Healthcare provider organizations are actively engaging in implementing electronic health records (EHRs) to improve the overall quality, safety and efficiency of the care delivery environment and to maximize their American Recovery and Reinvestment Act’s meaningful use incentives. Whether an organization has already begun their Epic implementation or is just beginning the planning process, using a standardized Epic Implementation Planning Process for this major organizational change will provide a streamlined methodology that will lead to a disciplined implementation process, focused on achievement of the EHR’s vision and objectives.

Our Epic Implementation Planning Process is designed to rapidly evaluate your organization’s readiness for your EHR implementation and provide you with the roadmap that is critical to your journey’s success. Our knowledge, tools and skills lead to a clear understanding of the people, process and technology changes required to meet the targets necessary to achieve your organization’s goals. We have established a roadmap that clearly defines:

1. Key capabilities and skill sets needed to be in use during the EHR implementation
2. Alignment with Epic to support the project life cycle phases and scope
3. Organizational change and transformation roadmap

The initial key component of our Epic Implementation Planning Process is to perform an Organizational Readiness Assessment. Every healthcare organization needs to understand if the organization has the governance, structures and resources in place to successfully implement Epic software. You need to understand, based upon the project scope, where your gaps may be and how you can address the gaps. We interview staff at all levels of the organization and review your current organizational structure and processes, and technologies in place. This information helps us provide a high-level assessment of your current state and what impact this can have on the success of the program. Using additional information from your organization, as well as benchmarked data that we have accumulated from many implementations, we develop the roadmap specifically tailored to your unique organization.

Having provided many organizations with implementation planning, we understand the unique needs of an Epic and EHR implementation and we are uniquely positioned to:

- Assess your organization’s readiness
- Perform a Total Cost of Ownership to understand the capital and operating implementation costs to ensure you are getting the full value out of the current investment and provide a strong base to build on as you progress, including:
  - Staffing plan
  - Meaningful use review
  - Return on Investment (ROI) impact
- Assess your organizational structure
- Identify change management opportunities
- Provide a program communications plan
- Develop a program charter
In addition, we can provide you with the facilitation services that may be helpful to your organization to make the Epic key scoping decisions that will be required. These decisions serve to lay the groundwork for your implementation by developing an overall vision for your organization and EHR implementation, and developing and making operational a program governance structure that will serve the entire life cycle of the implementation.

<table>
<thead>
<tr>
<th>Epic Implementation Planning Deliverable</th>
<th>Deliverable Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Readiness Assessment</td>
<td>A current state view of your organization and your preparedness to successfully complete an Epic implementation. It is designed to determine gaps and risk within the organization that create barriers and provide recommendations to remove those barriers to ensure program success.</td>
</tr>
<tr>
<td>Total Cost of Ownership Model:</td>
<td>A total capital and operating program budget with staffing plan, meaningful use review, and benchmark ROI data aligned with project scope and implementation approach.</td>
</tr>
<tr>
<td>Governance and Program Organizational Structures</td>
<td>Governance and program organization charts to visualize an implementation program team and establish the governance structures in place to support an implementation.</td>
</tr>
<tr>
<td>Organizational Change Management Plan</td>
<td>Designed to give the organization a disciplined process to lead the organization through the business and clinical transformation associated with the people, process and technology changes.</td>
</tr>
<tr>
<td>Communications Plan</td>
<td>Establishes a framework for communicating to your internal and external stakeholders during your implementation. The plan identifies all of the various methods of communication that have succeeded for organizations that have implemented EHRs.</td>
</tr>
<tr>
<td>Project Charter</td>
<td>Describes the vision, scope, critical success factors, constraints, approach, performance measures and all of the documentation that an organization needs to begin an Epic implementation.</td>
</tr>
</tbody>
</table>

**Examples of Deliverables**

CSC’s electronic health record (EHR) Epic Implementation Planning Process engagement involves key planning activities and deliverables to prepare and position your organization to embark on your EHR journey. Examples of key planning process deliverables are represented below.

**Readiness Assessment**

The Readiness Assessment is an essential element to our EHR Epic Implementation planning services that will analyze your organization’s capacity, capabilities, and preparedness for implementation of Epic’s suite of ancillary, business and clinical solutions. The assessment of the organization’s current structure for people, process and technology changes will occur and the results will provide an awareness and recommendations to optimize your implementation journey and transform your care delivery and operations.

<table>
<thead>
<tr>
<th>Organizational Leadership and Culture</th>
<th>Project Objectives, Approach and Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>High Risk</td>
<td>Medium/High Risk</td>
</tr>
</tbody>
</table>

**Governance Structure**

An effective program governance structure is critical to define your EHR’s vision and objectives and to provide the leadership and guidance throughout your Epic implementation. The program governance will be responsible for leading the organization’s commitment, communications, coordination, and collaboration through this care transformation process.
**Proposed EHR Governance Chart**

**Operational Knowledge/ Expertise**

- Ambulatory Clinical Champion
- Ambulatory Physician Champion
- Inpatient Clinical Champion
- Inpatient Physician Champion
- Revenue Cycle Champion
- Other Champion

**Application Teams and Training Teams**

- Ambulatory Clinical Advisory Committee
- Ambulatory Physician Advisory Committee
- Inpatient Clinical Advisory Committee
- Inpatient Physician Advisory Committee
- Revenue Cycle Advisory Committee

**Subject Matter Experts (SMEs)**

- Subject Matter Experts: Business, Clinical, Physicians, and Revenue Cycle

**Workgroups**

- Ancillaries, Care Plans, Clinical Documentation, HIM, Orders/Order Sets, Physician Adoption, Revenue Cycle

**Staffing Plan**

The Staffing Plan prepares the organization to plan, budget, and recruit for the talent needed for the Epic EHR implementation. The staff needed will require highly competent, skilled, motivated and talented resources.

