Optimum
Healthcare IT ®

Better Solutions. Better Patient Care.

1.904.373.0831 / WWW.OPTIMUMHIT.COM

Training & Activation

Optimum Healthcare IT named 2017 and 2018
KLAS Category *Leader for Go-Live Support*

KLAS
CATEGORY LEADER
GO-LIVE SUPPORT
2018

KLAS
CATEGORY LEADER
SOFTWARE & SERVICES
2017

TRAINING & ACTIVATION

Training an entire organization for a go-live can be a daunting task. Optimum Healthcare IT offers top-rated KLAS training and support solutions to assist organizations with bringing their systems live, and ensuring users are fully trained and adequately supported throughout their strategic initiatives. With an abundance of go-live resources ready to guide your staff through any transformation, our training and support solutions are fully managed and designed to align with your training and support needs through your implementation, steady state and optimization.

We work with organizational leadership to manage training, validate classroom needs and utilization, coordinate clinician training to promote course completion and ensure that your team is ready for activation. We provide professional, application-specific clinical and non-clinical trainers and instructional designers to ensure that your staff receives the highest caliber training. Our resources are ready to guide your staff through this organizational transformation by providing at-the-elbow support and any additional hands-on mentoring in the weeks following the activation. Our goal is to provide enough support to allow your staff to prepare for transition while remaining focused on their job of providing quality patient care.

> *"Optimum brought a very detailed level of experience to our training program. They truly cared about the success of our training program and our go live"*
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> —
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> *– Janet Thompson, Epic Program Director*
> GREENVILLE HEALTH SYSTEM

Optimum can design a solution to fit the unique needs of your organization. Whether it is a phased implementation or a big-bang go-live, our leadership, training, and support experts are ready to provide the best solutions and services the industry has to offer. With our staff, methodology and tools, Optimum has the experience to organize, schedule, and manage any size activation and go-live.

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

Optimum's consultants have many years of experience providing implementation services for all applications and phases of an EHR implementation including:

Readiness - Activation Project Planning

Appointment Conversion Support

Device/Hardware Assessments

Comprehensive Training Plan and Program

Super-user Program

Personalization Labs & Voice Recognition Support

Technical & Operational Dress Rehearsal

Cutover Planning

Security Log-in Validation

At Optimum, we have a deep understanding of all of the possible pitfalls to avoid during these engagements. Our team has processes in place to handle any potential personnel, scheduling, logistics, technical, or staffing issues. We have built a reputation for being responsive, flexible, and most of all, accountable. Consequently, this has become our highest priority and the standard to which we hold ourselves. We have been there! **Let us guide you!**

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.