

# EHR Implementation Services

## Influencing Positive Outcomes that Maximize Technology ROI

While many healthcare organizations have implemented an enterprise EHR solution, there is a continued need to deploy additional modules, upgrade to new versions, support M&A standardization, and play the “liaison” role in implementations. For over two decades, ROI’s team has supported over 100 applications and performed numerous EHR implementations & deployments for our customers. Our mission continues to be centered around flexibility, cost efficiency, and smooth transitions fueled by repeatable processes. Our approach increases our clients’ project successes and return-on-investment. We partner with our clients to achieve tangible benefits in EHR implementations through:

- A strong implementation team with deep experience in project leadership, training, go-live support, testing, and more
- An understanding of the unique and complex nature of the healthcare industry and work processes
- A thorough and proven support methodology tailored to our clients
- A high-touch collaborative delivery approach
- Executive leadership who is committed to your success

## EHR Implementation Services



Optimization Assessments



EHR Implementations, Migrations & Upgrades



Decommissioning



Integration



Revenue Cycle Stability



Staff Augmentation



Regulatory Compliance

PROJECT MANAGEMENT

## Maximize Your Return on Investment

ROI has a dedicated Hospital Information Systems (HIS) services practice focused on planning, project management and deployment related to all components of a customer’s EHR. A key differentiator of ROI is our ability to apply our industry-centric project management expertise via scheduled and ad hoc communications. Our goal at ROI is to ensure maximum value realization from your healthcare related IT investments by leveraging our proprietary methodologies and tools to identify areas of operational improvement and unrealized value potential.

ROI Healthcare Solutions was named KLAS Category Leader for Business Solutions Implementation Services in 2018 & 2019 ; received Best in KLAS for Partial IT Outsourcing in 2019.



## EHR Implementation Methodology

### Project Management

Engage	Plan	Deploy	Conclude
<ul style="list-style-type: none"> <li>• Confirm Executive Sponsors</li> <li>• Requirements Definition</li> </ul>	<ul style="list-style-type: none"> <li>• Finalize Timeline</li> <li>• Finalize Scope</li> <li>• Define Program Management</li> <li>• Finalize Resource Needs</li> <li>• Define Onboard Plan</li> </ul>	<ul style="list-style-type: none"> <li>• Delivery of Services</li> <li>• Care Plan Evaluation &amp; Gap Analysis</li> <li>• Regiment &amp; Order Set Design</li> <li>• Application Testing, UAT, &amp; Integrated Testing</li> <li>• Sign-off</li> </ul>	<ul style="list-style-type: none"> <li>• Closure</li> <li>• Turnover Plan</li> <li>• Documentation</li> <li>• Final QA</li> </ul>

### Continuous Resource & Project Evaluation

## Real Clients. Real Success.

### Migration, Decommissioning, & Legacy Support: Not-for-profit integrated health delivery system

The client needed an experienced and trustworthy firm to assume responsibility of over 100 applications across five of their facilities. ROI was engaged to take over the support and maintenance for over 100 legacy applications either being migrated to EPIC, moved to a standard enterprise application or decommissioned. Our team supported the migration, decommissioning and upgrades of multiple modules from Cerner, McKesson, Allscripts and several locally hosted vendor applications such as, GE Medical Systems, Nuance, Picis, Siemens (MS4), Sunquest, T-Systems and Varian. The ROI team provided interim legacy application staff required to support the applications necessary to sustain the EPIC implementation rollout across five of the client’s facilities. Key team members also initiated a strategy for an archiving/decommission methodology for the hospitals as a part of the Enterprise decommission initiative. The team also provided interim IT staffing and led various project efforts associated with the client’s needs to meet Meaningful Use and ICD-10 deadlines. ROI was extended past the EPIC rollout to support approximately 10 additional initiatives.

## Highlighted EHR Vendor Experience



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