

Community Connect Implementation

Challenge: Guide a small Ambulatory Surgery Center, with no EHR experience, through an Epic Community Connect implementation



Success Factors

Best Practice | Knowledge | Experience. Applying years of experience with EHR implementations, the Ballista project manager steadily guided a family run ASC through a paper transition to Epic. Playing translator, educator, technical evaluator and primarily the 'voice of calm' the practice is now embracing their new Epic journey!

Approach

Acted as an advocate for the smaller organization identifying key decisions, helping them understand the implications of configuration choices and guiding on implementation requirements.

Outcomes

Clinical needs were met by collecting and translating their unique requirements ensuring a smooth transition to their new Epic clinical and business office workflows.



Translated Epic-centric questions to digestible language to ensure informed decision making



Managed Care Connect relationship so client could concentrate on patient care



Developed technical plan to support networking, devices and printing requirements