



CLIENTS FOCUSED. RESULTS DRIVEN

Virtelligence has had years of success by working with top healthcare professionals and organizations accompanied by a complete understanding of the Health-Care industry and the best resources available

| ABOUT US:

1998: Virtelligence firm was founded Minneapolis, MN

2005: Receives "Best Places to Work" Award by Minneapolis/St. Paul Business Journal

2007: Ranked #11 in "Fast 50" fastest growing companies in Twin Cities by Minneapolis/St. Paul Business Journal

2008: Wins "Top 500 Diversity Businesses" Award

2009: Named as Top 100 Healthcare IT Company in US by Healthcare Informatics

2009: Named to INC. 5000 magazine's fastest-growing private companies list

2012: Named third time as one of the "Best Places to Work" by Minneapolis/St. Paul Business Journal

2012: Ranked #13 in "Fast 50" fastest growing companies in Twin Cities by Minneapolis/St. Paul Business Journal

| THE CHALLENGE:

Tampa General is one of the most comprehensive Medical facilities in Florida. It is a private non-for profit hospital, 1018 beds and 6900 employees. Tampa General leads as one of the top organ transplant centers in the country performing more than 6,000 adult solid organ transplants. To meet the transplant department specific needs Virtelligence was asked to participate in creation of a training curriculum. As a large revenue generating department it was important that the transition be as seamless as possible. Early training sessions did not simulate the detailed processes that staff utilizes on a daily basis. This training will aid in establishing the trust needed by the end users to have a successful go-live.

| THE SOLUTION:

Virtelligence provided experienced consultants to prepare staff for the conversion. It was important to build upon the trust of the nurses, nurse coordinators, transplant assistants, physicians and ancillary staff. This would include listening to their concerns and understanding what the department needs are on a daily basis. Virtelligence also worked close with the Epic build team to gain a comprehensive understanding of the build and workflow. Additional assignments included:

- ☞ Working with the build team to test workflow and testing
- ☞ Ensure all transplant components are built in the system
- ☞ Simulation of realistic events, patients and processes
- ☞ Creation of classroom curriculum
- ☞ Register appropriate users for classroom training in relevant classes
- ☞ Go-live support

OUTCOME

In less than a month, classroom curricula was developed using real-life scenarios encountered by the Tampa General Hospital transplant staff. By selecting Virtelligence to conduct the HOD training, staff received targeted training specific to their individual needs. Staff became more comfortable using the system, understood expectations at go live and were able to continue to deliver world class organ transplant services.