

# OVERVIEW

## Epic Optimisation

### Epic Post-Live Optimisation Made Simple

*Effective Solutions and Dedicated Support to Achieve Epic Goals.*

#### Why CereCore International?

- + Highly experienced Epic support team with expertise in hospital operations from facilities across the world
- + Optimisation advisors and mentors available to identify and guide you through your optimisation processes and projects
- + Seasoned architects well-versed in both upgrades and regular update cycles and processes
- + In-depth knowledge of EPR roadmaps and upcoming cutting-edge features
- + Comprehensive understanding of staying-current programs, such as Gold Stars
- + A focus on partnerships to achieve goals and success together

Frequently, so much focus and concentration are put on the go-live phase, which can make post-live optimisation seem overwhelming and daunting given the level of considerable effort expended by the team on the implementation. Conducting an assessment through a resource or team that is not directly involved in the implementation process can provide valuable perspectives and insights. Experiences gleaned by exposure to multiple work efforts across multiple healthcare organisations' systems may uncover opportunities and solutions that may not have been previously considered.

At CereCore International, our expertise enables us to look at your system setup and talk with your organisation's analysts, operators, users, and leadership to determine what goals may still need to be accomplished and how the Epic system can help (either technically or via facilitating operations). One of the benefits of decades of experience with Epic is our ability to delineate between a system optimisation opportunity and a change management opportunity. While embracing change can be challenging, a comprehensive change management strategy is often the linchpin to your organisation's success within the Epic ecosystem. It's important to recognise that though system configuration changes will usually be a viable solution, typically they will require complementary operational support and effective communication; success is rarely achieved with one aspect alone.

Based on CereCore's comprehensive analysis of your healthcare ecosystem and your organisational objectives, various solutions and opportunities can be proposed. These could range from a quick technical fix that can be easily implemented and absorbed by your existing team, to a full larger-scale project that requires a dedicated team and additional resources to execute.

## ➤ Common ways to help optimise your system post-live are:

### Mobility solutions

How well are you utilising Epic's Haiku, Canto, and Rover systems to deliver options to clinical users at your facilities? Maximising the potential of each system can improve real-time documentation and increase safety measures with scanning and alerts. We can help to identify potential ways to increase efficiency and options.

### Reducing clicks

A common complaint from practitioners is that it takes too many clicks to accomplish documentation and tasks. There are shortcuts that can be implemented to reduce this burden and maintain workflow and charting needs.

### Requiring documentation

Through the use of special sidebar reports and rules, your system can be set up to ensure that the clinical users are aware of what must be documented to meet regulatory measures and other requirements to help with reimbursement and excellent patient care.

### Reports in various forms

Your data is powerful if placed in the right locations for your users to have quick and easy access, and they are trained in how to look for it. Reports don't just live in Reporting Workbench and SlicerDicer. There are options for patient lists, patient summary pages, work queues, and dashboards to help improve and optimise decision-making.

### Training

Are there gaps in your education? Sometimes, post-live, you find that there are missing items or missing groups of users that need training. A strong assessment can help to identify these gaps to improve your programs and training methods.

*The balance lies in our collaborative partnership to understand and determine what best suits your organisation.*



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**CereCore® International** provides IT services that make it easier for you to focus on supporting hospital operations and transforming healthcare through technology. With a heritage rooted in top-performing hospitals, we serve as leaders and experts in technology, operations, data security, and clinical applications. We partner with clients to become an extension of the team through comprehensive IT and application support, technical professional and managed services, IT advisory services, and EPR consulting, because we know first-hand the power that integrated technology has on patient care and communities.