

Go-Live Support for Clinical Systems Proves to Be Critical for Providers

Written by Australian Business

OREM, UT, October 15, 2013 **/24-7PressRelease/** -- Go-live support is taking center stage as the deadline to receive ARRA reimbursement nears and provider adoption of EMRs continues to be a concern. A new KLAS report entitled [***Go-Live Support 2013: Send in the Cavalry!***](#) details findings from provider interviews that indicate that elbow-to-elbow support has the biggest impact on physician adoption and in some cases is more effective than internal training.

Providers suggested that ESD had the best impact on their clients' physician adoption, largely due to very effective elbow-to-elbow training. Encore clients were similarly impressed with the impact of Encore's knowledgeable and capable on-site support. Santa Rosa Consulting had the largest engagements overall, and TEKsystems ranked second in overall performance. Leidos scored in the middle, with solid performance in project management and 24/7 support.

"We are talking about having a significant impact here," said Erik Westerlind, report author and research director at KLAS. "There is a lot to lose for these providers. The go-live vendors who will succeed in this space will be the ones that truly understand the needs of their providers."

The vendors reviewed in this study include Apex Systems, Encore, ESD, Leidos (maxIT-VCS), Preferred Solutions, Santa Rosa Consulting, and TEKsystems. To learn more about the vendors in this study, check out the full report, [***Go-Live Support 2013: Send in the Cavalry!***](#). Providers receive a significant discount off the standard retail price or can receive a complimentary summary report in exchange for a survey about one of their current vendors. Visit

www.KLASresearch.com/KLASreports

About KLAS KLAS is a research firm on a global mission to improve healthcare delivery by enabling providers to be heard and to be counted. Working with thousands of healthcare executives and clinicians, KLAS gathers data on software, services, medical equipment and infrastructure systems to deliver timely reports, trends and statistical overviews. The research directly represents the provider voice and acts as a catalyst for improving vendor performance. KLAS was founded in 1996, and KLAS' staff and advisory board members average 25 years of healthcare information technology experience. For more information, go to www.KLASresearch.com, email marketing@KLASresearch.com, or call 1-800-920-4109 to speak with a KLAS representative. Follow KLAS on Twitter <https://twitter.com/klasresearch>