



# REPORT REQUEST PROCESS

## Are You Frustrated with the Epic Report Request Process?

An organization's report request process can be vital to report consumer satisfaction with both the data they receive as well as how quickly it is delivered. When a report consumer needs additional data, and the process is unclear on how to get that data, it can often result in frustration and an impression that the system is unable to provide what they are looking for. Similarly, if it is unclear whether a report request has been vetted, approved, and prioritized, report developers are uncertain where to allocate their time. This causes delays in report delivery and confusion regarding what data is actually needed.



### Process Review

Whether you are new or a long-time Epic client, you'll find that a clear report request process is key to happy report consumers, application support team members, and report developers. A comprehensive report request process encompasses steps for all involved parties. We will review your current-state process to determine whether any gaps exist and/or suggest areas of expansion. Alternatively, if you do not have a current process, we are able to review current-state dynamics in order to suggest one that may work well for your organization.



### Governance and Prioritization

Although you might use different types of reporting tools, the request process should be clear and regulated. An important part of this process is to have a transparent review and prioritization step within the request process. This step allows the most impactful report requests to be prioritized higher than those that might not align with organizational or departmental goals. Incorporating this level of accountability within the report request process allows for leadership to have a voice in the data their staff consumes.



### The Project

Depending on the scope of the process review and the size of your organization, a typical report request process assessment takes between 4-6 weeks. Upon completion of the assessment, we will provide you our recommendations on how to optimize your current processes to allow for a more streamlined, transparent, and accountable flow.

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

855.276.9112

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## > THE ASSESSMENT PROCESS

### KEY PROJECT BENEFITS

#### Staff and Leadership Satisfaction

- Assurance that users receive the right information in the right manner
- Transparency on report development and distribution
- Streamlined processes resulting in more efficient interactions and delivery

#### Aligned Data Consumption

- Data that is distributed intentionally
- Data that is consistent and accurate

*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.