

University System Gains Cost-Effective, 24/7 Epic Go-Live Support and Resource Management Solution

Customer Profile

Highly ranked university health system.

- 3 hospitals
- 120 clinics
- 40 outpatient locations
- \$3 billion in annual revenue

Kforce provided a strong virtual bench of Epic talent, with speed to market in delivery and effective resource management.

Challenge

The university faced critical resource, training and budgetary challenges, while working toward Epic go-live.

Solution

Kforce provided 80 Epic resources for 24/7 go-live training and support.

Outcome

The university effectively met its budget and resource needs, while gaining ROI, critical resource management and accountability metrics.

Cost Effective, 24/7 Go-Live Support

Healthcare | Case Study



Challenge

As a university health system in Michigan began migration plans toward an extensive Epic system deployment, leadership faced critical resource, training and budgetary challenges.

Its primary requirements emphasized:

- Comprehensive go-live training and support for over 300 staff members across clinical, operational and revenue cycle departments
- 24/7, elbow-to-elbow support to internal staff for Epic training
- Effectively streamlining onboarding consultants while mitigating costs

With just three weeks before initiation, Kforce's project scope expanded across three hospitals and 120 clinics, requiring 80 Epic resources for immediate onboarding and credentialing. As the sole resource vendor, Kforce's competitive differentiators included a strong virtual bench of Epic talent, with speed to market in delivery and effective resource management.

Solution

A successful Epic go-live depends on the ability to effectively design, integrate and scale teams to meet training requirements. This includes considerations for scheduling and logistics, as well as shift and resource management.

Through a combination of advanced/credentialed trainers, super users and non-credentialed users, Kforce's Epic training and resource management solution featured:

- Comprehensive, integrated project coordination and communications

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Solution (continued)

- Resource management, with full onboarding support to ensure project objectives were met
- Epic-specific skill evaluations for each trained resource, helping to manage resource attrition, resource emergencies and customer service levels

Specific application training and activation support included over 20 Epic modules deployed across clinical, operational and revenue cycle areas with scorecards used to track metrics and performance.

Outcome

In teaming with Kforce for Epic go-live training and support, the university effectively met its budget and resource needs, while gaining ROI, critical resource management and accountability metrics.

As a result, the customer is in a greater position to improve the quality of patient care, meet compliance and ensure the long-term success of its Epic investment through operational, clinical and revenue cycle adoption.

About Kforce

Kforce is a professional staffing and services provider, offering critical support for Health Information Technology (HIT), revenue cycle management and Electronic Health Record (EHR) initiatives. Our portfolio highlights work with more than 100 providers, payers and healthcare service organizations, and a talent network featuring more than 2,000 highly skilled resources across the country.