



*Better Solutions. Better Patient Care.*

## BACKGROUND

Greenville Health System (GHS) is a public not-for-profit academic healthcare system, and their main campus, Greenville Memorial, is located in Greenville SC. GHS has seven acute campuses, and 100 physician practices throughout upstate South Carolina, and employs over 1000 physicians and nurse practitioners. GHS is an established, and growing, medical system committed to medical excellence through clinical care, education and research.

*Greenville Health System saves \$3,000,000 and builds end-user confidence by using Optimum Healthcare IT's Staffing, and Go-live Support & Training solutions.*

## CHALLENGES

### *Difficulty on-boarding knowledgeable staff caused cost overruns*

Early in their Epic implementation, GHS had difficulty finding skilled and knowledgeable staff with their vendor at the time. Training was unorganized, and they could not produce accurate lists of the users who needed to be trained, or their specific roles. Because of those issues, they didn't know what classes were needed, or what user-access to assign. Their stop-gap solutions were not ideal, and as a result required a tremendous increase in staffing hours, and related cost overruns. Janet Thompson, the Epic Program Director of GHS, estimates \$5,700,000.

## SOLUTION

### *Back to the vendor research*

GHS reviewed their previous vendor research and knew Optimum Healthcare IT was one of the top-rated firms, according to KLAS reports. Everything they had heard and experienced with Optimum was stellar. With Optimum's help, GHS was able to make efficient and effective use of the available budget. Optimum reduced costs by sourcing local talent - saving GHS \$3,000,000. Optimum then brought in skilled consultants to fill knowledge gaps. "Where we were weak, Optimum brought in experienced CTs. They have been phenomenal," said Thompson.



*“ Before Optimum, training issues took an inordinate amount of my time and attention. After Optimum came in, I was able to return my focus to all of my responsibilities. Now, I have somebody that I can trust, making things happen. ”*

*- Janet Thompson, Epic Program Director, Greenville Health System*

## RESULTS

### EXCEEDED EXPECTATIONS

Optimum delivered each and every promise they made, then exceeded them.

### REDUCTION IN COSTS

GHS saved \$3,000,000 using Optimum's methodologies of sourcing staff locally, and providing knowledgeable and experienced leadership.

### OPTIMUM HITS THE GROUND RUNNING

In less than two months, GHS's inpatient training was in a much better place. All aspects of the project were well organized, and guided by best practices. The Optimum consultants knew exactly what was needed, and how to get it done.

### LEARNING MANAGEMENT SYSTEM

Optimum staff were key in spearheading the set-up of GHS's learning management system, HealthStream, by interfacing with the vendor, and setting up role based classes.

### COMMUNICATION

Optimum consultants worked closely with HR, Facilities, and Operations restoring confidence and trust in the Epic team. End users knew where they needed to be, and when. Even when there were schedule changes.

### MENTORING AND KNOWLEDGE TRANSFER

Optimum consultants helped supercharge GHS's previously under- utilized FTE's.

### HEALTH SYSTEM WIDE RECOGNITION

HR acknowledged the ease of working with skilled and knowledgeable consultants. GHS end-users appreciated the well-planned training locations, and found that the training spaces were set up to make learning easier.

## PROJECT DETAILS

- 📍 GHS had difficulty finding knowledgeable staff early on.
- 📍 Previous staffing firm unable to deliver on promises - causing significant cost overruns and loss of end-user confidence.
- 📍 GHS reached out to Optimum based on their reputation of excellence.
- 📍 Optimum was able to save GHS \$3,000,000 by sourcing local talent
- 📍 Provided highly skilled & proactive consulting staff
- 📍 Organizational and end-user confidence soared, thanks to knowledgeable consultants who hit the ground running.

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Optimum Healthcare IT is a leading healthcare IT staffing and consulting services company based in Jacksonville Beach, Florida. Optimum provides world-class consulting services in advisory, implementation, training and activation, Community Connect, analytics, security, and managed services – supporting our client's needs through the continuum of care. Our excellence in service is driven by a leadership team with more than 50 years of experience in providing expert healthcare staffing and consulting solutions to all types of organizations.

Visit [www.optimumhit.com](http://www.optimumhit.com) or call 1.904.373.0831 to find out how your organization can take advantage of our solution offerings.

### Greenville Health System (GHS) at-a-glance:

Public not-for-profit academic healthcare system

Main campus: Greenville Memorial, Greenville, SC

7 acute campuses

100 physician practices

1000+ physicians and nurse practitioners

Contact us to start on your  
path to success.

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