



Activation Services

CASE STUDY

Carson Tahoe

Carson Tahoe Health, the region's healthcare provider of choice, is a not-for-profit locally owned health care system serving the greater Reno and Northern California areas. An affiliate of University of Utah Health, Carson Tahoe is dedicated to providing convenient access to advanced quality care in a tranquil, healing environment. Their commitment to excellence makes them who they are and ensures their community is a healthy place to live, work, and thrive.



THE CHALLENGE: What we needed to overcome

On-site recommendations



Carson Tahoe serves a diverse patient base with a focus on advanced care and providing a healing environment. Following Carson's decision to engage Epic, the implementation schedule was originally planned to activate Epic in March of 2020. Due to complicating factors associated with the COVID-19 pandemic, the decision was made to adjust the activation date to October 2020. Carson Tahoe understood that support was a critical factor for success and engaged Futura as the sole provider for activation support.

Activations are generally met with a sense of cautious optimism and excitement. Although this was true for Carson Tahoe, the inherent challenges due to the complexities of COVID added to the planning phase. First priority was the safety of the Carson Tahoe patient population and that of the Carson and Futura employees. To mitigate any risk, Carson and Futura established strict PPE protocols and testing for all activation support staff.

The challenge was providing a safe hybrid support model of on-site dedicated resources and a remote virtual team while not restricting the quality of support for end users.

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We needed more than just people who knew Epic. We needed a partner that could handle logistics, on-site support, help desk triaging, and remote activation services while taking precautions with COVID. Futura was the right partner from the start. Their ability to staff the project, support our clinicians and non-clinical staff, and streamline our triaging process seamlessly was a major key to our success.

*Dr. David Tillit,
CMO, Carson Tahoe*

THE SOLUTION: Futura Activation Services

Within 45 days Futura was positioned to provide over 50 activation resources in the planned hybrid model. The Futura team presented a plan to Carson Tahoe that included desired specific skill set Epic resources, logistical planning for hotels, transportation, and PPE due to COVID, and a hybrid schedule of support.

A critical first step was planning and implementing the safety protocols for the team. Futura's leadership team, in conjunction with our Project Director, planned and shipped PPE, established daily temperature testing procedures, arranged revised transportation plans, and secured exclusive hotel bookings.

Futura's Activation Support Director worked closely with Carson Tahoe leadership to plan not only the right people in the right place, but detailed logistics to efficiently provide support to various inpatient and ambulatory clinics. The Futura Activation Support Methodology was leveraged to plan workflow education sessions, virtually map out physical locations, and communicate the end users' expectations. From the first day on site, it was apparent that the right team and right leadership was assigned. The Futura team integrated seamlessly into the Carson Tahoe culture.

All resources assigned remained for the duration of the project and several others were extended to continue to provide quality support.

Transition into a hybrid model occurred following 15 days of support. With quality as the primary metric, Futura level-set our support team to include on-site and remote resources. To accomplish this, remote device support was implemented and our on-site team began increased rounds to high volume areas. The Futura team coordinated internally to ensure the quality of support was not impacted and if add-on support was needed, our team was available and ready.

A critical factor to success is the Futura Activation Support Methodology (ASM). The toolset allows for leadership to actively monitor locations, ticket volume, hours logged, survey tools, and dashboards for quality analytics. By working efficiently and leveraging the ASM, Futura was able to meet and exceed our quality expectations and come in under budget through the first 10 days. The joint effort of Carson Tahoe's leadership and Futura's experience led to a successful activation and allowed Carson Tahoe to focus on their quality of care.



ABOUT: Futura Activation Services

We help take the risk and frustration out of this important transition in your project. We can manage your entire activation, provide super users, or simply offer floor support to allow your staff to focus where they need to be: handling everyday business to deliver superb patient care.

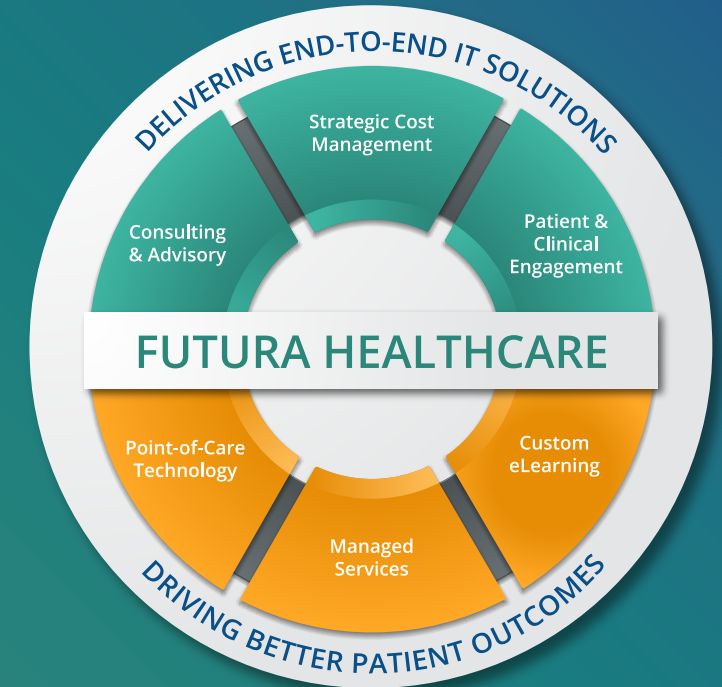
The activation phase of your project requires as much attention to detailed planning as the rest of the important phases of your implementation project. Futura Activation Support Methodology puts clinically experienced professionals within your chosen technology environment to ensure the success of your go-live process.



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