



# Unlocking the power of Epic Systems

Building high-performing teams to drive  
healthcare transformation





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## The case for Epic Systems innovation

In North America, Epic has become the go-to electronic health record (EHR) platform, helping hospitals improve care, boost efficiency, and meet regulatory compliance. Rolling out Epic is a full-scale transformation with success depending heavily on the people running the software.

An Epic implementation needs experts who understand the technology, the clinical environment, and the operational demands of healthcare. Without the right talent to configure the software, integrate workflows, and drive adoption, even the best tools fall short of their potential.

That's the challenge many healthcare leaders face: finding Clinical Informaticists, IT Architects, and other Epic-certified professionals who can align the technology with real-world care delivery.

Without a framework for strategic talent acquisition, healthcare providers risk underutilizing Epic's capabilities, resulting in inefficiencies and lost ROI.

By recruiting the right talent, healthcare providers ensure that Epic modules, such as EpicCare for inpatient workflows, MyChart for patient engagement, and Beacon for oncology, are optimized for seamless use across departments.



### **The complexity of Epic integration**

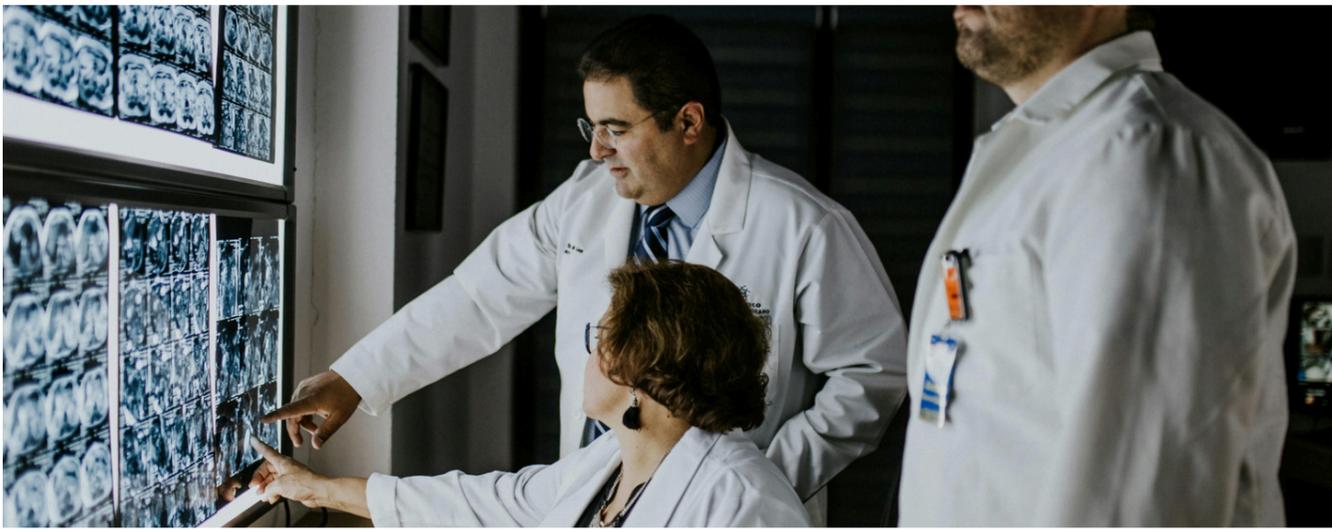
Implementing Epic requires integrating modules like ClinDoc, Ambulatory, Revenue Cycle, and Patient Access, ensuring seamless workflows, secure patient data, proper system connectivity, and compliance with strict healthcare regulations.

### **Talent shortages pose a significant challenge**

One of the biggest barriers to a successful Epic rollout is the shortage of skilled professionals. Epic-certified Analysts, Builders, and Project Managers are hard to come by. Professionals who understand both the technical and the clinical aspects of Epic are also in high demand. This combination of expertise is essential to configure Epic correctly and drive better patient care outcomes.

### **Consequences of poor staffing**

Without the right team, projects drag on, costs escalate, and clinicians end up with tools that are difficult to use or don't meet their needs. This leads to frustration, wasted resources, and risks to patient care.



## The rise of Epic in digital healthcare

Epic is the leading choice for electronic health records because it delivers a fully integrated platform combining clinical, financial, and operational workflows to enable seamless data exchange and streamlined care.

