



HEALTHCARE  
TRIANGLE™

# Epic

## Consulting Services

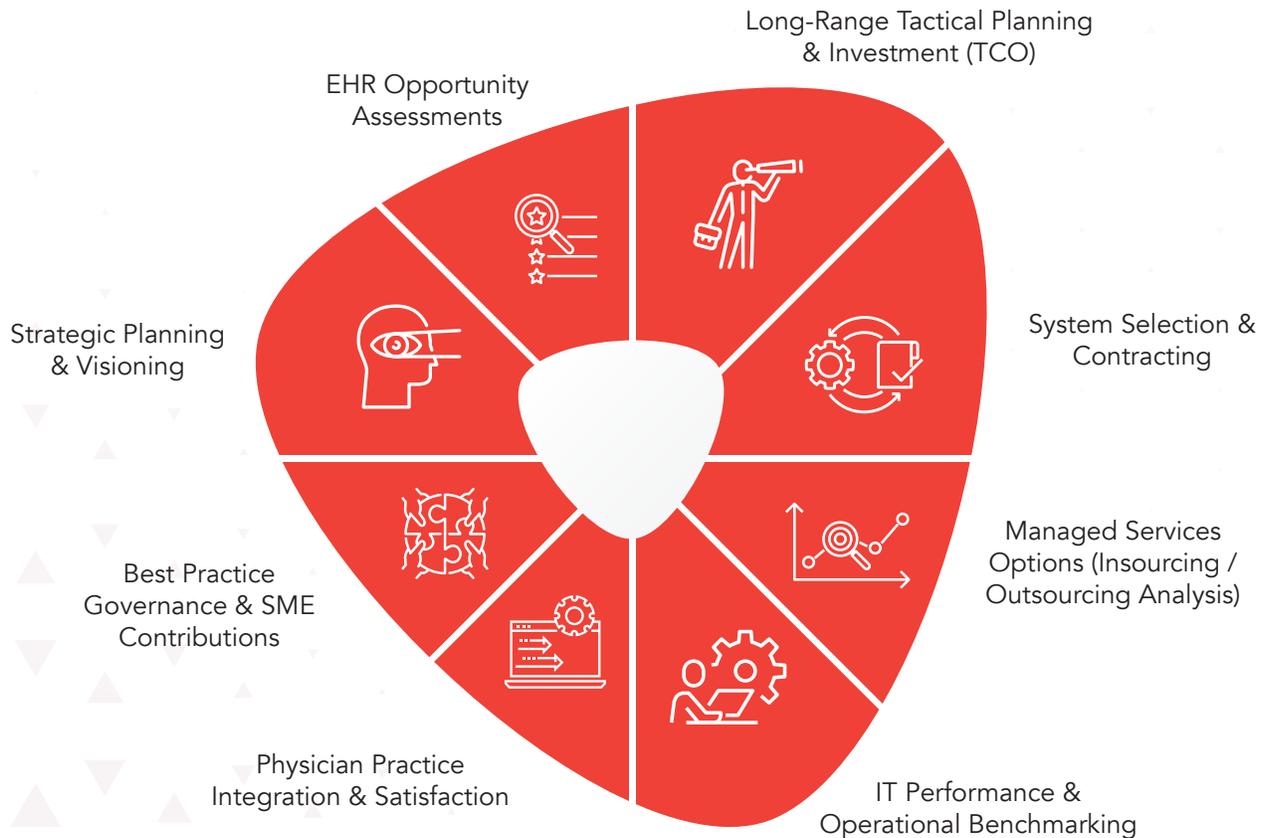
### Enhance What Epic is Doing for You

Understanding your organization's strategic goals is crucial to getting the most out of your Epic software, particularly as you become a more mature user of it. Our consulting services division partners with you to help achieve your desired outcomes. Whether Epic is the main or a secondary part of your software solutions, we enable you to focus on strategic alignment with organizational goals, extend Epic affiliates via Connect, achieve enhanced usability through improved training, optimize functionality and workflow, and provide highly-skilled and certified staff to augment your internal capabilities.



# Epic Strategy & Leadership

Each healthcare environment and organization is unique. That unique environment will be the single most important element in shaping your IT strategy. Our Epic Advisory & Planning Services help you understand and address the unique challenges of today's Healthcare Information Technology (HIT) environment. We'll work with you to help you create an IT strategy that factors in your organization's environmental drivers, including size, technology progressiveness and financial wherewithal.



## Expanding via Community Connect

We've provided Epic Connect leadership, planning, management and implementation services to a range of clients - giving us one of the strongest industry perspectives for how both the "hub" and the "affiliate" should operate within the dynamics of a Connect partnership. We are accustomed to partnering with clients as advisors from the very beginning of the Connect program development lifecycle, helping to create a solid foundation and framework for success. But we're equally versed in coming in to advise on and further the reach of existing Connect programs, managing and leading implementations and providing ongoing support. We've also curated one of the most affordable financial models for Epic Connect customers will find anywhere. No matter the stage or scope of Epic Connect work at hand, we help organizations and community entities alike understand their total cost of ownership, their roles and responsibilities, and the best practices for financial and operational efficiency.

## Enhanced Training & Personalization

Each step of the SPARQ program helps you increase provider satisfaction while assisting HIT staff in identifying gaps in technical build elements affecting workflow. It's a step-by-step initiative that optimizes EHR use by leveraging best practices and simultaneously delivering targeted/1-1 provider support, assistance, & partnership.

## The SPARQ Approach

Ensuring physicians can use an EHR efficiently benefits them personally. Their satisfaction then positively affects the organization systemically. This can impact the revenue bottom line, reduce ticket volumes, and increase provider happiness. Our research-based SPARQ approach takes your existing data on your target providers, completes a specialized assessment and delivers targeted support to drive efficiency and efficient usage of EHR.

