

CASE STUDY

How Nova Scotia Health reduced risk during a complex, multi-site EHR go-live

Deploying 400+ healthcare IT experts and real-time coordination to support clinicians across a province-wide activation





Overview.

Nova Scotia Health executed a complex, province-wide EHR go-live across diverse care settings by deploying a scalable, real-time activation support model. In partnership with Healthtech, the organization improved clinical adoption, reduced frontline disruption, and established a repeatable framework for future large-scale clinical transformations.

Key takeaways.

- Scaled EHR go-live support across multiple hospitals, clinics, and care settings
- Improved clinician experience with real-time, at-the-elbow support
- Reduced EHR implementation risk through adaptive staffing and coordination
- Maintained operational continuity during a complex, province-wide activation
Established a repeatable EHR activation framework for future healthcare transformations

Introduction and challenge.

Nova Scotia Health, a province-wide health system supporting multiple hospitals, ambulatory sites, and care facilities across Nova Scotia, Canada, successfully navigated a complex enterprise EHR go-live by deploying a scalable, real-time activation support model. With coordinated field team managers, adaptive staffing, and continuous feedback loops, the organization partnered with Healthtech to improve response times, reduce pressure on clinicians, and establish a repeatable framework for future activations.

Each site across the geographically dispersed and operationally diverse health system had different workflows, patient volumes, and staffing realities. That variability made it difficult to anticipate support needs. At the same time, Nova Scotia leadership needed confidence that frontline teams would have timely, reliable support during activation.

Without a coordinated approach, the risks were clear:

- Delays in clinician support
- Inconsistent experiences across sites
- Increased stress on already stretched care teams
- Potential disruption to patient care during transition

For IT and operational leaders, the pressure was significant. They needed a model that could scale quickly, adapt in real time, and maintain alignment across hundreds of consultants without adding complexity.



As we got closer to go-live, the biggest concern was whether we could respond quickly enough across such a wide range of sites. We knew the experience for clinicians and staff would depend heavily on how well we managed support in real time.”

— Nova Scotia Health Executive

The approach.

Nova Scotia Health implemented a **flexible, large-scale EHR activation support model** designed to respond dynamically as conditions evolved across sites.



We were looking for a partner that could operate at scale but still adapt at the site level. Healthtech brought a structured approach to coordination while still giving us the flexibility to respond to what was actually happening on the ground.”

Coordinated, scalable deployment

Approximately 400 Healthtech consultants were deployed across the health system, including field managers, adoption coaches, and at-the-elbow support staff. This ensured clinicians had immediate access to support when and where they needed it most during go-live.

Structured field management

An advanced field management structure provided clear lines of coordination and accountability. Leaders could monitor activity, identify gaps, and maintain operational oversight across all locations without

slowing decision-making.

Real-time communication and staffing adjustments

Real-time communication tools enabled rapid redistribution of resources based on emerging support needs. As patient volumes fluctuated or support demand increased at specific sites, teams could shift coverage quickly and efficiently.



What made the difference was the ability to adjust on the fly without losing coordination. We were not locked into a rigid plan. We could see where support was needed and respond immediately.”

— **Nova Scotia
Health Executive**

Continuous feedback and alignment

Regular check-ins and structured feedback loops allowed Nova Scotia Health and the support teams to surface issues early, adjust strategies, and maintain alignment throughout the EHR activation. This enabled faster issue resolution and reduced escalation risk.

Early outcomes.

- **Scaled support across the province:** Successfully deployed approximately 400 Healthtech consultants to support a complex, multi-site EHR go-live
- **Faster response to frontline needs:** Improved response times through real-time staffing coordination and communication tools
- **Greater alignment across stakeholders:** Maintained consistent communication and decision-making during a high-pressure activation
- **Stronger operational control:** Enhanced oversight and coordination through a refined field management model
- **Repeatable success model:** Established a scalable activation framework for future EHR and transformation initiatives

Throughout the project, clinical teams felt **supported**, leadership maintained **system-wide visibility**, and the organization **avoided the disruption** often associated with large-scale EHR go-lives.

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Key lessons: why it matters.

Large-scale EHR activations are inherently complex, but the risk doesn't have to be inevitable.

With the right combination of scale, structure, adaptability, and the guidance of an experienced partner, health systems can:

- Protect clinician experience during go-live and beyond
- Maintain operational continuity across sites
- Reduce EHR implementation risk
- Build confidence for future transformation initiatives

For organizations facing similar challenges, the takeaway is clear: Success depends less on predicting every need in advance and more on building a model and a team that can respond effectively as conditions change in real time.

Preparing for an EHR implementation or go-live?

Healthtech partners with healthcare organizations to improve clinician adoption, reduce EHR implementation risk, and deliver the support needed for successful large-scale activations. Contact us to discuss how we can help your team prepare for what's next.

About Nova Scotia Health.

Nova Scotia Health delivers healthcare services to residents across Nova Scotia, as well as select specialized services to patients throughout Atlantic Canada. The organization operates hospitals, health centres, and community-based programs across the province.

Its team includes healthcare professionals, physicians, researchers, learners, and volunteers working together to provide care and support across a wide range of clinical and community settings.

Nova Scotia Health also partners with community organizations, schools, governments, foundations, auxiliaries, and community health boards to advance health and wellness, from local programs to research initiatives aimed at improving outcomes across the province.

About Nordic.

Nordic is an award-winning global health and technology consulting company that partners with health leaders around the world to create healthier systems, organizations, and people. Together, our global team of more than 3,300 professionals brings decades of experience across our key focus areas of strategic advisory, digital and cloud initiatives, implementation and support, ERP services, and managed services.

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