



The Right  
People at The  
Right Place at  
the Right Time.

# ACTIVATION SOLUTIONS®

Implementing a new EHR is among the largest expenditure and effort undertakings that most organizations will tackle. With so much at risk, a go-live can be a wild success or spectacular failure and set the clinical and financial direction for years to come.

Santa Rosa Consulting can bring peace of mind with our nationally acclaimed **Activation Solutions**. We have supported some of the largest implementations in the nation with over 400+ go-lives across all major EHRs. Our turn-key activation solutions, veteran team of professionals, developed IP and proven methods reduce the risk and stress of activations (big bang or phased) while helping maximize the benefits.

## SANTA ROSA'S ACTIVATION SOLUTIONS PORTFOLIO:

GO-LIVE SUPPORT & OPTIMIZATION	ACTIVATION AS A SERVICE	EDUCATION & TRAINING SOLUTIONS
Highly experienced and orchestrated at-the-elbow support for an optimal go-live	Our proprietary program that provides extended continuity, preferred pricing, and long-term assurance	Customized e-Learning that supports necessary clinician/physician adoption and satisfaction

## OUR PROCESS



### SANTA ROSA PROVIDES ALL FIVE KEY COMPONENTS OF ANY SUCCESSFUL ACTIVATION.

- // **Training:** Santa Rosa is the first impression and the face of your EMR for your user community, clinicians, and physicians. A successful go-live depends on a successful training program, and a successful training program depends on well-timed, hands-on curriculum delivered by excellent trainers. Santa Rosa provides the training plan, and Certified Trainers needed to deliver the best training for the largest number of end-users.
- // **Utility Team Assessment:** Weeks in advance of go-live, our experienced Utility Team lays the foundation for go-live success by validating important workflow initiatives, hardware, testing and integration so your team stays focused on last minute build and issues.
- // **Help Desk Integration:** Santa Rosa augments your Help Desk team - the front-line of EMR implementation stress and problem resolution - with knowledgeable professionals to quickly address issues and help migrate toward a Clinical Help Desk.

Why Santa Rosa?  
A Go-Live Allows Only One Chance  
for A First Impression.

## ABOUT US

Santa Rosa Consulting combines extraordinary strategic insight with an unmatched ability to execute across all aspects of the problems facing healthcare providers. We empower better healthcare by designing, creating, staffing and sustaining outstanding IT solutions that help make healing happen.

Founded in 2008, Santa Rosa Consulting is managed by industry veterans with an average of 20 years of healthcare information technology experience. We are recognized for delivering world-class services and solutions and have received Modern Healthcare's Best Places to Work in Healthcare award for five consecutive years.

## CONTACT US

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**SANTAROSA**  
CONSULTING

// **Go-Live Activation:** Santa Rosa has proprietary methods, tools and veteran activation associates experienced in your suite of applications. Our expertise enables our associates to understand quickly and adapt to your unique environment. We work Elbow to Elbow with your end-users providing guidance, instilling confidence, and building usage and adoption. Our critical turn-key E2E Activation Services® provided include:



// **Follow-Up Support:** Throughout the go-live, our team identifies and acts upon important optimization opportunities to improve utilization and adoption that may range from workflow adjustments to additional training to input into the original build.

## WHY SANTA ROSA?

### 1 UNPARALLELED EXPERIENCE

#### Experience Where It Matters Most

No matter the size, scope, or complexity of the project, Santa Rosa has demonstrated success in the largest and most challenging go-lives. Through natural disaster disruptions, simultaneous multi-location activations, and even the nation's single largest go-live — we've actively helped our clients achieve success. Our unparalleled experience has earned us not only many repeat clients, but strong references ready to attest to the success of our team and our ability to become an invaluable extension of their own support team.

### 2 EXEMPLARY TALENT

#### The Right People

Go-live success begins and ends with the highest quality people working at-the-elbow with your own personnel. Santa Rosa's proprietary *5 Star Ranking Program* and *5 Gate Recruiting Process* gives us the most experienced and proven team of activation professionals in the business. Sixty percent of our resources are clinical, and our team has an average go-live experience of 3+ years.

### 3 PROPRIETARY TOOLS

#### The Right Place at the Right Time

Our proprietary, web-based *Activation Services Management Tool* delivers multi-functional coordination across every aspect of the project. There are a million moving parts to any go-live project, and our proprietary tool helps coordinate and update them all.

### 4 FINANCIAL RIGOR

#### On Time and On Budget

Our financial management gives you continual visibility into labor and expense rates, taper management, and more to inform decisions and provide for cost control throughout the entire project. Our approach is dedicated to producing accurate and timely reporting and billing to help keep the project not only on time, but on budget.

Contact us for E2E Activation Services  
that offer strength in every step.