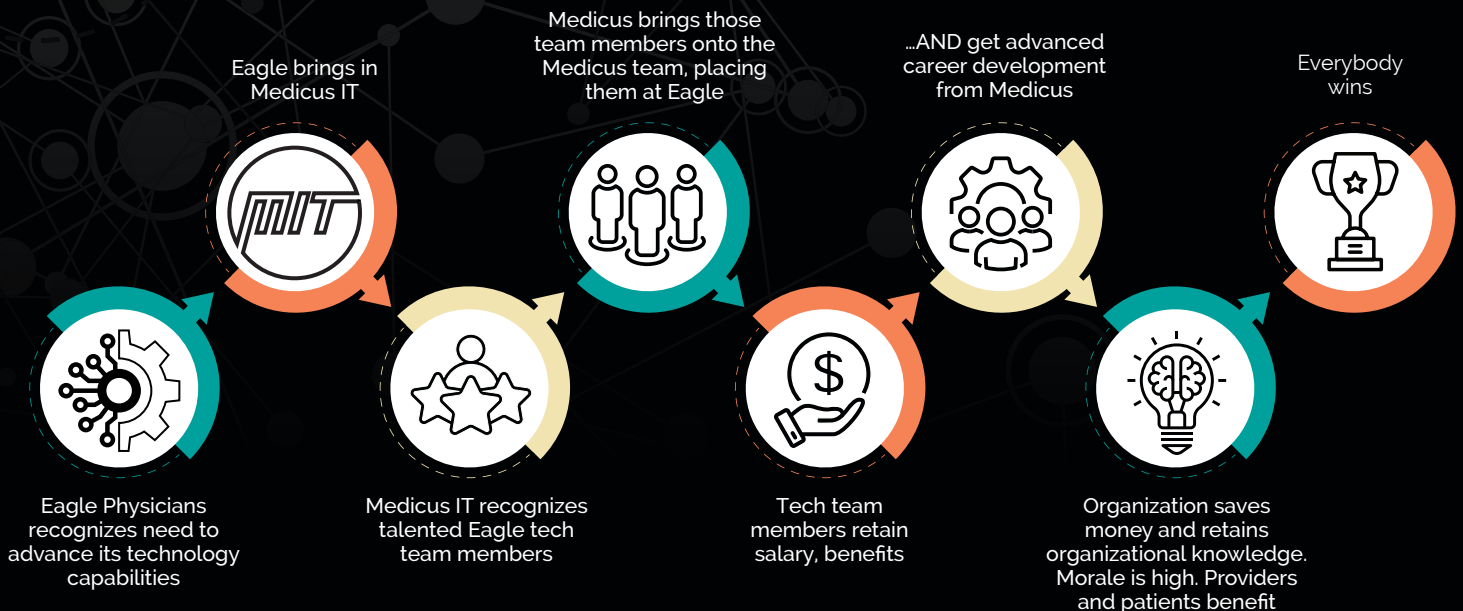


The Classic Story of when a Healthcare Organization Meets an IT Outsourcing Company



Everybody knows the classic outsourcing story, which isn't always a happy one. The gains are all too often offset by losses that are worse than expected. Healthcare organizations, especially, find themselves stuck between the need to advance their technology while saving money and the unexpected losses of organizational knowledge and morale. There has to be a better way – oh wait. There is:

The Much Better Story of when Eagle Physicians Met Medicus IT





Eagle Physicians in Greensboro, NC, is no stranger to taking bold steps toward improvement. The organization was founded in 1995 with an eye toward patient-focused health care.

They were one of the area's first adopters of electronic health records (EHRs). So, when Brandon Cassel joined Eagle as their Chief Operating Officer in 2023, it was clear that the organization didn't have problems requiring a fix – which freed him to seek opportunities to help Eagle reach new heights by building on its strong foundation. "I love the opportunity to make positive change, whether in processes, the organization, or for people," he explains. "It's all about finding ways to improve the lives of those around me."

Cassel's can-do attitude proved to be a perfect match for the team at Medicus IT. When they came in to do a basic systems audit and needs assessment, they corroborated what Cassel already knew: that the Eagle IT team was "homegrown," which enabled strong capabilities and organizational knowledge but had limited their awareness of many recent healthcare IT innovations.

Additionally, Cassel recalls that much of the team's organizational knowledge was siloed with individual people. "There was one person who knew how to do this, and another person who knew how to do that – and if either of them was out for the day, we didn't have that knowledge and experience."



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- Brandon Cassel, Chief Operating Officer





Medicus IT responded to the vision of the Eagle IT team with more robust organizational knowledge retention and expanded skills with the Medicus mCare solution. Individualized for Eagle, the solution combines managed IT services with access to their Virtual Technology Executives (VTEs). The 24/7 management services provide ongoing IT support, systems management, and remote server maintenance, reducing downtime and improving the patient experience. The VTEs enhance the managed services with senior, executive-level strategic partnership and guidance, providing for forward-thinking vs. reactive responses only when problems arose.

As the graphic above illustrates, Cassel and the Medicus IT team recognized the substantial expertise of some of the Eagle IT staff members. This recognition led to Medicus taking them on as resident techs, who would then be able to continue supporting Eagle physicians. Cassel notes that the approach was highly beneficial to Eagle. "If two brand new people had to learn our technology, processes, and culture, the transition wouldn't have been as easy, and it would have been more difficult to get everyone to buy into it." He goes on to discuss how those two team members' skills have been enhanced through the Medicus IT structure, enabling them to benefit Eagle in ways that they couldn't have before, including:

- **Trusted expertise in multiple areas**
- **24/7 availability**
- **Ability to leverage learning from other organizations**
- **Foundational knowledge retention**
- **Shared commitment to build on that foundation**

Cassel believes that technology changes implemented by the Medicus team rarely, if ever, slowed Eagle's systems and processes because the Medicus team places such emphasis on communication. "I feel like I have an IT partner that is truly trying to do the best things for Eagle Physicians. They're not just selling us stuff. They're honest and fair, helping us understand how different kinds of changes will make us better."

**For more information
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