



# Multidiscipline Engagement Supporting Epic Implementation

## CHALLENGE

A large U.S. Midwest public healthcare organization made the decision to replace its legacy Clinical information system with Epic, an electronic medical record system (EMR). As the Epic implementation was launched, the healthcare system identified a large scope of activities that were critical to the success of the Epic implementation project, but were not part of the original scope of work to build and configure the new EMR system. To ensure the project remained on track, the healthcare system identified a need to quickly locate skilled partner firms for implementation support in a variety of areas.

## PROBLEM

- Existing hospital staff were focused on maintaining day-to-day operations; they didn't have the bandwidth to work on a separate project
- Additional resources and expertise were required to support the implementation
- Lack of infrastructure and staff required to train and support the staff for when the new Epic system went live
- Supporting and ancillary systems required interface changes to support Epic
- 7,000+ hardware devices required upgrades

## SOLUTION

This healthcare system selected netlogx to address and solve its Epic implementation support challenges. netlogx was chosen because of its expertise in understanding healthcare IT systems, along with its strengths in process efficiency and project management consulting services offerings.

The netlogx team immediately identified key stakeholders, established internal teams, and created process structures to:

- Develop communication plans to ensure the healthcare system was aware of the goals required for success
- Create a data repository to track 7,000+ devices. The repository tracked where the devices were, where the devices needed to be, when the devices needed to be deployed, and what teams would undertake the deployment of these devices



- Execute gap analysis work to establish project budgets regarding the number of people and hardware resources needed
- Eliminate manual human entry of data by automating within radiology modalities and pharmacy systems
- Oversee a project to implement and test general system interfaces
- Manage a clean-up of the comprehensive listing of items billable to a hospital patient or a patient's health insurance provider (Charge Description Master)
- Provide end-user training
- Deliver go-live and ATE (At-The-Elbow) support during roll-out
- Provide preference card (the internal list of supplies needed for a given surgery) support
- Provide project coordination services (assisting at various training sites, troubleshooting computer setups at the training sites, and registering training attendees)
- Ensured that all clinic appointments were transferred from many scheduling systems at multiple sites into Epic

## RESULT

The healthcare system's leadership was impressed with how well and on time the overall Epic implementation was delivered, thanks, in part, to netlogx' assistance and expertise.

## Highlights:

- netlogx consultants allowed the healthcare system to focus on the core Epic build and a successful implementation
- netlogx team members were able to coordinate and improve communication among assigned areas and disciplines, while the subject matter experts engaged in assigned activities
- The healthcare system's Epic project stakeholders appreciated the variety of subject matter expertise netlogx could bring to bear to successfully complete this project