Huntzinger's Epic Services

- A successful staffing engagement is enabled by having sufficient, experienced staffing of appropriate quantity and quality
- Throughout the implementation, resource needs ebb and flow, and we will provide the requisite resources at the right times
- We will partner with you, providing flexibility to adjust individual consultants for whatever the reason and assist with temporary, emergency staffing needs
- Ability to engage recently active project resources as they conclude their current Epic project responsibilities
- Huntzinger has a robust portfolio of certified and experienced Epic professionals, spanning a full spectrum of capabilities:
  - Project Directors
  - Clinical, Financial and Technical Project Managers
  - Certified Team Leads and Analysts
  - Certified Module Builders
  - Revenue Cycle Experts
  - QA/Monitoring (KPI Management)
  - Technical Resources and Technical Project Management
  - Physician Builders
- Dynamic and experienced recruiting team specializing in Epic resource staffing
- Experience staffing 115+ builders and trainers for a large, multi-facility academic medical center implementation
- Each consultant is interviewed at least twice, provided with Huntzinger project messaging regarding corporate culture and project scope, and then presented to you for phone or Skype interview
- Each consultant adheres to a "consultant code of conduct" and is assigned to a Huntzinger Delivery Management Executive
- Protect your future interests through our "2 In the Box" approach where your resource is teamed with a Huntzinger resource so there is immediate ownership and knowledge transfer once the project is complete
- Huntzinger's approach to staffing and availability is unique. We have three levels of resource availability to satisfy your Epic implementation staffing needs:
  - **Epic Consultant Bench** – Consultants currently finishing projects or awaiting a new assignment
  - **Epic Database Consultants** – Consultants who are vetted, interviewed and ready to go
  - **Epic Recruitment** – Consultants in our vast database to be sourced by our professional recruitment teams

A Proven Process for Placing Candidates

- When a job is received, we always look at our internal team and/or folks that have worked for us before and referrals from respected sources. If we do not have anyone available, we move to recruiting.
- Recruiting screen – screen for overall knowledge, personality, people skills and skills pertaining to job description.
- Submit to CE/sales for review and additional interview if needed. (If none are required or we are already familiar with the candidate it goes straight to client ready).
- Technical screening with a Delivery Manager or current employee. We usually try to have someone screen who is familiar with the job requirements and has had to do them before. The object is to make sure they have the personality, skills and depth of knowledge to do the job.
- Executive leadership interview for overall presence, knowledge and personality. We want to make sure they are a fit for Huntzinger and our client's culture/environment.
- Client interview(s)
- If selected we go through onboarding which includes any client required items (background check, education/certification verifications, professional references (sometimes this one is done before we submit), drug screen, etc.).
- Each hire is assigned a Delivery Manager and Client Executive to support them through their project. The Delivery Manager supports them from a Huntzinger perspective internally and the Client Executive is highly involved in supporting them from the client perspective.
- Our hires have access to a number of people, including leadership, other consultants, reference material etc., to bounce things off of when necessary. They have the support of everyone at Huntzinger to make them successful.
- We also have the Huntzinger Institute which allows continuing education, mandated courses such as HIPAA and sexual harassment training, and certification opportunities.

Huntzinger's Epic Experience

Huntzinger is comprised of seasoned staff who have led Epic implementations in academic medical systems, most having more than 25 years of healthcare information systems experience. Our founding partners and client executives have direct experience with big bang implementations. Huntzinger has assisted our clients achieve enhanced implementation success due to our broad and deep Epic experience. Our demonstrated expertise includes:

- Leadership and seasoned consultants who know Epic and will launch best practices from the Epic methodology;
- Ability to work within the framework of the Epic implementation methodology, not against it;
- Ability to blend in and work closely with Epic's implementation team and complement Epic's implementation process;

- Adjunct approaches and toolsets that mitigate risks of cost overruns on the project;
- Deep Epic resources with multiple certifications in all aspects – clinical, ancillary, and revenue cycle;
- Experienced Project Directors and Managers who have led successful implementations ranging from individual modules to enterprise-wide "big bang" implementations;
- Aggressive management of risks as well as issues - we are especially skilled at identifying risks and mitigating them before they become issues.

Huntzinger's services provide our clients with a thorough and comprehensive approach that has been proven through hundreds of project implementations. Our consultants bring a depth and breadth of experience that allows us to incorporate our collective understanding of operational, clinical care, readiness and adoption issues when managing any implementation. Consulting is a problem-solving discipline. Huntzinger is in the business of identifying the root problem and finding and implementing solutions that optimize the implementation experience. We have vast experience in all the categories listed above, including software implementation, workflow optimization, change management, development of enterprise business intelligence, legacy data migration, and third-party application interfacing as detailed in the response.