The Staffing Plan will project the organization’s internal staffing needs from IT and Operations, as well as external consulting needs to augment the organization’s Epic team with resources that have prior experience with Epic implementations to provide subject matter expertise, guidance, direction and mentorship. The Staffing Plan will include all roles from the Program Director through Trainers.

**Proposed EHR Governance Chart**

[Diagram of proposed EHR governance chart]

**Legend**

- Champions
- Program Managers
- Program Coordinators
- Application Coordinators
- Subject Matter Experts

- EpicCare Ambulatory
- ASAP
- ADT/Prelude
- Charity DBA
- Clinical Report Writers
- Principal Trainers
- Security
- Willow P
- Tapestry
- Ambulatory Clinical Applications Manager
- Inpatient Clinical Applications Manager
- Revenue Cycle Applications Manager
- Integration Manager
- Reporting Manager
- Testing Manager
- Training Manager
- Technical Manager
- Citrix Windows
- Cache System Manager
- Client System Manager
- Data Courier
- OS Support
- SAN Backup Support
- Clinical Documentation
- Cadence
- Conversions
- Meaningful Use Report Writers
- Administrative and Coding
- Interfaces
- Revenue Cycle Report Writers
- Interact
- Revenue
- Revenue Cycle Advisor
- Clinical
- Resort
- absolute PB
- Security
- absolute PH
- Clinical
- Willow P
- Pharmacy
Communications Plan
A formal Communications Plan needs to be developed to support timely and accurate communications across the various EHR implementation Program Committees as well as internal and external stakeholders. The Communications Plan will address the needs for standardizing communications to convey awareness, status, and issues, and multiple venues for the communications process.

<table>
<thead>
<tr>
<th>Meeting</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description</td>
<td>An opportunity for employees to comment on the effectiveness of the Program communications efforts</td>
</tr>
<tr>
<td>Objective</td>
<td>Obtain feedback from the Program implementation team members and other employees on the effectiveness of the communications regarding the project. The feedback will be leveraged to improve the communications process and content</td>
</tr>
<tr>
<td>Format</td>
<td>An e-mail address linked to the internal web site, where individuals can send communications feedback and suggestions</td>
</tr>
<tr>
<td>Participants</td>
<td>All employees are eligible to contribute</td>
</tr>
<tr>
<td>Frequency</td>
<td>On going</td>
</tr>
<tr>
<td>Duration</td>
<td>Continuous feedback</td>
</tr>
<tr>
<td>Owner</td>
<td>Communications Manager/Corporate Communications</td>
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Program Charter
The Program Charter is essential to formally document your organization’s EHR Epic implementation’s vision, scope, objectives, approach and other key components. The Charter will serve as a foundation for the future of the program and should be monitored and updated as needed to ensure the program is not deviating from the approved scope, schedule, and resources.

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Program’s Support Methodology.............................................................................................................................................
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Appendix B: Competing Initiatives........................................................................................................................................
Appendix C: Implementation Planning...................................................................................................................................

Total Cost of Ownership
The Total Cost of Ownership for the EHR Epic Implementation includes an analysis of all capital and operating direct and indirect costs to be incurred for the duration of the implementation rollout and ongoing operational costs post-implementation.

<table>
<thead>
<tr>
<th>Capital Costs Over 6 Years</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>Total</th>
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<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>Total</th>
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<td>$13,720,000</td>
<td>$13,720,000</td>
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</table>
CSC Value — Our People, Our Expertise, Our Experience
We have extensive business, clinical, technical and project management operations and consulting experience. Our Epic consultants average 15 years of healthcare experience. Almost half are healthcare clinical professionals that also have clinical operational expertise.

- Our experts have Epic program/project management experience and have combined experience leading hundreds of EHR implementations to success in both an integrated delivery network, as well as single hospital organizations.
- Our track record of successes in assisting Epic clients is second to none, and we are proud to count these customers as part of the more than 200 Epic projects delivered over the past decade.

Why CSC
Our expertise is the difference. Based on our experience with many EHR solutions, and in particular with Epic, we have developed a number of processes, practice guides and supporting tools that address planning, development, operational and support requirements for maximum return on your investment. We take great pride in our track record of successes, and we measure our performance in terms of how well we are able to improve our clients’ performance and the satisfaction that our clients have in the services we provide.

The “Client First” focus is one of our hallmarks and stands as a testimonial to our services. Most of our clients have been with us since their initial Epic implementation. Such a track record can be sustained only by achieving outstanding client satisfaction through responsive assistance of the highest quality.

For more information on our Epic services, contact 800.345.7672 or healthcaresector@csc.com.

About CSC
The mission of CSC is to be a global leader in providing technology-enabled business solutions and services.

With the broadest range of capabilities, CSC offers clients the solutions they need to manage complexity, focus on core businesses, collaborate with partners and clients and improve operations.

CSC makes a special point of understanding its clients and provides experts with real-world experience to work with them. CSC is vendor independent, delivering solutions that best meet each client’s unique requirements.

For more than 50 years, clients in industries and governments worldwide have trusted CSC with their business process and information systems outsourcing, systems integration and consulting needs.

The company trades on the New York Stock Exchange under the symbol “CSC.”