

# Customized Training & Optimization Improve Epic EMR/EHR Ambulatory ROI

Kforce helped customer revenue gains of \$1.7 million.

## Customer Profile

Nonprofit health system

- 5 hospitals
- 70 primary care and specialty physician clinics
- 300,000 residents
- \$500 million in annual revenues

## Challenge

To continue Epic training, standardize processes and optimize operations for more than 60 sites.

## Solution

Kforce's project governance, training and collaborative quality/performance management helped identify high value improvement opportunities.

## Outcome

Kforce's solution provided cost savings and provider revenue gain of \$1.7 million.

**\$1.7M**

Cost savings & revenue gain

**50%**

Reduction in manual labor efforts

# Customized Training & Optimization Improve ROI

## Healthcare | Case Study



### Challenge

To improve return on investment and adoption from their Epic EMR/EHR ambulatory implementation, a healthcare organization located on the west coast sought Kforce expertise for training and optimization for nearly 60 clinics.

The initiative required flexible options for future standardizations, operational optimizations and technical upgrades while addressing go-live challenges.

### Solution

Kforce's agile process actively engaged all impacted clinical and operational stakeholders. Workflow support and specialized resources were given to select members of the training project team.

Our credentialed trainer observed current processes for Epic training and go-live support. High-value improvements were identified in: medication reconciliations, orders, referrals, Dragon Dictation, InBasket and MyChart.

To drive workflow efficiencies across these areas, Kforce's methodology featured: repeatable processes, governance and collaborative quality/performance management. Our approach was coordinated with senior operational leadership (primary and specialty services) and the customer team (informatics). This included:

- Collaborations with key customer stakeholders (front desk schedulers/registration, MA's, etc.) to identify if an enterprise health system or specific clinic workflow approach should exist
- Cohesive workflows and templates for holistic use across all clinics
- Epic-knowledgeable physician champions and Kforce personnel to create workflow cohesion in parallel with the EMR/EHR
- Collaboration among various Epic teams (such as informatics and business operations)
- Standard communication changes in process flows amongst and within the clinics

# Customized Training & Optimization Improve ROI

## Healthcare | Case Study



**\$13.1M**

projected savings and revenue gain throughout length of project initiative

### Solution (continued)

- Re-creation and/or updating of tip sheets when workflows changed, helping trainers to ensure system adoption was met and productivity improved
- Integrated processes for inclusion of three to five customer operational team members over the course of optimization; allowing for appropriate knowledge transfer and long-term ownership by customer team

### Outcome

After three sprints, the operational optimization team directly influenced annualized cost savings and provider revenue gain by \$1.7 million. Key operational improvement areas included:

- Dragon Dictation: Increased effectiveness with time-saving steps for the end user in their daily routine and improved confidence in the extended use of the software
- MyChart & Medication Reconciliation: Aligned and mitigated the software to use "File/Close" feature; significantly reduced patient room time and optimized MA/Nursing staff time
- Referrals: Implemented work queues, primarily for radiology orders, that led to reduced denials and manual effort to "rework" up to 50% of related orders across all specialties
- InBasket Efficiencies: Improved use to reduce overall time spent searching for orders, results and other messages
- Medication and Order Customization: Enhanced use of sections "Last Order Date" and "Number of Refills Remaining"

Through ongoing training and technical changes, Kforce projected savings and provider revenue gain of \$13.1 million across all practices and users.

### About Kforce

Kforce is a professional staffing and services provider, offering critical support for Health Information Technology (HIT), revenue cycle management and Electronic Health Record (EHR) initiatives. Our portfolio highlights work with more than 100 providers, payers and healthcare service organizations, and a talent network featuring more than 2,000 highly skilled resources across the country.