

# ProviderCare

## Clinical System Adoption Coaching Program

Empower your facility's providers to master the use of the EHR and IT applications with ProviderCare. With personalized coaching and dedicated support, this dynamic program not only boosts patient care and operational efficiency, but also helps providers seamlessly integrate industry-leading best practices into daily routines, propelling excellence in healthcare delivery.



## ProviderCare In Action

### Do your providers:

- Have trouble getting up to speed, as new hires?
- Struggle with using your systems efficiently?
- Complain that the system workflow doesn't match how they like to deliver care?
- Talk about how other providers outside your organization have an easier system to use?
- Feel like they can't fit everything in their workday, making them take work home?
- Find it hard to completely document visits?
- Miss documenting information required for regulatory programs like Medicaid and Medicare?

### ProviderCare focuses on:

**PERSONALIZED COACHING** — Delivers tailored one-on-one sessions with clinical system adoption coaches to help providers effectively use their EHR to improve care and efficiency.

**EMPOWERMENT THROUGH KNOWLEDGE** — Provides in-depth EHR feature training, individualized practice customization, and techniques to improve data entry efficiency and accuracy.

**GOAL SETTING AND PROGRESS MONITORING** — Begins with an assessment of current skills and areas for improvement, followed by regular check-ins to monitor progress and adjust coaching as needed.

**OUTCOME-FOCUSED EVALUATION** — Enables measurable EHR adoption improvement, enhancing efficiency, patient record accuracy and overall satisfaction, using ProviderCare Productivity Analytics.



## ProviderCare Program Packaging

CUSTOMIZED TO YOUR ORGANIZATION'S SIZE, PROJECT SCOPE, AND PROVIDER NEEDS

Available for NextGen, eCW, Epic, Oracle Cerner, athenahealth and Veradigm systems

### Standard

#### INITIATION & CHANGE MANAGEMENT

- Essential services offering.
- Designed for smaller/less complex environments.

#### PROVIDERCARE

- Provider Kickoff Meetings — group, individual, or a combination of both formats.
- ProviderCare Component — Personalized coaching and training to ensure sustained provider engagement and development.

#### CHECK-IN & OVERSIGHT

- Suitable for programs with 1-5 providers, priced at a more accessible rate.

### Enhanced

#### INITIATION & CHANGE MANAGEMENT

- Targeted assistance.
- Suitable for mid-sized organizations.
- Balanced approach to program kickoff and change management.

#### PROVIDERCARE

- Provider Kickoff Meetings — group, individual, or a combination of both formats.
- ProviderCare Component — Personalized coaching and training to ensure sustained provider engagement and development.

#### CHECK-IN & OVERSIGHT

- Aimed at organizations with 5-10 providers, offering a balanced oversight solution.

### Premier Plus

#### INITIATION & CHANGE MANAGEMENT

- Comprehensive change management and program initiation.
- Tailored for organizations requiring in-depth guidance and support.

#### PROVIDERCARE

- Provider Kickoff Meetings — group, individual, or a combination of both formats.
- ProviderCare Component — Personalized coaching and training to ensure sustained engagement and development.

#### CHECK-IN & OVERSIGHT

- Designed for organizations with 10+ providers enrolled in the program, requiring more extensive oversight.

Efficient system utilization, reduced duplication of efforts, and fewer end-user errors translate into cost-effective operations for better informed clinical care decision making and faster claims processing. By participating in the ProviderCare Program, healthcare organizations not only enhance their operational capabilities, but also invest in a future where technology and human expertise blend seamlessly to deliver the highest standards of patient care.

