



# OPTIMUM HEALTHCARE IT

## IMPROVING PROVIDER EFFICIENCY WITH EXCEL TARGETED TRAINING

Education and training are of paramount importance to be successful in anything, including the use of an EHR. Not only do providers need to understand the tool they are using but also how to use it in their workflow. Education should be targeted to individual roles, focusing on how to use the tool both efficiently and effectively, so it becomes part of their overall professional toolbox and expertise. This will assist them in providing the best patient care possible. Optimum Healthcare IT's EXCEL targeted training approach helps providers and healthcare organizations maximize the use and benefits of their EHR.

### /// TRAINING IS NOT ONE AND DONE

So how do we do this? For one, targeted training programs are primarily individual to each organization. It is important to start by clearly defining what problems exist that are interfering with attaining the organization's goals. Ask what is working and what is not working. The program will be dependent on several important considerations: your providers, your care culture, and your IT structure. Another essential component is the implementation of bi-directional training. As you are training the physicians in how to use the EHR, their feedback is helping in improving the tools and focus that the training team employs.

### /// THE APPROACH

Leadership around EHR usage, training, and support should be one of shared ownership between operations, IT, and clinical all working together to help align the EHR with the organization's vision. This cohesion should include but is not limited to:



**Include** all clinical types in the processes, decisions, and testing



**Establish** a clear set of specific goals and outcomes



**Commit** the time and resources required to achieve any goals



**Use** an enterprise system to provide the training and education that are necessary for success

### /// PLAN FOR SUCCESS

It is always important to be looking for ways to help providers be more efficient. If you take the time and utilize the right resources to look at the entire workflow and look at what everyone is doing to contribute to it, organizations can understand what functionality is necessary or not. Performing this assessment can help define a program that will:

**REDUCE** required activities that are either unnecessary, redundant, or don't work with the workflow.

**PROVIDE** time in the workday and workflow to complete required documentation tasks and enter data in the electronic health record.

**CREATE** standard order sets based on evidence-based medicine best practices that help drive standards of care and help create efficiency between care providers.

**UTILIZE PEER USERS** to assist with physician EHR education. This can help to make them feel like they are part of the process instead of the process wearing them down.

**PROVIDE** responsive information technology support. Bi-directional communication helps win more allies than anything else.

Optimizing the EHR's impact is as much about change management as it is about integration, functionality, and efficiency. Understanding where change or updates are needed based on feedback and communication is imperative to EHR success.

## /// 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.

## /// WHY CHOOSE OPTIMUM

Optimum Healthcare IT is a full-service 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 Best in KLAS healthcare IT staffing and consulting services firm based in Jacksonville Beach, Florida. Optimum provides world-class professional staffing services to fill any need as well as consulting services that encompass advisory, EHR implementation, training and activation, EHR optimization, community connect, managed services, enterprise resource planning, security, and ancillary services – supporting our client's needs through the continuum of care. Our organization is led by a leadership team with extensive experience in providing expert healthcare staffing and consulting solutions to all types of organizations.

## /// WHAT GIVES US THE EDGE



### LEADERSHIP

Former clinical and operational leaders from provider organizations who have been in your shoes and understand the complexities of EHR delivery.



### PERSONNEL

One of the nation's largest consulting teams of approximately 300 MDs, RNs, RPHs, and informaticists with the ability to leverage thousands of resources.



### FOCUS

Dedicated healthcare practice focused on the continuum of care via clinical and business processes, delivered via IT strategy and advisory services.



### EXPERTISE

Extensive industry and vendor knowledge with large-scale, multi-entity EHR experience.



### HISTORY

Extensive client reference-ability and a long track record of successful engagements completed on-time and under budget.



### VERSATILITY

Ability to deliver a wide array of quality services and consultants across the full spectrum of provider systems, while quickly pivoting to address your unforeseen needs.



### TOOLS

SkillMarket, our proprietary software platform designed to automate complex tasks such as resource selection, scheduling, detailed reporting, compliance, and more.

Visit [optimumhit.com](http://optimumhit.com) or call 1-904-373-0831 to find out how your organization can take advantage of our solution offerings.