

“The HealthCheck assessment saved us from learning lessons the hard way. I am glad we invested in it early in our implementation and identified concrete course corrections we could make to avoid bigger issues.”

*--Dr. Jon Velez, CMIO,
Hartford HealthCare*

An Epic implementation is one of the most sweeping, resource-intensive projects most health-care providers will ever undertake. Since these implementations are so critical, Encore, A Quintiles Company, (Encore) has developed our HealthCheck service to review your implementation progress, provide validation, and suggest course correction as needed. A team of experts conducts this five-week project and creates each HealthCheck recommendation with actionable items to decrease risk and increase the value of the implementation.

Encore's Epic HealthCheck provides insight into critical questions no matter where you are in your Epic implementation – from early planning stages to pre-go-live:

- » Are we off to the right start?
- » How can we increase the probability of success?
- » How can we increase the value of the program to the organization?
- » How can we increase user satisfaction and meet our timeline?
- » Are we ready to go live?

Encore can perform a HealthCheck assessment at any time during the implementation process. We align our assessment with where you are in your Epic Flight Plan. Our Epic experts, following a structured approach honed by years of experience, know where to look for potential vulnerabilities. They also can focus on your specific areas of concern, such as the examples below:

HealthCheck Area	Key Points for Review
Governance	<ul style="list-style-type: none"> • Are the governing bodies able to remove barriers and make timely implementation decisions? • Are the anticipated outcomes and metrics for success clearly documented and communicated? • How effective is the governance structure, the governing bodies, and escalation paths?
Project management	<ul style="list-style-type: none"> • Do the project plans address organizational aspects, and is the team against the plan? • What level of integration is included throughout the project management approach? • Does the project plan reflect assessment and adaption of workflow to achieve clinical and operational goals? • Is there a healthy working relationship between the client, Epic, and any contracted leadership resources? • Are all involved parties engaged and committed to mutual success?
Project team composition, direction & activities	<ul style="list-style-type: none"> • Has the team been supplementing Epic's Flight Plan with activities designed to increase success? • Is the team focused on an integrated, operational approach vs. application silos? • What are the team skills and staffing levels? Are there any critical gaps missing? • What is the team's capability to overcome implementation obstacles?
Organizational engagement & readiness	<ul style="list-style-type: none"> • What is the level of operational "ownership" of the implementation? • Is there operational buy-in and leadership for standardization, end user engagement, etc.? • What are the change management plans and associated activities?
Value-based contracting & Meaningful Use data preparation & readiness	<ul style="list-style-type: none"> • How robust are the data governance structure and processes? • Has the EHR been designed with the end in mind to collect data consistently across care settings to report quality and support analytics? • Has the project team collected all the data requirements for value-based contracts and built the system to accommodate them?
Clinician engagement	<ul style="list-style-type: none"> • Is the Physician Advisory Council enabling the program effectively? • What is the order set strategy?

The Recommendations

After reviewing these areas – and others – the HealthCheck team suggests recommendations and next steps which they validate with your team. The findings in each area are classified as red/yellow/green to help you prioritize. A sample of HealthCheck recommendations in the past includes:

Timing of HealthCheck	Recommendations	Result
During initiation/planning & validation	<ul style="list-style-type: none"> • Create operational time commitment requirements (validation session, build reviews, ad hoc focus groups, end user testing, dress rehearsals, etc.) • Educate business operational areas regarding the staffing and time expectations required throughout the project 	<ul style="list-style-type: none"> • The project team created requirements and reviewed them with governance and department heads • Business operations became more proactive in planning resources, including compensation and backfilling plans, to balance critical project participation needs while maintaining business staffing requirements
During validation & build	<ul style="list-style-type: none"> • To meet the value/performance-based contracts and programs, focused attention will be required. • Designate a resource responsible for ensuring that required data is being collected in a standard form across the venues of care to achieve data requirements for valued-based contracts • Create an escalation path to resolve data concerns regarding performance-based contracting 	<ul style="list-style-type: none"> • Priority reporting and data requirements were established during design and build prior to activation • An escalation process was developed to resolve conflicts in data collection, consolidation, and prioritization • Organization will be able to provide required quality data for value/performance-based contracts at the point of go-live
Prior to Go-live	<ul style="list-style-type: none"> • Complete map record testing to validate charges at go-live • Initiate one more round of integrated testing, including 3rd party systems and verify charges 	<ul style="list-style-type: none"> • Charges were applied to supplies and procedures that weren't previously entered or were entered incorrectly • As a result, revenue was not adversely impacted at go-live, and stakeholders were confident to move forward with the activation

Category	Average per HealthCheck™
People Interviewed	61
Documents Reviewed	70
Red Findings	20
Yellow Findings	18
Green Findings	9
Risks	36
Recommendations	59

Figure 1: Historical HealthCheck Results

The Results

These recommendations, along with the underlying findings, are the final deliverables, highlighting where risks exist and suggesting where to focus your limited project resources to improve your Epic implementation, end user satisfaction, and clinical and operational outcomes. Encore's HealthCheck creates actionable recommendations you can use during your implementation to protect and improve your investment in Epic.

For more information on **Encore's HealthCheck Service**, please contact cwierz@encorehealthresources.com or **630.750.2055**.