



Epic Certified Consultants

HIA employs primarily senior consultants. Each consultant has been actively involved in multiple clinical, business and revenue cycle system implementations. Only experienced, highly skilled consultants are assigned to our projects. HIA consultants are certified in many parts of Epic including Inpatient Orders, Clinical Documentation, EpicRx, Beacon Oncology, EpicCare Ambulatory, Resolute Hospital Billing and Professional Billing, Cadence, HIM and all Clarity modules (Ambulatory Clinical, Inpatient Clinical, Hospital Billing and Resolute Billing).

In addition, HIA consultants are experienced in legacy systems, including IDX, Eclipsys/TDS, Siemens, MEDITECH and CareVue, and will provide transition support, cross training and crosswalk documents that detail the difference in the legacy system and the Epic System. Consultants can also detail what functionality the site is gaining and, just as important, what functionality that the legacy system now provides that will not be available in the Epic System. A translation of terms and functionality can also be provided.

Our Company

Healthcare Informatics Associates (HIA) is a management and hospital systems consulting company dedicated to the healthcare industry. This year marks the 17th year of our success in providing systems support and expertise to our clients all over North America. As a hallmark of our success, most HIA consultants have over 15 years of combined experience in consulting, information systems, and clinical healthcare disciplines. In addition, our client list contains some of the most prestigious hospitals in the United States and Canada. Our measurement of success is the value added and tangible benefits realized by our clients.

Our Mission

The Mission of HIA is to be one of the key corporations in North America, providing highly skilled expertise to Healthcare Enterprises, in order to efficiently implement and effectively utilize their automated systems.

“Healthcare Informatics Associates, Inc. provided experienced Epic Certified Consultants to assist in the project management, process redesign, implementation and ensured the benefits and return on investment of this system were achieved. HIA also provided excellent backfill support for the legacy systems while the QMC staff focused on Epic training and implementation.”

*Money S. Atwal, B.S., M.E., Six Sigma-Black Belt Certified,
The Queen's Medical Center, HI,
Epic Implementation Project Director*

Our Qualifications

HIA's approach to consulting is to add value, transfer knowledge and provide results-oriented solutions to our clients. We feel that our methodology differentiates us in many ways, including:

Partnerships – HIA approaches its consulting engagements as partnerships. We seek to build strong working relationships that will foster teamwork, collaboration and open communications throughout the engagement lifecycle.

Customization – HIA views our clients' needs and situations as unique. At no time will our consulting team force boilerplate deliverables, methodologies and/or solutions.

Workflow/Operational Focus – HIA goes beyond just determining the technical needs of a client. We focus heavily on the operational impact of the new technology. We feel that unless the new technology brings about beneficial operational and service level changes, the engagement may not be successful.

System Selection: Successful Evaluation and Selection Tools – HIA provides a selection methodology which we have successfully utilized at many healthcare organizations. This tool can be adapted for use to save time, improve quality and ensure success.

Benefits Realization/ROI and Process Redesign –

Our management engineering and clinical support staff has designed and managed the ROI process throughout system implementations to ensure that the intended benefits also are effectively measured and achieved. Process redesign is also utilized to achieve maximum benefits.

Knowledge Transfer – The HIA team will work diligently to train clients and transfer knowledge. Because we understand that continuous consulting is a great expense to the client, at no time does HIA want to create codependency. If our job is done well, we will have developed clients who are self-sufficient and confident, and who possess the knowledge and tools to sustain system benefits over time.

“The goal of HIA is to provide quality consultants at reasonable prices to assist organizations in achieving their information technology goals. Bottom line: HIA's success is measured by our clients' success.”

*Shirley Hughes, Executive Vice President
Healthcare Informatics Associates
Epic Consulting*