



Epic Reporting Solution

The Challenge

- **Support the creation of Reporting Workbench and distribution.**
- **Loss of staff required a need for additional go-live support.**
- **Clarity Reports were written in SQL commands** as opposed to using Crystal table linking capabilities creating issues for clean up and optimization.
- **maxIT identified issues with printer mappings** for the print group reports were either incorrect or missing. Team would have to identify all printers that a physician could use to print reports and map appropriately.

The Solution

- **maxIT provided support in rewriting much of the code** in the reports that were written by the previous team members. New users to Clarity/EPIC don't readily understand the flow of data within the tables and following EPIC's model instructions do not usually work if there has been any customization in the build. When working with test data and workflows not completely finalized, it is hard to know if a report is capturing the data expected.
- **Print group reports for the physicians had to be created.** These reports had to be set up at the workstation level for printing. maxIT would need to set default printers for over 1800 workstations. This was necessary because the physicians only signed in to one department and not the department they were physically in at the moment, so department level printing would not work for them. We also set up the distribution for over 250 report throughout the hospital each day

The Results

- **maxIT created and provided documentation** to capture all the report build, printers mapped at the department / workstations / report level, and job/batch/run schedules for all of the reporting workbench reports that the Reporting Team was responsible for. **These saved considerable time during go-live and provided management with all information provided.**

