Epic Consulting Services
Implementation support, clinical optimizations

Hayes has been successfully providing healthcare consulting services for more than 20 years and Epic consulting services for more than 14 years. Hayes is recognized by Epic as one of their consulting partners, which allows us to keep our team current through Epic training and certifications. We have helped numerous healthcare organizations implement and optimize Epic and provided implementation and support for Community Connect rollouts.

Our Epic certified consultants come from the frontlines of healthcare and weave this real world experience into everything we do. 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.

The right consultants for your organization
Epic resources can be difficult to find, especially when looking for experts in some of the more specialized modules. Hayes has internal talent acquisition resources that 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 consultants accordingly.

Hayes considers its recruiting and hiring process a core competency. In fact, we are often hired by our clients to recruit on their behalf for permanent resources. We use a best-in-class methodology supported by behavior-based tools like the Performance Index (PI) to ensure that we hire qualified candidates with the right set of skills, competencies and behaviors.

Fully trained and certified consultants
Hayes invests in the development of our consultants by sending them to Epic training to become certified on various modules. Hayes has partnered with our clients on past engagements to get our staff Epic-trained and certified on additional modules so that they can add more value to these engagements.

Cost-effective options
We understand the necessity of providing cost-effective options so you can reach your goals within your budgetary guidelines. For example, we have been successful at providing clients with remote build resources which can reduce the costly travel-related expenses that can occur. We also actively recruit local

Hayes has been an Epic Consulting partner and providing Epic-certified subject matter experts to healthcare organizations since 1999. Hayes employs Epic consultants familiar with most Epic modules.
resources when possible to present to your organization. Whatever your need, we will work closely with you to provide a solution that works for your organization and budget.

**Effective knowledge transfer**
When consultants complete a project, 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 works 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.

www.hayesmanagement.com
617-559-0404
requestconsultant@hayesmanagement.com