Our consultants walk into an Epic implementation ready to perform. Huntzinger is in "good standing" with Epic and follows Epic's methodology for upgrades, implementation and optimization. Huntzinger consultants are not only experienced and certified, they are armed with a proprietary project management methodology that balances and supports the vendor implementation methodology, which ensures our clients receive "best practice" performance with every project.

In addition to our toolkit, we understand the vendors' methodologies and approaches; thus, we can prepare our clients for what is coming and mitigate any issues. Examples of how we have successfully worked with Epic include:

Go Live Readiness Assessment (GLRA)
Epic GLRA methodology is based on reviewing an extensive Excel checklist. While the checklist is comprehensive, 1) there are too many checkpoints for project organizational and information technology (IT) leadership to walk through in a single session, and 2) tying up organizational leadership in multiple full day GLRA reviews is an inefficient use of time. We've successfully addressed this situation at all of our clients by working proactively with both Epic and client project leadership to agree to the use of a comprehensive PowerPoint slide deck that addresses each area of the Excel checklist, including all organizational entities and departments, from build through training and go live, and scheduling these sessions for a maximum of four hours for the 120 day GLRA down to as few as two hours for the final 30 day GLRA, depending on the status of the prior reviews. This approach still requires the project team to review all aspects of the Excel checklist prior to the 120-day GLRA review.

Go Live Cutover

Similarly, we work with Epic to enhance the cutover plan to include pre-cutover activities, including schedule and template build, and revise and reorder tasks to clearly differentiate between pre-cutover, cutover and go-live tasks for tracking and reporting. We've also successfully negotiated adjustments to the cutover review process, including replacing full team meetings with smaller focused break-out sessions. Tasks are reviewed and timing, roles and responsibilities are documented in these smaller sessions prior to being reviewed as a team for overall cutover timing and identification of task dependencies. This approach has proven to maximize productive use of the team's time, resulting in more productive cutover read-through sessions and successful dry runs with operations.

Lastly, each client has a Partner in Charge that performs periodic project review sessions with the client to ensure the project is progressing at the right pace and level of performance.

Since many of our consultants came from hospitals, practices, clinics and departments, our healthcare and operations experience provides the necessary roadmap to avoid "black holes," which helps our client bypass delays and missteps that are frequently experienced during implementations. With our approach, we consistently go about doing it the right way the first time.

Huntzinger has led Epic implementations at complex academic medical systems and assisted several others. We understand the challenges of big bang implementations and can assist with operational and clinical workflow needs by identifying those areas that require attention and operational workflow changes, thereby mitigating risks associated with the go live.

Our methodology and tools have enabled us to plan and manage multiple EHR and RCM migrations, leveraging our team as well as third party partners, as required, based on the specific legacy system.

Continue on the next page for Huntzinger's Epic Engagement Highlights.

Huntzinger's Epic Engagement Highlights

Large Academic Medical System in the Northeast
- Multi-facility Epic System Implementation (Acute Care, Inpatient Rehab and Ambulatory - both Clinical and Revenue Cycle)
- Clinical and Business Transformation (CBT) Governance Structure Implementation
- Physician Engagement and Implementation Planning
- Meaningful Use Project Management
- Resource Planning and Staffing
- Program Management Consulting
- RCM Management Assistance with Centralized Business Office (CBO)
- Legacy System Archival Procurement and Staffing
- CBT Key Performance Indicators (Strategy, Design, Monitoring & Optimization)
- End User Device Deployment

Large Medical System in the Midwest
- Multi-Facility Epic System Implementation (Acute Care and Ambulatory - both Clinical and Revenue Cycle)
- Resource Planning and Staffing
- Implementation Advisory Services
- Implementation Readiness Leadership
- RCM Management Assistance with Centralized Business Office (CBO)
- Legacy System Archival
- HIM Advisory Services

Large Academic Healthcare System in the North
- Multi-Facility Epic System Implementation and Optimization (Acute Care, Inpatient Rehab and Ambulatory – both Clinical and Revenue Cycle)
- Resource Planning and Staffing
- Technology Assessment and Laboratory Consulting
- 3rd Party Integration Assistance
- Patient Engagement Assistance
- Upgrade Implementation Staffing

Top-Ranked Hospital in the North
- Multi-Facility Epic System Implementation
- Resource Planning and Staffing
- Epic Revenue Cycle Implementation
- Interim Director Patient Accounting