# Epic Services Success Stories

## Mountains Moved at Health Systems Nationwide

From implementing decision trees and navigating complex mergers to establishing a single source of truth, our tailored solutions have made a significant impact on some of the country's leading health systems. We've created integrated data structures, facilitated seamless rollouts, transitioned networks to clinical integration, eliminated duplicity, increased data literacy, and governed Cogito data effectively. These success stories are a testament to our dedication to empowering healthcare organizations with the tools and support they need to thrive. Our team is prepared to lead you to success with your EMR optimizations, including:

- Reporting Strategy
- Epic Analysts
- Implementation & Rollout Support
- Third Party Integration
- Support & Optimization

## Decision Tree Implementation

This project implemented decision trees for online scheduling, covering over **80% of appointment reasons**. This allowed schedulers to book **three times more new patient visits** and enabled parents to schedule newborn appointments through MyChart. As a result**, single call resolution increased from 58% to 82%,** and there was a **50% cost savings in new patient scheduling** by reducing the need for nurse involvement.

## Integration & Harmony Across an Extended Rollout

Over a 12-month period, our team focused on harmonizing an **extended rollout by consolidating 6,000 reports**. We ensured smooth integration while accounting for unique requirements across the system. This effort was supported by **6 application leads and 15 clinical application analysts**, who worked collaboratively to streamline processes and maintain system integrity.

*"I honestly don't think I've worked with a better PM in all my years. Her ability to be strategic and tactical at the right times, and be effective with such a positive attitude is truly exceptional."*
**- Tim Reddy, Director Epic Clinical Applications**

JOHNS HOPKINS
M E D I C I N E

info@prominenceadvisors.com

Contact our team today to get started **doing more with your data!**

# Streamlining Operations & Increasing Trust

## Transitioning to a Clinical Integrated Network

We guided the transition to a Clinical Integrated Network (CIN) involving **1,000 physicians and 13 Federally Qualified Health Centers (FQHCs).** This initiative required aligning operations and EHR systems across three disparate corporate entities. Our team of 12 clinical and revenue cycle application analysts ensured seamless integration and optimized functionality.

*"We've continued to look to Prominence based on the quality of work provided. Rather than providing just a fix for identified issues they deliver a quality whole-system perspective to our end users based on years of experience and understanding"*
**- Sara Matus, Director of Revenue Cycle**

## Eliminating Duplicity & Increasing Literacy

UCSF Health faced the challenge of reviewing a substantial number of Crystal Reports following the acquisition of a hospital. Our team developed a **charter and review strategy**, leading to the analysis of **2,884 reports and a 53% reduction in available reports**. We aligned IT and operations on a **reporting toolbox** and created **26 franchise dashboards**, fostering trust in data and enabling user groups to self-service their data needs through multiple one-stop shops.

*"Prominence exceeded my expectations with their ability to clean up our reporting environment, built trust in our data, and give people one place to go for their data.*
**- Heidi Collins, VP Clinical Systems**

## Eliminating Duplicative Reports

Vidant Health faced the challenge of duplicative reports amid major changes like upgrades and acquisitions. Our experts developed a comprehensive strategy, which involved analyzing a substantial number of Crystal and Reporting Workbench Reports and establishing reporting packages for major areas. Through this initiative, we achieved a **74% reduction in Reporting Workbench reports, an 87% reduction in Crystal Reports, and a 94% reduction in admin users, maximizing ROI while fostering efficiency and trust in their analytics**.

# Merger Success @ Northwestern Medicine

## Establishing a Single Source of Truth During a Large Merger

We supported one of the largest Epic mergers by creating a unified data repository for a governed self-service reporting platform. This drastically reduced the number of Crystal reports by 94%, combined data from 8 sources and 3 EHRs, and led to the creation of over 100 advanced analytic applications for patient care, operations, and revenue cycle.

