Epic KPI Management Support
Lower costs, improve productivity and earn industry recognition by measuring and reporting key performance indicators

As an Epic electronic medical record (EMR) client, you’ve made a significant investment to improve care quality, reduce operating costs and enhance revenue performance. Now that you have implemented Epic and have it up and running, it’s time to develop an optimization plan that is aligned with measurable outcomes. Optimization not only supports your clinical goals it can lower your costs, increase revenue and improve productivity.

Hayes can help meet your Epic goals
Targeting and managing specific KPIs can be overwhelming since there are so many to choose from and it’s difficult to choose those most beneficial to your organization. There are over two hundred clinical and revenue cycle performance metrics to assess, measure and manage. Hayes consultants have been working with Epic for over twenty years and can provide a variety of services to support your organizational goals.

Epic KPI Assessment
Our KPI assessment begins with a deep dive evaluation of your current workflows, technology and staff. We also evaluate both clinical and revenue cycle metrics you are currently monitoring. You receive a comprehensive analysis of recommended target areas for improvement by Epic module and a roadmap detailing timeline and level of effort required.

If you prefer to start with one type of KPI, we can provide the following:

- **Revenue cycle KPI assessment** – financial assessment that provides evaluation and recommended target areas for improvement utilizing Epic revenue cycle KPIs
- **Clinical performance KPI assessment** – clinical assessment that provides evaluation and recommended target areas for improvement utilizing Epic clinical performance KPIs

KPI Strategic Optimization Plan
To optimize your current Epic system, you need a strategic and detailed optimization plan. We provide a plan that prioritizes outcomes based on

**Epic KPI Benefits**
Identifying and monitoring strategic Epic performance measures can help your organization by:

- Achieve potential benefits of your Epic implementation including lower costs and increased revenue
- Attain industry-wide recognition
- Align strategic goals with Epic workflow adoption to yield long-term process improvement
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targeted measures, recommendations for governance, a project management plan and resource model.

KPI Program Oversight
Our Epic KPI consultants provide program oversight to ensure KPIs are identified, monitored and reported according to your strategic goals.

Epic KPI Training
Our optimization specialists work elbow-to-elbow with your staff to provide training so that targeted KPIs are captured, monitored and managed. Many organizations are concerned that when they bring on consultants, their expertise leaves with them. Hayes is different; our goal is to leave your team more knowledgeable than before we worked with you. We utilize proven knowledge transfer methods to ensure improved staff performance.

KPI Project Management, Report Production and Builders
Once you have determined your optimization plan, Hayes can provide seasoned project managers to ensure that your plan is implemented successfully, reports are developed, and analytics are created and managed. We also have certified Epic builders who can make any necessary changes needed for optimization.

The importance of measuring
Hayes can guide your organization to develop a strategic optimization plan that is aligned with measurable outcomes in the areas of workflow efficiency, improved revenue cycle performance, patient engagement and improved care quality. The first steps are developing goals, assigning owners and monitoring performance beyond implementation.

By measuring key performance indicators, you can monitor and report on metrics that not only position you as an industry leader but support organizational strategic goals.

About Hayes
Hayes Management Consulting is a leading, national healthcare consulting firm and software developer that partners with healthcare organizations to streamline operations, improve revenue and enhance technology to drive success in an evolving healthcare landscape. To learn how Hayes Management Consulting can help support your initiatives, call 617-559-0404 or requestconsultant@hayesmanagement.com.

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