



CASE STUDY

This not-for-profit health system includes two hospitals, an outpatient health campus, several smaller health centers, and multiple physician practices.

Situation

This client was embarking on a rollout of Epic's Community Connect, which is the implementation of EpicCare Ambulatory EMR to outside physician practices. Members of its Epic team were working on this project, which created a need for a clinical analyst to help with operational tasks.

Our Approach

Hayes' tasks included a backlog of fixes and enhancements, an upgrade of EpicCare Ambulatory, as well as the implementation of several special projects.

- Performed upgrade tasks (reviewed release notes and completed required build)
- Resolved help desk tickets assigned to the Epic team
- Met weekly with physician liaison to design decision support tools
- Built best practice alerts
- Built the mass immunization module for the upcoming flu shot season
- Implemented e-prescribing (Surescripts Retail and Surescripts Payer)
- Completed the transition to Discrete Dispense including adjustment of users' preference lists
- Designed ad hoc Clarity and Chronicles reports
- Determined percentage of orders (by department) that were being transmitted electronically
- Determined the number and nature of e-prescribing errors
- Mentored the new implementation and operations staff as needed

Results

We dramatically reduced the backlog of help desk tickets, conducted a successful EpicCare upgrade and a successful implementation of Flu Clinic, Discrete Dispense, and E-Prescribing. We also helped eliminate age-related immunization errors through a series of best practice alerts. Further, we created multiple Clarity report templates for our client's future use.

About Hayes

Hayes works with healthcare organizations to solve mission-critical operational challenges by providing strategic services and software solutions that improve quality and efficiency with the ultimate goal of improving the patient experience. For more information, visit www.HayesManagement.com or call 617-559-0404.

Health System

**Help Desk Support,
Clarity Report Design,
Epic Community
Connect Upgrade**