By consolidating patient information in one place, Epic streamlines workflows, reduces errors, and enhances patient safety. Clinicians benefit from quick, reliable access to the data they need, improving care delivery.

A key strength of Epic is its data-driven approach. The platform provides advanced analytics that track clinical performance and operational efficiency in real-time. Healthcare leaders can identify trends, optimize processes, and make informed decisions to improve outcomes while controlling costs. By connecting clinical, financial, and administrative data, Epic supports better coordination and accountability across the organization.

To maximize Epic's potential, healthcare providers need skilled teams who understand both the platform and clinical practices. Without this expertise, organizations risk poor adoption, underutilization, and missed opportunities to enhance care and achieve a strong return on investment.

## Key features and benefits of Epic

**Interoperability and health data exchange:** Epic enables hospitals, clinics, and specialists to securely share patient information across care settings. No matter where a patient is treated, their records are accessible to their healthcare provider, reducing communication gaps and improving treatment.

**Patient-centered tools:** MyChart, Epic's patient portal, empowers patients to take an active role in their care. They can view test results, schedule visits, and message providers, which improves communication and increases transparency.

**Predictive analytics and risk management:** Epic uses intelligent data to help doctors see which patients might be at risk for complications. That way, providers can step in early, which often leads to better care and fewer hospital visits down the line.

**Compliance and security:** Epic takes patient privacy seriously. It helps hospitals stay compliant with privacy laws like HIPAA, while protecting sensitive health information from being exposed or mishandled.





## Implementation and optimization: A talent-driven challenge

Implementing Epic is a strategic transformation that impacts operations, data integrity, compliance, and patient outcomes.

To pull it off, organizations need teams that are experienced in Epic's complex modules. These are professionals who understand the ins and outs of healthcare data, clinical workflows, revenue cycles, and strict compliance standards.

Finding qualified professionals with this full range of expertise is a hurdle for healthcare providers today, especially when recruiting those skilled in specialized modules like EpicCare Ambulatory, EpicCare Inpatient, and revenue management.

New hires must learn both the Epic system and your organization's workflows, which requires structured onboarding. Without it, mistakes, delays, and inefficiencies are likely. To overcome Epic challenges and extract maximum value, the right talent is required.

The next section examines the risks and costs of failing to hire the right Epic professionals.

**System inefficiencies and rework:** Hiring the wrong people leads to poorly configured Epic setups that can break key processes like patient scheduling, billing, and clinical documentation. Fixing these missteps costs time, money, and disrupts daily healthcare operations.

**Regulatory and legal exposure:** Epic handles sensitive patient data. If your team lacks the expertise to properly configure privacy settings and workflows, you risk violating HIPAA or other regulations, which can trigger heavy fines and legal trouble.

**Delayed go-lives and budget overruns:** Inexperienced hires slow down implementations, causing missed deadlines and bloated budgets. This pushes back go-live dates, delaying benefits like improved patient outcomes or streamlined billing.

**Long-term support burden:** Without seasoned professionals, post-implementation support becomes a headache. Organizations face rising costs for extra training, ongoing troubleshooting, and continuous patchwork fixes. This drains resources that should support optimization and innovation.





## Building and scaling the right Epic team

Building a robust Epic team comes down to assembling people with the right mix of technical skills, healthcare knowledge, and soft skills that drive implementation in the real world.

Epic certifications are the foundation, but knowing which ones matter for each role is key. Clinical Analysts need EpicCare Ambulatory or Inpatient certifications, while someone in the revenue cycle needs Resolute credentials.

Soft skills are just as important, including critical thinking, collaboration, and the ability to explain complex workflows in plain language.

A smart hiring strategy also accounts for the different rollout phases, such as planning, building, testing, training, and go-live support. The right mix of experts at each stage prevents resource gaps and keeps projects on track.

The following roles are essential to building and scaling a high-performing Epic team:



**Epic Analysts:** They are the backbone of configuration and system design. Clinical Analysts handle modules like Orders and Documentation, while Revenue Analysts manage Billing, Claims, and Resolute Professional or Hospital Billing.



**Epic Trainers:** They teach doctors, nurses, and administrative staff how to use Epic effectively. Good trainers customize sessions based on the department's workflow, making sure training sticks and is relevant.



**Integration Specialists:** These experts connect Epic with other systems like radiology, labs, and pharmacy platforms. They ensure data flows securely and accurately across systems using protocols like HL7 and FHIR.



