



## INTRODUCTION

Staffing an Epic implementation is one of the main tasks in the early phase of the install. Therefore, it is recommended to find staff as early as possible. Epic has a program referred to as “Good Install” which outlines best practices that are instrumental in the success of the install.

If you achieve a high level of success on the criteria they measure, your organization can earn a credit to be applied to future Epic invoices.

## SITUATION

As the implementation moves closer to go-live, Epic experienced staff can be taxed with competing priorities, making support of learning for your FTE staff more difficult. In addition, several health system leaders have admitted that their plans may have been overambitious, and they underestimated the resources needed to train users.

## BACKGROUND

Epic has a mature and solid methodology. Depending on the implementation, many project build and training decisions can be made as part of a standard model. But it is those gaps and needed resources where Ellit can help.

## Participation in the Good Install program can help ensure your organization has:

- A fully staffed and certified or accredited project team.
- Well-prepared end users who can be productive at go-live.
- An infrastructure to support your staff in their use of Epic.
- Tools to engage patients in their care.
- And established channels for regular communication with Epic and your organization.

Epic experienced staff will handle beginning project details

While your FTE staff is getting trained and certified

Knowledge gap between your non-Epic-experienced FTEs and the resources required

Simply due to exposure to the system and in many cases, exposure to an EMR

Learning from trial and error or seeing what a good implementation looks like requires time.



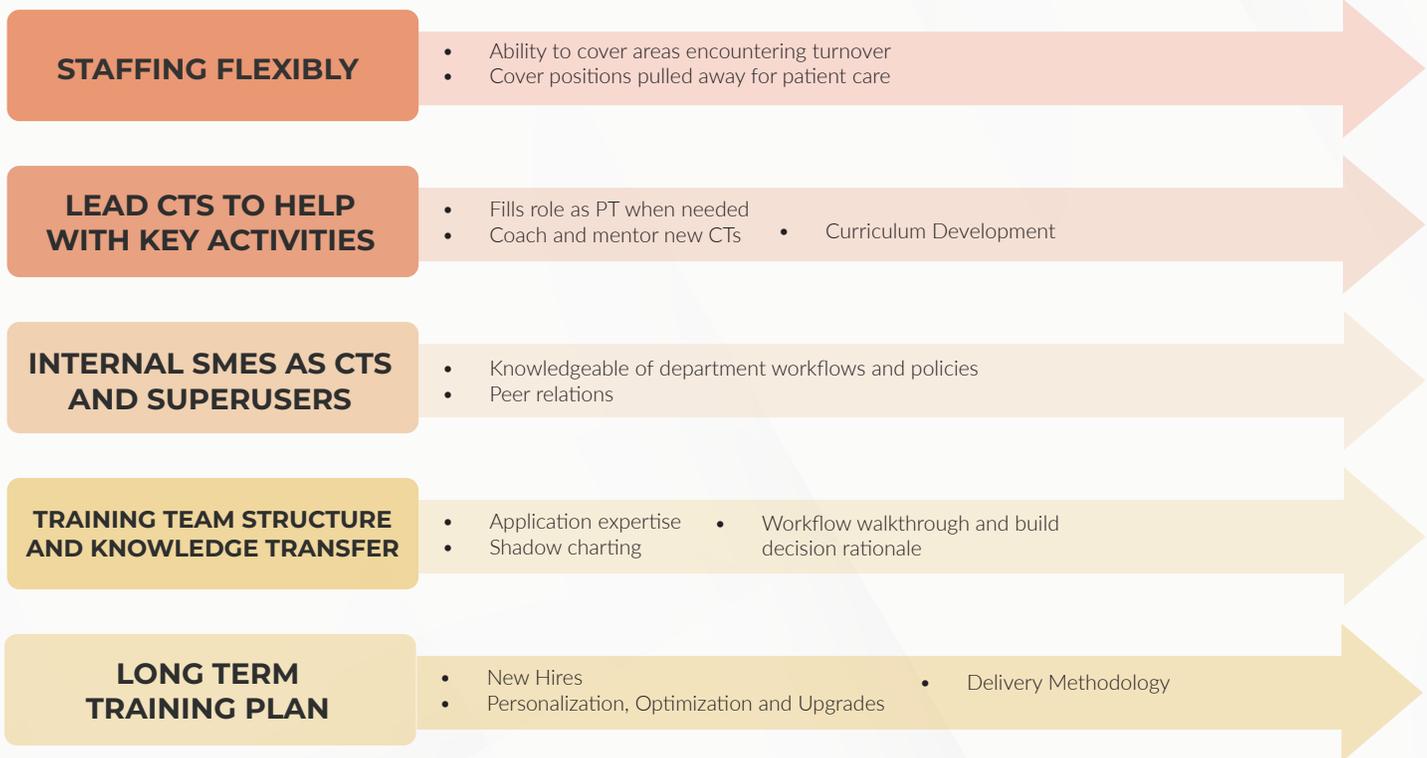
## ASSESSMENT

Our experience with these situations has provided us with lessons learned that can be valuable before you begin. The effort to procure and train the best and brightest is a large investment of time and money. Finding local and experienced talent quickly is how Ellit can ensure greatness.

Epic Staffing Recommendation	Average Turnover Rate	AHS SuperUser/ATE Support	AHS CT Staffing	AHS PT Staffing
<ul style="list-style-type: none"> <li>90 % of training and support comes from internal staff</li> </ul>	<ul style="list-style-type: none"> <li>Current rate 5- 7%</li> <li>Patient Care comes first</li> </ul>	<ul style="list-style-type: none"> <li>60 – 70% ATE staffed by Ellit</li> <li>Changed from 20% due to patient care needs</li> </ul>	<ul style="list-style-type: none"> <li>20 – 30% provided by Ellit</li> <li>Facility resources unavailable</li> </ul>	<ul style="list-style-type: none"> <li>20% provided by Ellit</li> <li>Facility resources unavailable</li> <li>Lead CTs filled gaps</li> </ul>

## RECOMMENDATION

When building a team from the ground up, you need to include a blend of internal SMEs, Consultants and Temp to Perm hires. With Ellit as your partner you will have the resources needed for a “Great Install.”



### CLIENT TESTIMONIAL

“Your project leadership coupled with the talented staff have contributed to a very successful go-live. So happy to partner with you on this Epic journey.” – Marcy D. – Training Manager

“Ellit Groups has brought the best level of at-the-elbow support I have experienced to date.” – Mark A. – Chief Information Officer