## The Results

Over a five-day cycle, our SPARQ approach can provide a 25% increase in provider satisfaction and efficiency in these five key EHR utilization areas:

- Documentation – reduction in time spent in notes
- CPOE – reduction in time spent placing orders
- Patient communication management – timely chart completion, results review, patient call response
- Revenue capture – workflows to prioritize proper billing documentation
- Best Practice Adherence

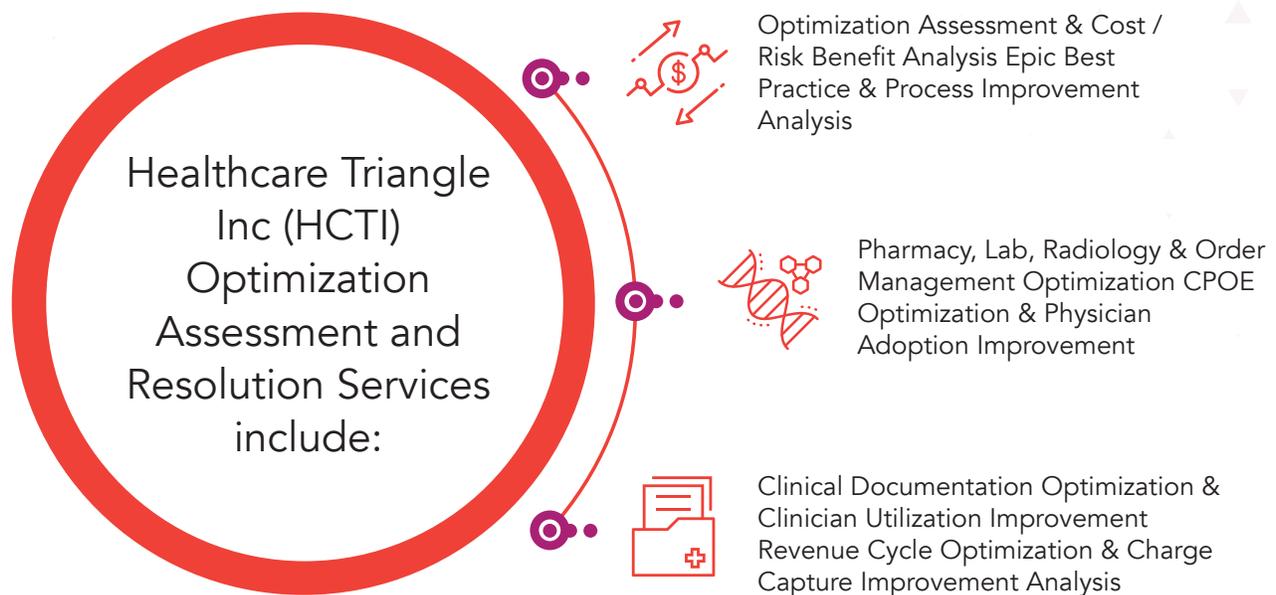
## Begin SPARQ-ing Change Now

SPARQ is a lean, fast-paced, rapid-results program. Select a small provider clinic or several providers within a larger clinic and, in five days, HCTI will:

- Conduct current state clinic assessment, focusing on physician workflows for your provider
- Execute an improvement strategy for that provider to demonstrate the effectiveness and impact of the SPARQ program
- Develop a strategic plan and recommendation for remaining SPARQ program

## Optimization Assessments & Execution

Identifying performance and utilization opportunities in your system can enhance end-user satisfaction, productivity, and lower costs. Our Epic Optimization Services help with this type of Assessment and Resolution enabling you to fine tune your current Epic application.



# Epic Staffing & Support

Staff augmentation should provide more than temporary coverage. Been left with a bitter taste using contractors before? Not with us, our Epic Project & Support services helps you meet your objectives and fill gaps in need, while also working to mentor your other Epic resources. Whether you're in need of support for a mission-critical project or operational coverage during a period of transition, you'll find that our seasoned Epic Consultants bring a deep understanding of best practices, proven methods and real-world experiences to help you succeed. And at the end of the engagement they will have helped to grow your FTE resources, leaving you with robust documentation and knowledge transfer.

## Project & Operational Support Staffing

We'll help you fill critical Epic project resource gaps by providing experienced subject-matter experts (SMEs) and project management leadership. We also assist in filling short-term or ongoing operational staffing needs. We'll keep your organization moving forward by covering vacancies, leaves of absence and supplementing your team during periods of high demand. We provide elite Epic resources across the following domains:

- Project / Program Management Leadership
- Certified Epic Inpatient Clinical SMEs
- Certified Epic Ambulatory Clinical SMEs
- Certified Revenue Cycle SMEs
- Certified Patient Access SMEs
- Epic Principal & Credentialed Trainers

## Interim Leadership

We also provide leaders at the Manager, Director, and VP levels who can provide you with the right combination of experience and expertise. This includes:

- Interim Chief Information Officer
- Interim Technology Leader
- Interim Applications Leader



HEALTHCARE  
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Reinforcing Healthcare Progress™

Request an  
Assessment

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Healthcare Triangle, Inc. (HCTI) is a leading healthcare information technology company focused on advancing innovative, industry-transforming solutions in the areas of cloud services, data science, professional and managed services for the healthcare and life sciences industry. HCTI reinforces healthcare progress by enabling the adoption of new technologies, data enlightenment, business agility, and response to the immediate business needs of healthcare organizations. Visit [www.healthcaretriangle.com](http://www.healthcaretriangle.com) for more information.

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