

Conway Regional Health System

Restoring System Harmony Through Specialized Staffing



Background

Conway Regional Health System was preparing for major clinical and technical changes, including a reference lab transition and ongoing database inefficiencies affecting their MEDITECH Expanse platform. Recognizing the need for specialized expertise, and having already built a trusted, results-driven relationship with Quoris through prior strategic assessments, Conway engaged Quoris to provide the targeted support needed to move these initiatives forward confidently.

Core Issues

- Conway Regional was switching from Mayo Clinic to a new reference lab and lacked the internal LIS expertise to complete the complex MEDITECH integration without disrupting operations.
- Ongoing database configuration problems in the hosted environment caused table locking, latency, and reporting inconsistencies in MEDITECH Expanse, impacting workflows and frustrating clinicians, with their hosting partner unable to resolve the root cause.

Our Solution

- **Meditech LIS expert** to lead the reference lab transition, configure the system, validate workflows, and identify optimization opportunities.
- **Meditech DBA** to diagnose issues, repair the database, eliminate performance bottlenecks, and implement long-term maintenance practices.



Quoris' deep knowledge of MEDITECH environments and trusted relationship with Conway enabled precise matching of skills to needs.

Outcomes

- On-time, disruption-free lab transition, preserving operations and unlocking cost savings with the new reference lab.
- Dramatic MEDITECH performance recovery, eliminating latency and restoring clinician confidence in system reliability.
- Consistent, trustworthy reporting, fixing long-standing issues caused by database instability.
- Strengthened technical foundation for ongoing EHR optimization and future transformation initiatives.



We've worked with Quoris long enough to trust that when we bring them a challenge, they'll bring us the right expertise. Their ability to quickly staff proven MEDITECH resources made all the difference. That level of partnership and staffing precision is rare, and it's why we continue to rely on Quoris."

James Reed
CIO, Conway Regional Health System

Customer Profile

Provider Type: Hospital System **Size:** ~200 Beds **EHR:** MEDITECH **Location:** Arkansas, USA

Conway Regional Health System is an integrated, community-focused healthcare organization serving central Arkansas through a network of hospitals, clinics, and specialty care services. The system provides comprehensive inpatient, outpatient, primary care, and specialty care, supporting the region with a broad continuum of healthcare offerings.