**Project Managers:** They run the show by keeping everyone on track with deadlines, budgets, and deliverables. They also manage risks and help solve issues before they become project roadblocks.



**Optimization Consultants:** After go-live, they help fine-tune the system. They identify inefficiencies, adjust workflows, and enhance features so the system evolves with the organization's needs and goals.



## Common pitfalls and lessons learned

Many Epic implementations have gone off track due to avoidable mistakes. Poor planning, incomplete teams, and a serious underestimation of the system's complexity are common culprits. Some healthcare systems have had to delay their go-lives by several months or even a full year because they lacked the right experts.

One major hospital group in the Midwest postponed its Epic rollout by eight months after entrusting data migration to staff without sufficient Epic experience, leading to significant errors. Other organizations have rushed hiring efforts, only to bring on professionals unprepared for the demands of the project. The result is broken workflows that disrupt both patient care and revenue operations.

Another recurring issue is siloed execution, where IT, clinical, and operational teams fail to collaborate effectively. Without strong cross-functional alignment, projects stall.

The key takeaway is clear: Epic success requires a fully staffed, well-coordinated team from day one.

Below are key reasons why strategic workforce planning is critical for any Epic implementation:

- **Prevents skill gaps at critical stages:** Strategic planning ensures each project phase is covered by the right expertise, reducing delays, rework, and last-minute staffing issues.
- **Aligns talent with business goals:** Strategic planning connects your team's skills to broader objectives, such as improving patient care, optimizing revenue cycles, and strengthening compliance.
- **Improves budget control:** Proactive hiring reduces costly last-minute recruitment and minimizes reliance on expensive consultants brought in to fill talent gaps.
- **Enables continuous improvement:** Effective workforce planning builds teams that support both go-live and ongoing optimization, ensuring your Epic platform evolves with new technologies, industry trends, and regulatory requirements.





## Procom's approach to partnering for Epic success

Procom's approach to Epic success is about putting the right people in the right roles when healthcare organizations need them most. With one of the strongest networks of Epic-certified professionals across North America, Procom makes it easy for clients to access experienced Analysts, Application Coordinators, Developers, Trainers, and Integration Experts.

These candidates have worked on live implementations, complex upgrades, and post-go-live optimizations across modules like EpicCare Ambulatory, Inpatient, MyChart, and Resolute Billing. As a result, healthcare clients see faster onboarding, fewer delays, and smoother launches.

Procom's talent hits the ground running, brings deep system knowledge, and helps teams avoid the missteps that can derail Epic projects before they even get off the ground.

Procom's RightFit methodology is also designed to make sure clients source candidates who are truly the right fit for their Epic project needs.

Our recruitment process goes further than surface-level screening and focuses on real-world Epic experience, like how a Developer might handle complex integrations or how Trainers adapt sessions for different clinical teams.

Once candidates pass the interviews, they go through a competency validation process. This checks both their technical expertise and critical soft skills like communication, adaptability, and their ability to work across clinical, IT, and operations teams.

The entire hiring process follows ISO-certified standards. That means every step, from sourcing to placement, is documented, consistent, and compliant with healthcare hiring regulations and privacy requirements.

Procom also aligns each candidate with the specific phase of the Epic project. Whether the need is in the initial build, data integrations, go-live support, or optimization, Procom ensures the talent is matched to where they will add the most value.

To keep things on track, Procom builds in continuous feedback with clients. This ensures placements are working as expected and lets clients pivot or scale their teams quickly if projects demand change.





## Case study: University medical center digitizes consent to improve compliance and patient experience

A leading university medical center in the Southern United States identified major inefficiencies in its paper-based informed consent process. The manual system was contributing to errors, misplaced documents, and workflow disruptions. These issues were not only delaying procedures and reducing staff productivity but also negatively impacting patient satisfaction, operating room utilization, and legal compliance.

With rising concerns around risk management and administrative overhead, the medical center recognized the need for a modernized approach.

In response, the organization implemented a mobile electronic informed consent solution that integrated directly into existing clinical workflows. This transition eliminated paper from the process, allowing consents to be completed digitally at the point of care or remotely.

Clinicians were no longer interrupted or delayed by missing forms, and patients received clear, customized information about procedures, risks, and benefits, improving both transparency and satisfaction.

The system drew on the medical center's database of procedures to establish a standardized electronic consent form, which could be easily tailored per procedure. This ensured that each form captured relevant clinical details while maintaining consistency across departments.

