CASE STUDY

EHR Agnostic IT Support Leads to Provider and Patient Satisfaction

Oracle Health (Cerner) level 1 support, ServiceNow and Epic implementation expertise, and MyChart support gives independent hospital capacity for their internal IT team and expanded capabilities for a successful transition from Oracle Health (Cerner) to Epic.

JUPITER MEDICAL CENTER

Jupiter Medical Center is an independent, not-for-profit hospital in South Florida who transitioned from Oracle Health (Cerner) to Epic in 2024. They garnered strong adoption of Epic MyChart and are known for their quality care, recognized as one of Newsweek's World's Best Hospitals 2024 and nationally as a Top 100 Hospital by the Leapfrog Group.

OUR PARTNERSHIP

In 2021 CereCore began providing Oracle Health (Cerner) level 1 support and the relationship grew over the years to include managed IT services that optimized ServiceNow, facilitated Epic transition, and expanded MyChart support in 2024.

> " The CereCore team took on Epic MyChart support, which is a huge lift and it's gone very well. The support team does a great job with important operational concerns.
>
> We were the first to use AWS for Epic, and we plugged into CereCore's AWS Contact Center. We learned a lot and the rollout has been successful. I'm selective about who I work with. Epic resources are very competitive. CereCore is right on top of helping shore up resource gaps, and they provide solid people.
>
> The ability to reach out anytime and get help solving problems is a big deal. That's the value of these relationships.

Kevin Olson
Chief Information Officer |
Jupiter Medical Center

HEAR MORE FROM KEVIN OLSON »

The CereCore Podcast | **CIO Insights: How to Pursue Big Technology Opportunities and Satisfaction**

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CHALLENGES

Jupiter Medical Center faced market pressures and technology fragmentation challenges that led them to pursue a managed IT services provider who could help them with outsourcing level 1 support, optimizing ServiceNow, transitioning from Oracle Health (Cerner) to Epic, and supporting MyChart adoption.

Improve level 1 service desk experience.
They needed a strategic partner who prioritized cybersecurity, user verification, innovation in tooling, and continual improvement beyond just handling calls.

Maximize ServiceNow investment.
The initial setup of Jupiter's ServiceNow instance by a previous vendor was flawed, leading to numerous operational inefficiencies, negative end-user sentiment and potential financial and compliance risks.

Transition from Oracle Health (Cerner) to Epic.
Competition for resources made staffing difficult and they needed to avoid disruptions in patient care and timeline delays.

Support adoption of Epic MyChart.
When the patient community responded so well to adopting Epic's MyChart, the volume of support calls increased. Quality IT support was going to be important to handle the surge and pave the way for a positive patient experience.

HOW WE HELPED

Seamless Transition to Epic »
CereCore facilitated the switch from Oracle Health (Cerner) to Epic by ramping up call center capabilities to cover legacy support and provide Epic-trained analysts to handle increased call volumes. This helped ease the transition for users while maintaining high service levels throughout the process.

Enhanced Support Services »
To manage the increased support demand from Epic MyChart, CereCore expanded their Level 1 support team and provided white-glove service and proactive problem-solving, which significantly improved patient and physician satisfaction.

ServiceNow Optimization »
CereCore conducted a thorough assessment and cleanup of their ServiceNow instance, resolving configuration problems and setting up proper workflows. For example, they built order guides and forms to streamline on-call processes. They implemented an automated license reclamation process, which helped avoid unnecessary costs and maintain compliance.

Staff Augmentation »
CereCore provided temporary IT resources to fill gaps in Epic expertise which helped keep the implementation on track and led to quality support, even during peak times and special projects.

AUTOMATING IT SUPPORT FOR CLINICIAN EASE

CereCore helped design and build a self-service incident request feature within Epic so that clinicians could submit a request for assistance without leaving the EHR. CereCore also built an automated workflow that routed incidents to the appropriate level 2 group. This support process shortened the time to resolution, providing cost-efficiency gains to Jupiter.

Early results were promising. In the first month of go live, **50% of all incidents reported** were triaged through the enhanced automated workflow. In the following three months, a **25% automation rate was maintained.**

📋 RESULTS

JUPITER MEDICAL CENTER ACHIEVED:

✓ **Smooth EHR transition.**

✓ **High MyChart satisfaction.**

✓ **Productivity gains with ServiceNow.**

In February 2022 we began providing level 1 support and focused improvement initiatives led to significant improvements in first call resolution (FCR) from 54% to 70%, gaining ground even when incidents doubled during the Epic go-live.

OVERALL AVERAGES SINCE 2022

+ SPEED TO ANSWER:
39 sec.
+ ABANDONMENT RATE:
3.9%
+ CUSTOMER SATISFACTION:
93.1%

Year	Avg. Incidents/ Month	First Call Resolution (%)
2024	3,100	70.10%
2023	2,188	69.90%
2022	1,720	53.88%