

# COMMUNITY CONNECT

## Not Seeing the Desired Results with Your Community Connect Rollout?

Rolling out Community Connect is a complex endeavor that includes system build, marketing, training, and relationship management, and a plan for continuing optimization. Our Community Connect consultants have the experience and expertise to review your system setup, strategies, and processes for opportunities to better align with industry-leading standards and enable your organization to better engage with outside providers and increase your return on investment in that outreach.



### System Setup, Training, and Maintenance

When your implementation processes are solid, you can extend your systems to affiliates faster, more efficiently, and at a lower cost. Our experts will help you identify opportunities to standardize your configuration, workflows, and offerings to reduce the effort of each implementation. The same is true for the provider-facing implementation steps. Establishing standard processes for interfacing with providers during the sales, implementation, and training processes lets you set better expectations upfront, creating more satisfied customers in the long-term.



### Account Management Strategy

Creating and maintaining positive relationships with your affiliate providers is one of the most important – and most challenging – parts of a successful Community Connect program. We will analyze your current account management program with the goal of identifying opportunities for your Account Managers to more effectively provide a positive experience for both your affiliates and your build teams, by allowing relationship managers to be the interface between the two.



### The Project

Depending on the scope of your Community Connect Assessment, these projects typically take between 4-6 weeks. At the end of the assessment, we will provide you with a roadmap to make any applicable improvements to your system setup, rollout plan, account management strategy, training program, etc., to help your organization get more out of this powerful Epic offering.

Discover how we can work together  
to maximize your Epic investment.

855.276.9112

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## > THE ASSESSMENT PROCESS

### KEY PROJECT BENEFITS

#### Improved Program Processes

- Increased standardization
- Decreased costs

#### Improved Provider Relationships

- Increased provider satisfaction
- Fewer calls to your build team
- Improved sales through better references

*CereCore provided us with the flexibility, experience and cost effectiveness needed to continue supporting our end-users with the same care they have received in the past. By partnering with CereCore we combined excellence, key proven practices and deep expertise for the benefit of SLHS.*

**TODD HATTON**  
Chief Information Officer  
Saint Luke's Health System

#### SCOPE FINALIZATION & DATA REQUEST

- + Finalize Assessment, Scope, Timeframe, and Deliverable
- + Provides Data Requests
- + Submits Interview Requests



#### DATA GATHERING

- + Conducts Interviews
- + Reviews Requested Data
- + Reviews System Setup When Appropriate



#### DATA ANALYSIS

- + Analyzes Findings
- + Prepares Deliverable



#### DELIVERABLE PRESENTATION

- + Presents Deliverable and Recommended Next Steps
- + Presents Proposal to Achieve Next Steps



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#### ABOUT US

CereCore provides EHR implementations, application support, IT managed services, technical staffing and strategic IT consulting services to hospitals, outpatient facilities, accountable care organizations and large physician groups nationwide. With a team of over 400 clinical and technical professionals, CereCore has implemented EHR systems in more than 300 facilities. CereCore offers staffing and remote support services for all major EHR acute and ambulatory platforms as well as their ancillary applications.