Epic Deployment Services

Situation
An integrated delivery network and academic medical center had merged, but each was on multiple EHRs, had multiple sites, and neither had experience in executing an IT merger.

Task
The customer needed a trusted partner to assist them with merging their IT teams, processes, and technologies in addition to being able to help sunset certain systems and expand the Epic EHR to the academic medical center's acute care facilities. Finding a firm with such wide and deep experience was proving challenging.

Action
Prominence was engaged based on the quality, and extensive experience, of staff. Ranking a 97.2 in KLAS (100% does not nickel-and-dime), having a 100% repeat customer rate, and advisors with certifications in every Epic module made the Prominence team an easy choice.

Our team quickly engaged and assisted in developing the merger plan to sunset systems and roll out Epic to the new user base of thousands of providers. Prominence resources assisted executives, managers, and directors in their roles and leveraged their experience to guide them through difficult political discussions and decisions – all while ensuring successful outcomes for the organization overall.

Results
The customer was able to successfully sunset legacy systems and roll out Epic throughout the enterprise with minimal disruption. In fact, go-live support for the vast majority of departments was substantially reduced or eliminated weeks ahead of schedule due to effective planning and coordination.

- **44 Epic resources** staffed to aid the customer team
- **10 Executives, Directors, and Managers** directly supported by Prominence team members
- **8 Integrated area leads** staffed to ensure effective communication
- **1 week reduction** in average go-live support staff resulting in hundreds of thousands of dollars in savings.

Ready to leverage the best in KLAS to assist with your next Epic project?

Contact us to get started today!

https://prominenceadvisors.com/contact-us/