*"These folks are the ideal advisors and I couldn't wish for a better team. I feel like we won the lottery!"*
**- Danny Sama, VP Analytics and Chief Data Executive**
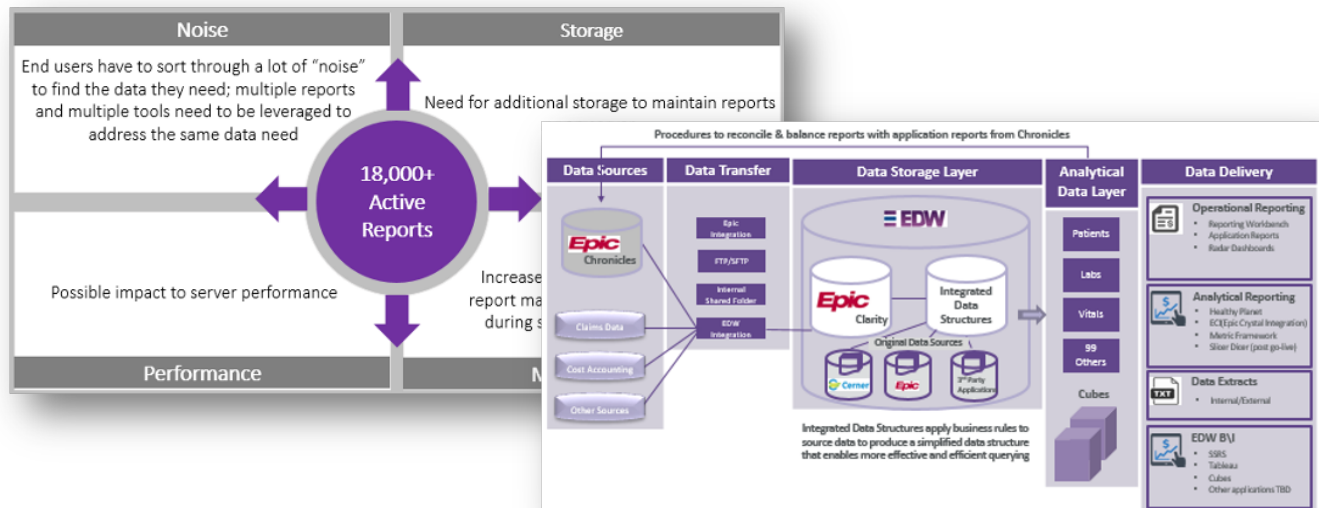
## Merging Multiple Epic Instances

Our team facilitated the **merger of 4,000 physicians and 30,000 employees across multiple Epic instances**, utilizing over 40 Epic resources, 10 support managers, and 8 integrated area leads to ensure a seamless integration.

*"Prominence has helped in all areas of our project. We have given them many tasks to help drive our project."*
**- David Blahnik, Epic Project Director**

*"Overall, Prominence delivers the best staff of firms I've worked with."*
**- Danny Sama, Vice President, Analytics and Chief Data Executive**

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# Cogito Data Governance

Prepare for the adoption of Epic's Cogito tools and the migration of data storage from SQL to the cloud by establishing the **principals of data governance** now. This allows your organization to **more efficiently manage change** and adoption. This will **reduce the amount of end user-facing changes** and minimize the overall impact on your team.

**Increase efficiency and trust by eliminating duplicative** reports. Create a stable foundation for Cogito by streamlining report intake & development workflows, eliminating duplicate reports, enhancing your security and access requirements, and educating users on the Cogito catalog and reporting tools.

| Clean Up | Create a Stable State | Prepare for the Future |
|---|---|---|

Epic has set deadlines for major changes, so it is crucial for your team to get ahead of these changes now.

Deadlines include:
- **2024** – Crystal Integration no longer supported
- **2027** – Cogito - Clarity no longer supported on Oracle

## Customers | Outcomes

**VIDANT HEALTH™**
- **74%** reduction in Epic Reporting Workbench Reports
- Reduced the number of crystal reports by **87%**
- Reduction in Admin Users by **94%** consolidating security classes and enabling export access for 11,000 users

**UCSF Health**
- Analyzed **2,884 reports**
- Reduced the number of available reports by **53%**
- Aligned IT and operations on **a reporting toolbox**
- Created **26** Franchise Dashboards
- Saving **450k annually.** Reduced time searching for reports and increased efficiency in report generation contribute to improved productivity and potential cost savings

**Northwestern Medicine®**
- Analyzed **17,000 crystal reports**
- **94%** reduction in reports to select from
- **8** system databases combined
- Faster report development contributes to increased productivity and potential cost savings of **600k annually**

# Unlock Your EMR Potential

Our team of experts has led health systems across the country to long-term, scalable success. Get in touch today to learn more about our available resources:

*info@prominenceadvisors.com*

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