![Optimum Healthcare IT® — Better Solutions. Better Patient Care.]

Better Solutions. Better Patient Care.

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Managed Services

It turns out the implementation of your Electronic Health Record system (EHR) was the easy part. However expensive and arduous the implementation phase of your EHR system was, you now need to support it. Have you designed and established a functional support model? Are you struggling to provide support to your end-users? If you are struggling to manage and maintain these functions, there's a reason. The implementation of the EHR was a capital expenditure for a one-time event and more importantly, no live users were working in the system. **Ongoing EHR support is real. It's funded through operations. And it's forever.**

Optimum Healthcare IT's Managed Services consultants recognize the difficulty many organizations are experiencing with ongoing user and system support, regarding both quality and cost. EHR support is all-consuming to an IT department. The technology support of other organizational priorities such as ICD-10, telemedicine, patient engagement, population health, and predictive analytics are falling short.

> *By leveraging our fixed assets across our client base, the quality goes up, and the cost comes down.*
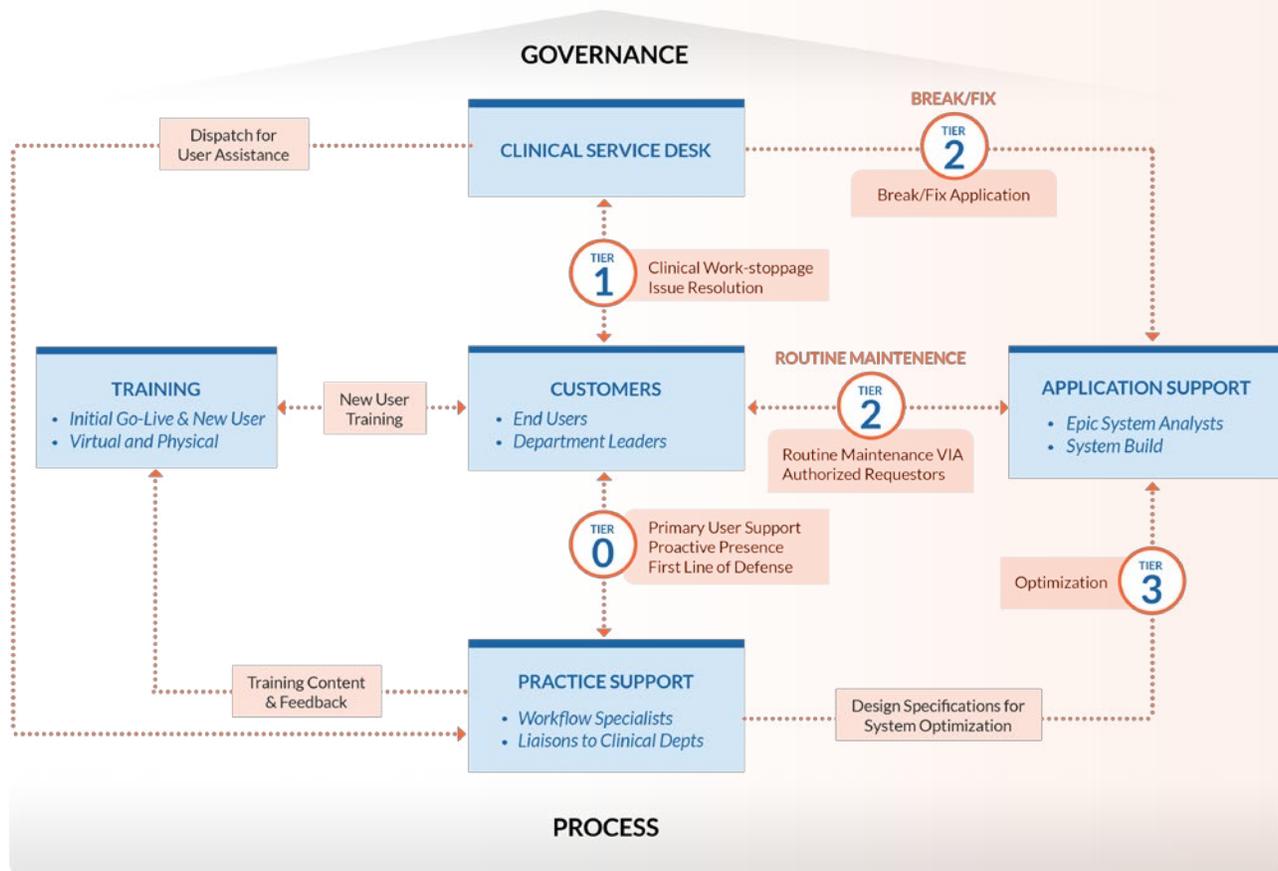
Traditional Epic EHR staffing models require a continuous cycle of recruitment, hiring, training, and retention due to perpetual staff turnover. This is particularly evident for certain-sized organizations and certain geographic locations. Optimum's approach recognizes there is no need for Epic clients to deploy an army of staff of their own to support the system. Optimum can optimize your IT infrastructure, ensuring better use of applications, and support the technology and productivity demands of your facility with proficient business and clinical consultants at a lower cost. By leveraging our fixed assets across our client base, the quality goes up, and the cost comes down.

