

# Epic Gold Stars: client success stories

NORDIC

Achieving Epic Gold Stars for superior healthcare performance can lead to better patient and provider scores.

See how Nordic can help you level up.

## PROFILE ACADEMIC

 <p><b>Size: Medium</b></p>	<p><b>\$1.7B</b> net patient service revenue (NPSR)</p>
<p>Epic version: <b>2019</b></p>	<p>Region: Northeast</p>

### CHALLENGE

Improvements needed for revenue operations

### SOLUTION

- Assessment and gap analysis of Epic configuration and workflows
- Roadmap and implementation of scheduling decision tree and authorization/referral management to address scheduling delays, insurance denials, multiple patient contacts, and service leakage

### KEY OUTCOMES



**Reduced average scheduling lag** from 14 to 11 days



**30% increase** in outpatient care retention



**Lowered** referral workqueue volumes



**Improved** ambulatory care professional charging compliance

## PROFILE INTEGRATED DELIVERY NETWORK

 <p><b>Size: Large</b></p>	<p><b>\$4B</b> NPSR</p>
<p>Epic version: <b>2019</b></p>	<p>Region: Northeast</p>

### CHALLENGE

Low clinician efficiency and satisfaction

### SOLUTION

- Managed and executed discovery, design, build, testing, training, and deployment
- Led 350+ training and personalization sessions and virtual instructor-led trainings

### KEY OUTCOMES



**Modernized** system workflows

## PROFILE NON-PROFIT

 <p><b>Size: Medium</b></p>	<p><b>\$1.8B</b> NPSR</p>
<p>Epic version: <b>2018</b></p>	<p>Region: West Coast</p>

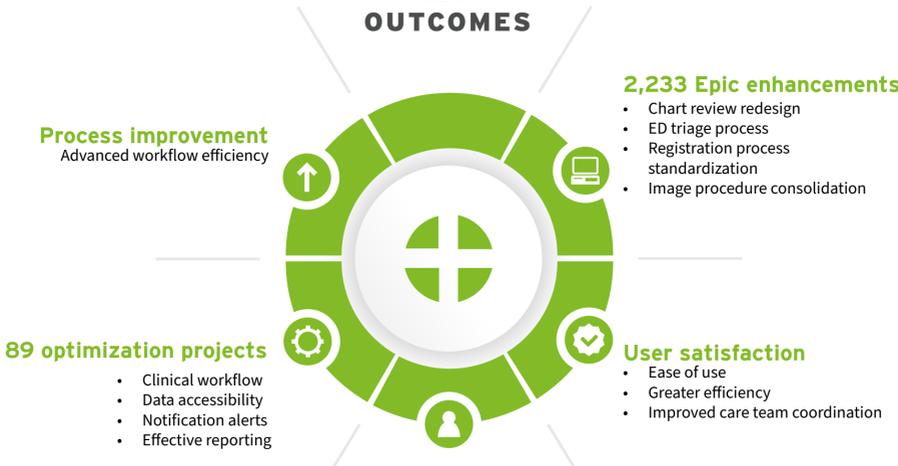
### CHALLENGE

Outdated build and system setup

### SOLUTION

- Enterprise-wide assessment and strategic roadmap
- Comprehensive Epic refresh

### KEY OUTCOMES



## PROFILE RURAL HEALTH

 <p><b>Size: Medium</b></p>	<p><b>\$1.6B</b> NPSR</p>
<p>Epic version: <b>2019</b></p>	<p>Region: Midwest</p>

### CHALLENGE

An outdated system that was behind on enhancements

### SOLUTION

- Enterprise-wide assessment with gap analysis
- Strategic roadmap and prioritized opportunities

### KEY OUTCOMES



**Improved user efficiency and clinician satisfaction** guided by Arch Collaborative survey results



**\$6.8M net** revenue increase by lowering operating costs



**Enhanced patient access** by streamlining appointment scheduling

Connect with Nordic to discover how we can identify and deliver solutions that help strengthen your financial performance, improve efficiency, and enhance the patient and clinician experience.

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