# Post Go-live Optimization hurdles

## Tickets pile high!

No matter how much planning and preparation health systems go through to equip their end users and systems for the conversion, the number of service tickets will keep piling on. Users may be frustrated and want immediate resolution. Whether you are triaging issues through a command center or having users open help desk/service tickets, be prepared to prioritize the issues by level of urgency. Tickets often have to be prioritized on a critical basis such as patient care vs. revenue generation. We can help the client track the ticket status and provide a clear line of communication on the status of resolution and associated timelines.

## User Access and Provisioning Mess!

One of the most challenging aspects of an EHR implementation is security access. With a system such as Epic, each user is given unique security access based on their role and the corresponding application training they underwent. The most challenging security issues arise when a user has been given the correct security access based on their, but it unfortunately is not the access they need to perform their daily tasks. Optimization efforts often have to focus on assigning resources to appropriate user security as well as roles they carry out.

## Training, Training, Training!

The end users get trained before the go-live; but as the go-live period expires, users might be experiencing new workflow setups as the support ticket resolution goes along. The training efforts might need to be re-structured based on the readiness of your team. By identifying the key problems early in the game we can mitigate some of these challenges. Clients can choose various approaches to tackle this, viz. Appointing a training team, on the fly training, training per analyst or using a hierarchical system by using physician champions and trickle down model.

## EHR Upgrades

Every good EHR pushes out frequent upgrades on a scheduled basis. The goal is to help improve the user experience, patient care and enhance cost savings. However, these upgrades require considerable amount of effort and having an experienced partner to help the FTEs understand all the nuances of the upgrade is a huge boost.

## Ongoing Communication

Keeping the staff and the managers updated is one of the most important things to do after a conversion as processes (training, security access, and command center help desk) undergo constant change. Simple common protocols such as approving the change, identifying the stakeholders in the change process and moving the changes from the POC to test to production environment need to be put in place.

## Regulatory Requirements

MU / MIPS /Advanced APMs / PCMH / DSRIP and others)
Optimization is not only critical for compliance but is a key step towards significant savings and revenue capture. The CMS /regulatory guidelines are changing so fast that its hard for the clients to keep up with. We have successfully helped clients jump the Transition of Care numbers from 10% to 50% through workflow optimization). Regulatory build is often wrapped in optimization as we are prepping the system for regulatory compliance for the next calendar year.