



# HealthCare Solutions®

## Epic Services

**CTGHS Epic expertise helps organizations achieve greater ROI on their IT investments**

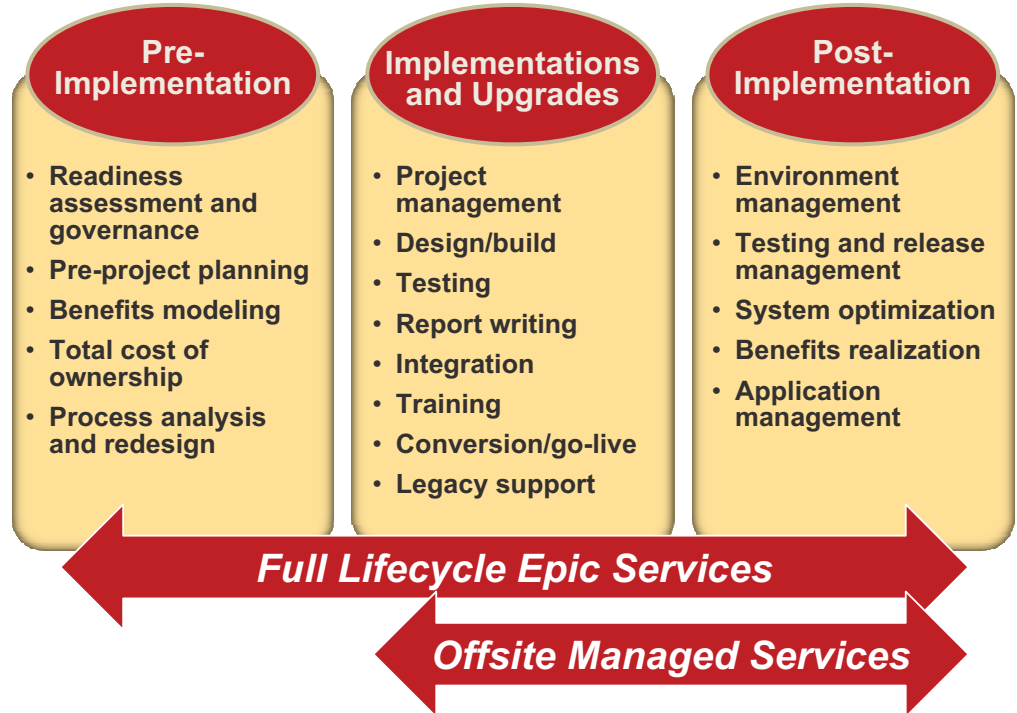
### The Business Issue

Healthcare organizations looking to achieve higher-quality care and performance are increasingly turning to Epic's powerful and highly configurable applications. The complexity and significant investment involved in implementing, upgrading, or optimizing an Epic application demand the highest level of preparation and execution. It's essential to control the IT strategy while minimizing risk and cost, and to develop accurate, outcomes-driven metrics for measuring success and meeting ARRA objectives.

### The CTGHS Solution

CTGHS is an Epic Certified Consultant Partner with over 20 years' experience empowering healthcare institutions to realize their financial and clinical objectives through IT initiatives.

*CTGHS has participated in over 100 Epic engagements and contributed to the success of 21 large-scale Epic implementations in 2009.*



A Certified Partner



### Strategy, Planning and Advisory Services

Exception-based and model implementation approaches, while cost-effective, present specific challenges. CTGHS provides the knowledge and leadership to help you evaluate those approaches and, if they prove feasible, maximize their effectiveness. Our innovative approaches reduce your total cost of ownership, while our partnerships with vendors and suppliers enable flexible project financing. The end result is a comprehensive, high-value solution.

### Epic Implementation and Upgrade Services

CTGHS provides expert management and assistance that includes project management, configuration and optimization, master files creation and administration, testing and validation, training and knowledge transfer, and go-live/post-live assistance and support.

We also support conversion from and integration with other information systems.

Other services include:

- **Implementation and Upgrade Planning:** Complete evaluation to support development of a comprehensive strategy
- **Workflow Optimization:** Effective workflow design based on solid knowledge of both healthcare operations and system functions
- **Testing:** Testing tools which support all phases of comprehensive testing and validation and experienced test specialists
- **Training:** Development of training plans, curricula, and materials, supported by our library of Epic-specific training documents and tools
- **Activation and Go-Live:** Development of a project plan to coordinate activation and go-live activities and proprietary tools to ensure a smooth transition

## Methodologies and Tools

CTGHS consultants are backed by Exemplar<sup>®</sup>, an innovative suite of integrated healthcare methodologies, processes, training modules, and tools that feature a unique modular design that support the full spectrum of CTGHS services.

## Optimization/Benefits Realization

CTGHS can identify improvement opportunities in technology, workflow, or the physical environment to help you maximize your Epic investment. CTGHS specialists assist in defining the administrative, clinical, and financial objectives you want to achieve. They help gather baseline data to develop an organizational strategy for data management, data quality, enterprise performance, and outcome reporting.

## Lower Total Cost of Ownership

CTG Cymphony<sup>3</sup> Solutions and transitional application management (TAM), powered by our Exemplar methodologies, provide innovative approaches to reducing your total cost of ownership. We can blend onsite, certified Epic implementation expertise with offsite technicians to cost-effectively handle implementation tasks. We can also support your legacy applications, freeing your staff to carry out the Epic implementation.

Our Cymphony<sup>3</sup> approach maintains high quality with defined service level agreements while reducing cost up to 42 percent, and may also shorten implementation time.



CTG HealthCare Solutions<sup>®</sup> is a leading information technology consulting firm dedicated solely to helping healthcare institutions, physician practices, and related organizations achieve clinical and financial goals through effective technology and business solutions.



### Our Commitment to Quality

*CTGHS ensures consistent delivery of the highest-quality services by equipping exceptional, experienced consultants with proven, repeatable methodologies, best practices, and toolsets honed over 20 years—all monitored by our independent Quality Management Office. The ultimate measure of quality is awarded by our clients. In the KLAS “Maximizing Your Consulting Investment: A Report on Healthcare IT Consulting Services,” February, 2009, CTGHS shared the highest Overall Firm Score of Full-Service Firms. Of the 83 professional service firms that participated in KLAS\* “Top 20 Best in KLAS” Awards, December 2009, CTGHS ranked fourth in Overall Performance.*

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