In addition to EHR implementation, advisory, and staff augmentation services, Optimum provides Epic user and system support services through a managed services partnership. These services are provided in part or in whole for any and all aspects of the user and system support continuum.

*It is our mission to deliver best practices and leading IT solutions for a **stronger healthcare community.***

The managed services solution is more than a "remote support" staffing model. Unlike other options in the marketplace, Optimum's managed services solution is designed by leaders with years of inside-healthcare experience and direct accountabilities. Optimum provides more than experienced virtual labor - our model recognizes the delineation of work, labor, and process needed, both on-site and remotely, to work effectively and efficiently. The traditional support models for homegrown EHRs, best-of-breed application portfolios, or those recommended by software vendors are no longer effective. The modern EHR environment requires new ways of doing business, and Optimum has the leaders and services to assure end-users and operational leaders view the IT department as a trusted corporate support partner.

EHR User System and Support Model

Optimum Healthcare IT takes a contemporary approach to the EHR support model, and it starts with a small, nimble, dedicated group of EHR practice support specialists who are customer focused and workflow experts. We recognize that most user requests do not necessitate a system rebuild, but rather a guidance on how to use the system as currently deployed to achieve their clinical and business objectives. EHR practice support specialists help make these distinctions. Direct application support is completed by highly-trained, certified Epic application coordinators who are unencumbered by day-to-day interaction with end-users.

The success of the model goes beyond the staff. Success depends on process, governance, and transparency that assures commitments to deliverables do not exceed resource capacity. With many organizations often taking on more work than they can handle, the result is projects stuck in various stages of completion, and nothing finished. Optimum works with our clients to assure all mandatory efforts such as break/fix, routine maintenance, and strategic projects are completed; And commitments to discretionary enhancements do not exceed the resource/budget allocation.

OUR PHILOSOPHY

At Optimum Healthcare IT, we are committed to helping our clients improve healthcare delivery by providing world-class consulting services. We bring the most proficient business and clinical consultants in the industry to identify our client's issues and explore the right solutions to fit their organization's goals. **Together, we identify and implement the best people, processes, and technology to ensure our client's success.**

Optimum Healthcare IT provides small-business flexibility with large-business stability, without the extraordinary costs.

We are responsive, flexible, and most of all, accountable.

CORE VALUES

Our core values are simple – we start by listening and focus on three key areas:

Providing excellent service

Showing passion for our work

Making patient safety our top priority

By listening, we understand our client's unique needs and select only the most qualified candidates for your organization – and then we continually follow-up to make sure the consultants remain a perfect fit. Our team brings years of healthcare clinical, operational, and IT knowledge, and takes the time to understand your organization, working collaboratively with your staff to customize solutions that are specific and targeted to your needs.

Without sacrificing quality, we are committed to providing world-class consulting services, at a reasonable cost. Our role is to act as trusted advisors to our clients – **your success is our success.**

WHY CHOOSE OPTIMUM?

Optimum Healthcare IT is a full-service, Best in KLAS organization that offers a wide range of services which allows us to assist our clients every step of the way. When our clients have a need, we can fulfill it. With a business built on experience in the healthcare industry, we understand what is most important to our clients and consultants. We only recruit the best – combining our experience and capabilities with the best the industry has to offer, we provide superior service to our clients.

Our approach is comprehensive; our experience is vast. We listen; we learn. Your success is our success.

ABOUT OPTIMUM HEALTHCARE IT

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, managed services, ERP, and laboratory services – supporting our client's needs through the continuum of care. Our excellence in service is driven by a leadership team with more than 100 years of experience in providing expert healthcare staffing and consulting solutions to all types of organizations.

Visit www.optimumhit.com or call 1.904.373.0831 to find out how your organization can take advantage of our solution offerings.