

Activation / Go-Live Support

WalkerHealthcareIT's Activation/Go-Live Support Services provide your organization with the vetting, selection, on-boarding and management of dedicated resources leading up to, during and beyond your organization's go-live. We have the ability to provide experienced clinical and non-clinical supplemental resources, who have worked on previous go-live engagements. Our onsite management team is comprised of leaders who have a wealth of experience on other activations.



WalkerHealthcareIT
HIT Staffing, Training & Recruiting



Experienced and Responsive

WalkerHealthcareIT is experienced. We have worked on a myriad of inpatient and ambulatory go-lives, supporting both clinical and operational staff. Our resources bring forth a host of experience in multiple platforms (Epic, Cerner, MEDITECH, Allscripts, NextGen, McKesson, etc.). While every go-live is unique to its own environment, our team of experienced consultants bring stability to your project. Our consultants have recent, multiple activation experience with their respective platform and are able to bring those invaluable "lessons learned" to your project.

WalkerHealthcareIT's onsite managers are assigned to each and every project. Our onsite managers handle every detail of the project from providing additional "at the ready" resources to arranging travel logistics. They pride themselves on being extremely responsive to both our clients and consultants. We have the ability to adjust and mobilize the resources necessary to accommodate for additional staffing needs, throughout the length of the engagement. WalkerHealthcareIT is dedicated to providing you with a flexible, cost effective solution which allows for a high rate of success.

Pre Go-Live Support, Training & Planning

- Partner to develop an effective go-live strategy
- Determine if additional training is needed (prior to go-live) to give users refresher sessions.
- If additional sessions are needed, arrange for augmentation of existing training staff to help deliver those sessions
- Determine the appropriate number of resources needed for support of the go-live
- Work with local lodging, car rental/ shuttle companies to keep costs to an absolute minimum
- Validate workflow initiatives and develop repeatable processes to deploy to go-live team



Go-Live Support

- Deploy onsite management team for the duration of the engagement
- Provide "at the ready" resources for any unforeseen spikes in support levels
- Provide critical Help Desk/ Command Center support that are knowledgeable with a host of trouble ticketing systems
- Provide "at the elbow" support that is specific to your organization's needs (Physicians, Clinicians/Non-Clinicians)

Post Go-Live Support & Transition

- Adjust support resources down, as needs decrease
- Leave behind a team of trained resources to handle any residual issues that are left after activation
- Provide post go-live lessons learned and updates on any additional training/end user adoption areas of opportunity