



HAYES

MANAGEMENT CONSULTING

Optimizing the business of healthcare

Epic Training Services

From curriculum development to go-live support

Creating a training program for your Epic end users requires a significant investment in time and resources. From building the curriculum to creating the materials to conducting the training, there are a lot of moving pieces. Hayes has been helping Epic clients since 1999 in leveraging a variety of modules and customized workflows.

Our Epic certified consultants come from the frontlines of healthcare and weave this real world experience into everything we do. We are recognized by Epic as one of their consulting partners, which allows us to keep our team current through Epic training and certifications.

The right configuration for your organization

We understand that each organization has its own needs when it comes to training which is why we build a team that is customized to your needs. Our experienced trainers are certified on various modules and work with your team to understand your customized Epic workflows. Whether you need help creating the training environment, developing a training program, training end users or providing go-live support, we can provide the right trainer(s) to ensure the success of your implementation.

We understand that Epic resources can be difficult to find, especially when looking for experts in some of the more specialized modules. Hayes' internal talent acquisition resources provide recruitment services to ensure that we identify, recruit and retain the best Epic resources in the market. But more importantly, we understand each organization has its own unique requirements so we spend the time to ensure we recognize your needs and match our trainers accordingly.

- **Understanding your Environment:** Hayes trainers learn your unique workflows, customizations and policy and procedures
- **Train the Trainers:** Hayes trainers become credentialed in your customized workflows, build and content
- **Build training program:** Hayes trainers set up training environment, build curriculum, and create training materials
- **End user training:** Hayes trainers train end users

Our Epic resources are not only system experts, but they understand how to leverage the technology to meet best practice workflows and make your organization run more efficiently.



- **Go-live support:** Hayes trainers can also provide go-live support, command center support, train new users and support additional training classes as needed

Trusted advisor to healthcare organizations

We have been told time and again how easy we are to work with, especially when you have many resources to bring on at one time. We recruit, onboard and manage training resources to ensure your program runs smoothly. We provide an account manager as a single point of contact for your organization to coordinate the resources and communicate updates and project needs.

When we recruit for resources, we utilize a best-in-class methodology supported by behavior-based tools like Performance Index (PI) to ensure that we hire qualified candidates with the right set of skills, competencies and behaviors.

Effective knowledge transfer

Many organizations are concerned that when they bring on consultants, their expertise often leaves with them. Hayes is different; our goal is to leave your team more knowledgeable than before we worked with you. We utilize proven knowledge transfer methods that ensure improved staff performance, including:

- **Pod-style workgroups:** A Hayes consultant is matched with staff members and work side-by-side in a small group(s). Consultants mentor the staff by first showing them the process, then working with them on the process before they do one on their own. Processes are well documented for future reference.
- **Project planning templates:** Our planning templates are founded on years of experience of what works and what does not. We provide these templates to ensure that best practices are incorporated in your project planning.
- **Instructional materials:** Our “how-to” instructional pieces serve as reference materials and also assist in training new team members. With these easy-to-follow “cheat sheets,” your staff is well prepared for success.

Hayes Management Consulting

Hayes Management Consulting is a leading, national healthcare consulting firm that partners with healthcare organizations to streamline operations, improve revenue and enhance technology to drive success in an evolving healthcare landscape.

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