



Epic Affiliate Rollout

The Challenge

- **Deliver CentraCare's Epic system to their Affiliates who are unable to get Epic's system on their own** because of their small size and funding restrictions. Affiliates are small rural emergency care hospitals and physician office practices that are not a part of CentraCare Health System.
- By delivering CentraCare's Epic system, CentraCare hopes to **further enhance their patient care relationships** with these Affiliates by having a combined electronic medical record.

The Solution

- **Developed individualized inpatient and clinic training materials** for CentraCare's Affiliate Program.
- Help in **the design, build and validation of Epic for their affiliates** in the areas of Hospital Billing, Professional Billing, ASAP, Cadence, EpicCare Ambulatory, EpicCare Inpatient, Optime, ClinDoc Orders and HOD.
- **Provide training for CentraCare's Affiliates'** End-Users on the Epic system.
- **Provide training the trainer support** for each Affiliate to allow them to train their own new hire staff.
- **Provide support for CentraCare's Affiliates'** end users during Go-Live and two week post-Go-Live support.
- **Provide continuing optimization and enhancement support for all affiliates.**

The Results

- **Epic Rollout timeline was met** for all affiliate go lives.
- Successfully **provided training, build and support for affiliates:** Two Rural Hospitals and 5 clinical Ambulatory Organizations.
- **Enhanced the patient care and coordination** between Affiliated Healthcare systems in Central Minnesota.
- **Improved CentraCare's referrals from affiliates.**
- Through our build, testing and training experience, **CentraCare made numerous enhancements and optimization** for their own use of Epic through discovery during Affiliate's build and go-live.
- **CentraCare's and affiliate's feedback was excellent.**