NTT DATA
Services

Increase Patient and Physician Satisfaction, and Expand Your Brand in the Communities You Serve

NTT DATA Services for Epic Community Connect

With Epic Community Connect, you can:

- Create a unified patient record to improve care and provide seamless transition between providers
- Strengthen physician relationships and satisfaction
- Increase patient satisfaction, care quality and engagement with robust e-health tools

With help from NTT DATA, you can:

- Develop an effective, comprehensive Community Connect program
- Use a proven methodology, an efficient toolkit and model contracts
- Get the support and staff you need to market, implement and optimize your program

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Seamlessly connect your community physicians and hospitals to your Epic platform

Hospitals and health systems can create a more efficient and collaborative community of care if all the caregivers in the communities they serve share a common platform for their electronic health records. Epic Community Connect offers an integrated strategy for provisioning the Epic platform to community caregivers, increasing data access and patient satisfaction.

Support throughout the Community Connect lifecycle

Adopting the Community Connect strategy can be a complex undertaking. It's usually a four-phase process:

1. Creating a foundation and strategy for the program
2. Developing the overall program and establishing a plan
3. Implementing and executing on the plan
4. Optimizing the program to support clinical and business goals

NTT DATA Services can guide your organization through each step of the process. We have a proven and comprehensive methodology and an efficient toolkit developed through extensive Epic work with clients, creating one of the first and most successful Community Connect programs. We offer a complete range of solutions to make your Community Connect project successful, including:

- Advisory services
- Staffing and implementation
- Managed services
- Legacy support

Whether you're just beginning your Community Connect project or need support at any phase of the process, we can help.

NTT DATA Services for Epic Community Connect

Comprehensive Epic services

Beyond our Community Connect services, NTT DATA offers a wide range of Epic services, including hosting and managed services, end-user support and advisory consulting and optimization services. Our extensive background in every aspect of the Epic platform makes us uniquely qualified to help you with your Community Connect project.

Phase one: Foundation and strategy

During this phase, you focus on decisions about the scope of your project, pricing, subsidized costs for community physicians, program marketing, and legal, contractual and financial specifications. You'll need to create a governance structure and internal communication strategy to define your stakeholders and ensure that decisions made throughout the life of the program align with your organization's mission and goals. We'll also help you make decisions about issues, such as how to handle licensing agreements for third-party software you might want to include, during this phase.

This is a critical phase of your Community Connect implementation. Many of the decisions made can set up the project for success, or for trouble. For example, creating a cost model and deciding what to include (and exclude) can be challenging. NTT DATA has developed a tool that can help hospitals — and their physicians — identify issues that should be considered and weigh the options. We also provide contract templates that can help you formulate your approach in some of the more difficult areas of contractual commitment.

To help you create the foundation for a successful strategy and navigate the tricky processes and organizational commitment, we can provide:
- Executive advisory services
- Program director services
- Analyst and administrative services
- A toolkit to facilitate the process of program development

Phase two: Development

During development, you create the program model and set timelines, develop a playbook to follow throughout the program, identify who's accountable for getting work done, assess the readiness of your technical, clinical and revenue cycle systems, and create a sales strategy. During this phase, you'll need to assess your organization's ability to provide ongoing external and internal support.

Our experts help you determine the operational staffing requirements for your Community Connect program to ensure adequate user support and fulfillment of your service-level agreements. During this phase, we can provide:
- Program manager services
- Program analyst and administrative staff
- Operational readiness staff
- Collaborative development of your Community Connect playbook

Phase three: Execution

Executing your plan requires a committed staff to market the offering to your community caregivers, implement the Epic platform, train and support users, and ensure that business operations are appropriately staffed.

It's particularly important to ensure you have adequate staffing for end-user support at the outset of the program. If the implementations go smoothly, and users have fast access to help when they need it, Epic adoption will be far more successful.

During the execution phase, NTT DATA can provide:
- Program management, analyst and production staff
- Implementation services, including testing, training, and go-live and end-user support
- Clinical Service Desk to ensure minimal disruption of clinical operations and ongoing adoption of the tools
- Technical support
- Legacy data conversion and interfaces with other systems
- Hosting and cloud services

> NTT DATA has a proven methodology and an efficient toolkit to help you make your Epic Community Connect program successful.

Phase four: Optimization

Once your Community Connect program has successfully engaged your community caregivers, you need to monitor the program and assess how well it's working. Are there gaps that need to be filled or focus areas that need to be addressed? Is the business model working as planned? Are the administrative systems working smoothly?

During this phase, we can help with:
- Executive advisory services
- Program director services
- Analyst and administrative services

Our track record

NTT DATA has assisted a number of large health systems with their Community Connect programs, providing a range of assistance from end-to-end program development, to targeted advisory services, and to staffing of the Connect implementation teams.

Visit **nttdataservices.com** to learn more.

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