

# A MULTI-HOSPITAL EPIC GO-LIVE AMIDST A GLOBAL PANDEMIC

## CLIENT: ADVOCATE AURORA

- Hospitals: 27
- Physicians: >10,000
- Type: Ambulatory & Inpatient
- EHR Implementation: Epic Systems
- Go-Live Engagement: 2018 - 2021
- Services
  - Personalization Labs
  - Just-in-time Training
  - Go-Live Support
  - Remote support using MDL's platform: PhysicianLounge.com

## PROJECT HIGHLIGHT

Advocate Aurora Health set out to improve care coordination and operation efficiency by unifying their electronic health record at all 27 hospitals and countless ambulatory clinics. Paramount to this endeavor was an unwavering commitment to providing their clinicians with top notch training and support. This is no small feat when you are an academic institution, multi-specialty organization with >10,000 physicians. MedDocLive seamlessly aligned with their institutional initiatives and delivered physician-centric training and support over a multi-wave roll-out. The result was a training regimen with a focus on clinician efficiency and improved EHR adoption.

During the go-live, we maintained our commitment to their physicians and institutional objectives by hosting a daily huddle for MDL leadership, AAH IT leadership, and their Physician Champions. The daily, touch-base conference calls facilitated a valuable transfer of knowledge that reinforced ideal state workflows and implementation initiatives. In addition, daily communications created a platform for early optimization and critical, real-time insight into the clinicians EHR experience. The result was tangible system improvements in Epic and system-wide policy.

2020 and the emergence of COVID-19 presented new challenges to training and go-live support. Remote and virtual support models were now more important than ever. MDL successfully leveraged our existing remote support platform, Physician Lounge, to seamlessly accommodate AAH's requirements for remote personalization lab and just in time training options. Using the same technologies found at physicianlounge.com, we created a custom portal for AAH clinicians to schedule and connect with MDL's Physician trainers for top-notch support.

## HOW DID WE DO?

According to survey results conducted after our services were performed, Advocate Aurora concluded Meddoclive...

✓  
Services  
**"Exceeded expectations"**

✓  
Our consultants were  
**"At least twice the value compared to other support firms"**

✓  
Our end user support was  
**"Better than other firms"**

## CLIENT TESTIMONIAL

“We started the first wave of our implementation with a different vendor and received a lot of negative feedback. After we switched to MDL (Meddoclive) for our next three waves, the complaints disappeared. And, we went back to our first wave with MDL to provide additional training which was well received.”

- Robert Whitcomb, MD  
VP/CMIO Perioperative Medical Informatics Advocate Aurora Health

