Bridging IT and Clinical Excellence at UVM Health

CLIENT INSIGHTS

Client Name: University of Vermont Health
Location: Vermont
Type: Voluntary Nonprofit
Size: 1100+ beds

OVERVIEW

The University of Vermont Health embarked on a multi-phase Epic Beaker implementation. Their **goal was to unify the hospital network under a single electronic health record (EHR)** infrastructure. To achieve this, they **needed more than just technical expertise**. They required **a partner who could effectively bridge the gap between IT and clinical operations**. That's where Health Systems Informatics (HSi) stepped in.

CHALLENGE: Complex Integration Across Multiple Hospitals

UVM Health **faced a daunting challenge**: integrating multiple hospitals into their Epic infrastructure through **several waves of Go-Lives, each with strict deadlines and financial penalties for any delay**. A **unique skill set was essential** to meet the demands of this project. The complexity of lab data, the **need for clean, consistent, and standardized build**, and the **requirement for real-time support in both IT and clinical environments** made this expertise critical.

SOLUTION: A Consultant Who Does More Than Expected

As retirements and new hires created gaps in continuity, the **HSi consultant provided critical training and support**, ensuring seamless transitions. The HSi consultant's expertise in Epic Beaker and lab data allowed him to **manage and manipulate large, complex datasets with precision**—cleaning, structuring, standardizing, and validating data to meet stringent requirements.

The HSi consultant **provided "at-the-elbow" support** during Go-Lives, **working side-by-side with lab personnel** to troubleshoot and optimize workflows. His **dual fluency in IT and clinical lab operations** earned him respect across departments and **made him a trusted resource**.

IMPACT: Seamless Go-Lives and Strategic Growth

HSi's contributions led to:

- **Zero missed Epic deadlines**, avoiding costly penalties.
- **Successful integration** of multiple hospitals into the Epic Beaker system.
- Retention beyond initial contracts, while other consultants were phased out.

The HSi consultant **didn't stop at implementation**. He **introduced innovative training methods**, including gamified learning sessions like Epic Beaker Jeopardy and Trivial Pursuit, **boosting retention and engagement**.

He also **helped to support UVM Health after Go-Live with expert support and assistance with change management**.

WHY HSi?
A Culture of Going Beyond

This story exemplifies HSi's philosophy: **deliver value, build relationships, and go beyond expectations**.

While other consultants stayed behind desks, the HSi consultant was **in the lab, solving problems, and empowering teams**.

The HSi consultant's ability to speak both IT and clinical languages—and be accepted in both worlds—is rare and invaluable.

CONCLUSION:
A Model for Healthcare IT Consulting

UVM Health's success with Epic Beaker **is a testament** to what happens when healthcare organizations **partner with consultants who care, connect, and contribute beyond the scope**. HSi didn't just meet expectations—they redefined them.