Integration with the center's electronic medical record and scheduling systems enabled real-time access and version control, removing manual handoffs and preventing delays. Compliance was effectively automated, with audit trails, time-stamped digital signatures, and secure storage reducing the risk of legal exposure and regulatory issues.

By transitioning to a digital informed consent process, the university medical center not only reduced administrative burden and operational delays but also improved documentation integrity and patient engagement.

The shift delivered measurable gains in compliance, productivity, and risk mitigation, proving that a modernized, mobile solution can have a system-wide positive impact.





## Build your Epic workforce for lasting success

Building the right Epic team is essential for healthcare organizations serious about getting the most out of their EHR investment. Epic impacts every part of healthcare delivery, from clinical workflows and patient engagement to revenue cycle management and compliance tracking.

A strong and well-rounded team is required to realize the true benefit of Epic. Health care providers must realize that it isn't sufficient to recruit talent for the go-live date and then move on. Organizations need people who can manage the full journey from building, integrating, training, and optimizing the system for years to come. Many healthcare systems stall after go-live because they underestimate the need for long-term Epic support.

Post-implementation issues like poor workflow adoption, training drop-off, and underused reporting tools can limit ROI and frustrate clinical staff. This is where Phase 2 optimization becomes critical. Procom helps clients address these gaps by providing access to experienced Epic professionals focused on optimization, including Data Analysts, Trainers, Clinical Informaticists, and System Integration Experts.

These roles are key to refine processes, improve user experience, and leverage the full power of Epic's advanced features like Radar dashboards and SlicerDicer analytics. As healthcare shifts towards cloud platforms, AI, and interoperability, having a future-ready Epic team becomes a strategic imperative.

Procom is the partner healthcare systems trust to get Epic right, not just at launch, but over the long haul. Procom has a diverse candidate pool of certified Epic talent across modules like EpicCare, MyChart, Resolute, and Clarity.

We match organizations with professionals who are technically strong, aligned with your goals, and ready to deliver from day one.

Whether you're preparing for go-live, tackling optimization, or building long-term capability, Procom is here to help your organization build a workforce that delivers lasting results.





## The future of Epic talent and digital healthcare

The future of Epic talent is being shaped by the rapid growth of cloud technologies, artificial intelligence, and data-driven care models. Healthcare systems are starting to shift parts of their Epic infrastructure to the cloud, which means future teams need to understand cloud hosting, security, and system scalability.

At the same time, AI is being used to power clinical decision support, automate workflows, and enhance predictive analytics within Epic. This creates new demands for professionals who can connect data science tools with Epic's clinical and operational modules.

Population health management and value-based care also rely heavily on data analytics, so talent with a strong grasp of Epic's reporting and analytics tools will be essential. New roles are emerging that combine Epic expertise with skills in AI, data science, and cloud systems.

The future Epic workforce will support EHRs and drive digital innovation that transforms how healthcare is delivered and measured.

## What hiring managers need to know

Prioritize candidates with both Epic experience and a background in cloud systems, data analytics, or AI. These hybrid skills are essential as Epic expands its tech capabilities.

Upskill current teams through training in cloud computing, machine learning, and interoperability. Internal development is often faster and more efficient than external hiring.

Hire data-savvy analysts skilled in tools like Radar, SlicerDicer, Clarity, and languages like SQL or Python to improve insight generation from Epic data.

Build interoperability expertise by adding team members familiar with HL7, FHIR, and Epic's Care Everywhere network to enable smooth data exchange.

Be sure to hire individuals who can work across IT, clinical, and analytics teams to ensure new technologies integrate seamlessly into workflows.

Most importantly, strengthen your team with talent experienced in healthcare security and compliance to protect patient data and meet HIPAA standards.





## About Procom

The people who power performance

Procom is a global leader of Epic Systems talent staffing, IT staffing, and contingent workforce solutions, with over 45 years of experience as North America's leading IT staffing firm. Procom's expertise combined with an extensive network of IT professionals enables organizations to build high-performing teams that drive successful Epic implementations and solutions.

We understand that people are at the heart of every successful Epic implementation, and our proven track record of matching exceptional talent with transformative projects has helped thousands of organizations achieve their platform goals. Whether you need to scale your IT team, access specialized expertise, or build long-term cloud capabilities, Procom's comprehensive staffing solutions can help you navigate the complex landscape of healthcare SaaS and PaaS solutions.

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