

# Case Study: Building Staff Confidence Through a PACE EHR Upgrade

## CATEGORIES

- ◆ Analytic Tools
- ◆ Population Health Management
- ◆ Reporting
- ◆ Workflow Optimization

### Organization Name:

Randolph Health StayWell  
Senior Care

### Main Contributor:

Karen Martin, MSN, BSN, RNI,  
Executive Director

### Organization Type:

PACE (Program of All-Inclusive Care  
for the Elderly)

### Organization Description:

Randolph Health StayWell Senior Care in Asheboro, NC is a trusted provider of Program of All Inclusive Care for the Elderly (PACE) services, delivering coordinated, person-centered care to older adults. The organization is focused on maintaining high-quality clinical outcomes while ensuring operational efficiency and regulatory compliance.

## Project Description

StayWell completed a comprehensive Electronic Health Record (EHR) upgrade with Collabrios Health to improve usability, reliability, and staff confidence across PACE workflows. The project aligned system configuration, training, and permissions with real-world care delivery needs, reducing workflow friction and improving operational performance. The initiative also strengthened consistency in data capture and reporting while modernizing the EHR experience without disrupting care delivery.

## Implementation Approach

As a longtime partner, StayWell approached the EHR upgrade with a clear understanding of both the opportunities and risks associated with large-scale system changes. Early in the process, the organization encountered challenges related to training coordination, system configuration alignment, and change management.

Rather than pushing forward, the Collabrios health client experience and implementation teams paused to reassess and realign. Training environments were updated to reflect the live system accurately, configurations were finalized, and user permissions were corrected to match real workflows. Additional hands-on support and tailored guidance were provided leading into and through go-live.

The implementation emphasized responsiveness, accountability, and collaboration. The client experience team maintained consistent communication, actively listened to concerns, and ensured rapid internal escalation when needed. This approach allowed the team to adapt in real time and deliver a coordinated, highly supported go-live experience.

Drawing on deep operational expertise in PACE environments, the implementation team focused on minimizing disruption to care delivery while building staff confidence in the updated system.

## Outcomes

- Successful EHR upgrade with minimal disruption to care delivery
- Rapid restoration and strengthening of staff confidence
- Reduced workflow friction, allowing clinicians to focus on care rather than system navigation
- Improved usability across clinical and administrative functions
- More consistent data capture and reporting
- High staff satisfaction during and after go-live
- Strengthened long-term partnership with Collabrios Health

*Client Feedback:*

*“Our go-live was amazing. This was the best implementation I have ever completed, and I think I’m at seven or eight now in my career.”*

— Karen Martin, MSN, BSN, RNI, Executive Director

## Challenges and Pitfalls to Avoid

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- Misalignment between training environments and live system configurations
- Incomplete coordination of permissions and workflows
- Rushing implementation timelines without resolving early issues
- Underestimating the importance of change management and communication

## Lessons Learned /

### Advice to Share with Others

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- Treat implementation as an iterative process; recalibration improves outcomes
- Ensure training environments reflect real workflows before go-live
- Prioritize communication and create space for staff feedback
- Choose partners who listen, adapt, and follow through
- Focus on usability and staff confidence as key drivers of success