

# EPIC COMMUNITY CONNECT SERVICES



**Cumberland**<sup>®</sup>  
consulting group

## EXTEND YOUR EHR SYSTEM






Cumberland can help you plan, build, design and implement Epic Community Connect to improve connectivity and integration with regional partners, including community hospitals, physician practices and clinics. Our experienced consultants collaborate with you to design an affiliate program that aligns with your overall network strategy by listening to your organization's unique needs and long-term goals.

## DESIGN A CONNECT INITIATIVE THAT'S RIGHT FOR YOUR ORGANIZATION

### Connect Advisory and Planning Services

Our approach to Connect planning is based on decades of successful Epic implementations. We believe that a solid implementation strategy is critical to any planning project. This philosophy is especially true for Connect projects because you are transitioning to the role of a vendor when you extend your instance of Epic.

Cumberland consultants help your executive team conduct a Connect feasibility assessment by outlining the guiding principles and assumptions that will drive the overall Connect program design and costs for your organization. During the initial planning phase, our consultants will deliver the following:

-  List of critical project success factors
-  Implementation timeline
-  Resource requirements
-  Total implementation cost estimate and offsets
-  Affiliate pricing methodology






If you determine the Connect program is a fit, Cumberland will develop a tailored project plan based on the pricing, workflow and staffing considerations outlined during the assessment. With our deep, hands-on experience in providing both advisory and implementation services for Epic customers, we are uniquely positioned to help you move quickly and seamlessly from planning to implementation.



# FROM COMPREHENSIVE PLANNING TO SUCCESSFUL IMPLEMENTATION

## Connect Implementation Services

When you make the decision to extend your EHR system through a Connect partnership, your organization takes on the role of a software vendor and is responsible for system hosting, staffing, contracting and ongoing support. Our Connect consultants provide guidance as you transition to this role by sharing best practices related to the following:

-  Developing service level agreements and other legal documentation
-  Crafting responses to RFIs or RFPs from your affiliates, detailing your system deliverables
-  Leading organizational change management initiatives
-  Providing sales and marketing support
-  Establishing initial and ongoing training programs for Epic users

Cumberland also helps oversee Connect implementations through system go-live. We provide certified, experienced analysts to support the implementation or backfill system support and maintenance.

We recognize the value of a long-term solution, and design your Connect program so it can be expanded to additional affiliates in the future. We also provide optimization services after go-live so you can get the most out of your Connect offering.

## PROVEN EXPERIENCE

Cumberland has had an active relationship with Epic for more than **10 years**, leading more than **55 projects** focused on Epic selection, planning, implementation and optimization. Our Epic Practice is directed by two former Epic implementation executives with deep Epic experience and relationships. Our team has been engaged in Epic Community Connect rollouts since 2009, supporting **20+ Connect projects**.



## TOP PERFORMING TARGETED EPIC CONSULTING FIRM

KLAS rated Cumberland as the Top Performing Targeted Epic Consulting Firm in its 2016 Epic Consulting Performance Report. The KLAS report evaluated the breadth, depth and expertise of consulting firms providing Epic advisory and implementation services.

*"Epic Consulting 2016: Which firms provide breadth, depth and expertise?," April 2016, [www.KLASresearch.com](http://www.KLASresearch.com), ©2016 KLAS Enterprises, LLC. All rights reserved.*

**Contact us today to learn more about our Community Connect services.**



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