

CASE STUDY

Premier Northeast Academic Health System

Revolutionizing Testing for Healthcare Excellence

THE CHALLENGE

In today's healthcare landscape, where patient outcomes depend on both clinical excellence and operational efficiency, the ability to innovate behind the scenes is critical. For one large academic health system in the Northeast, the challenge wasn't just keeping up with technological demands—it was reimagining how to ensure quality, consistency, and reliability at scale. What began as a pressing need to streamline manual testing evolved into a powerful partnership with SureTest that has transformed how the health system delivers on its mission of healthcare excellence.

This academic health system is one of the Northeast's leading healthcare networks, recognized for delivering integrated, high-value, patient-centered care throughout the region. With more than 31,000 employees and a medical staff of over 7,500 university and community physicians and practitioners, the health system is nationally recognized for its innovation, advanced technology, and excellence in patient outcomes.

With several major IT initiatives in process and the resulting competing priorities, the health system found its manual approach to integrated regression testing was placing a significant strain on both resources and operations. Their annual manual testing process involved:

- ⚡ 2 Test Cycles (aligned with Epic upgrades)
- ⚡ 95 Analysts
- ⚡ 6+ Weeks
- ⚡ 10,800+ Hours
- ⚡ 51 Scripts

The complexity of building and maintaining scripts, coupled with the need for continual updates, was diverting analysts from other essential work and critical initiatives, thus highlighting a growing need for a more efficient, scalable solution. Leadership recognized that to maintain the system's high standards for quality and patient care, a different approach was needed.

THE PARTNERSHIP APPROACH

Rather than seeking a vendor, the health system looked for a true partner who could understand its unique challenges and work collaboratively toward meaningful solutions. The partnership with SureTest was built on shared values: a commitment to healthcare excellence, a focus on operational efficiency, and a dedication to improving patient outcomes.

Client

Large Academic Health System

Location

Northeast US

Size

5 hospitals
1 medical group
7,500 physicians
31,000 employees

SureTest Client Since

2023





We are proud of the innovation, drive, and commitment of our team and their grit and rigor to implement automated testing. This has created a streamlined and quality-driven process that was once complex, manual, and time-consuming. Our team now has more capacity to focus on other strategic initiatives supporting the care of our communities.”

Health System Vice President
of IT Services

THE PARTNERSHIP APPROACH (CONTINUED)

Together, the organizations established an ambitious goal: achieve 90% automation of all test scripts while maintaining the rigorous testing standards the health system’s leadership demanded. This wasn’t just about implementing technology, it was about revolutionizing how testing could support the health system’s broader mission.

The collaborative approach proved essential. The health system brought deep healthcare domain knowledge and high standards for quality, while SureTest contributed specialized expertise in test automation. This partnership dynamic enabled rapid customization and deployment of solutions that truly fit the health system’s needs.

THE SOLUTION & IMPLEMENTATION

With SureTest, the health system implemented a smarter, more sustainable testing approach. Instead of episodic, resource-heavy cycles, they pivoted to an automated process that supports the health system’s high standards of care. Key tactics included:

- ⚡ **Rapid rollout with proven methodologies** to ensure quick adoption and immediate value
- ⚡ **Customizable workflows** tailored to the health system’s evolving needs and complex system environment
- ⚡ **Continual testing implementation** that replaced disruptive episodic cycles with seamless, ongoing quality checks
- ⚡ **Collaborative partnership meetings** to align on priorities, address emerging needs, and adapt the solution in real time
- ⚡ **Practical change management and staff support** that equipped analysts to shift focus from repetitive manual work to strategic initiatives



SureTest has been instrumental in enhancing the outcomes of our testing with reliable automated workflows by identifying issues that might have otherwise gone unnoticed. Our collaborative approach has prevented potential problems from reaching production.”

— Health System Application Testing Coordinator

THE RESULTS

The partnership between the health system and SureTest has yielded measurable results that delivered benefits far beyond initial expectations:

- ⚡ **Time Savings:** Over three years, health system analysts will have **reclaimed approximately 32,500 hours** previously spent on manual testing, freeing them to focus on high-impact projects directly related to patient care and organizational improvement





It's incredible to see how the automation has freed up our analysts from manual testing, allowing for more consistent and reliable testing results."

Health System Senior
Manager, Inpatient Clinical
Applications

THE RESULTS (CONTINUED)

- ⚡ **Increased Testing Rigor:** The health system's SureManage® Solution now *executes 30 scripts twice a month—an impressive increase of over 600%*. With minimal input from analysts, this test automation solution enables early detection of potential issues or bugs, preventing them from escalating into major problems and disrupting downstream workflows across the network
- ⚡ **System Consistency:** Standardized testing protocols led to greater cross-departmental alignment and reliability, thereby reducing variability and risk
- ⚡ **Actionable Insights:** The health system's commitment to rigorous testing and key metrics was the catalyst for SureTest to enhance its offerings, resulting in the development of the **SureInsights™ Dashboard**. This tool converts test automation data into actionable insights, providing real-time outcomes, issue reports, and performance metrics. The SureInsights Dashboard helps the health system make data-driven decisions to optimize system health and performance more precisely
- ⚡ **Financial Return:** The collaborative effort is on track to achieve a **216% ROI over three years**, demonstrating the lasting value of investing in long-term partnership and operational innovation with automation

CONCLUSION

The partnership between this large academic health system and SureTest demonstrates how healthcare organizations can successfully navigate operational challenges while maintaining their commitment to patient care excellence. By focusing on shared goals, collaborative innovation, and mutual value creation, this partnership has delivered transformational results that continue to benefit both organizations.

Today, the health system operates with a modernized, future-ready approach to testing that supports its role as a healthcare leader. The partnership has not only solved immediate operational challenges but also created a foundation for continued innovation and excellence in patient care.

This success story illustrates that in healthcare, the most powerful solutions often emerge not from technology alone, but from partnerships built on shared commitment to improving outcomes for the communities they serve.



Are you ready to transform your manual testing approach?

Connect with us to learn how partnership-driven innovation can help your organization achieve operational excellence.



SureTest[®]

**Trusted Automation.
Proven Results.**

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