EMR Enhancement Governance

Improving the decision-making for EMR enhancement requests, utilizing the power of ServiceNow

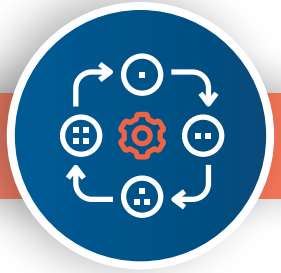
Is your IT team struggling to keep up with the hundreds, if not thousands of generated enhancement requests from various parts of your business?

Is your IT department forced to sort, interpret and prioritize requests on behalf of the entire organization, ultimately leading to delays and indefinite backlogs?

Utilize Optimum-built workflows to better facilitate ideation governance

Incoming enhancement request gets categorized using common health system business unit categories and are automatically routed to the appropriate decision makers and committees.

Requests funneled to the right people in a timely manner, allowing for proper assessment, prioritization and disposition requests with an approval or denial.



IT receives vetted enhancement request; followed by resource and capacity planning using Agile.

Let Optimum build the EMR platform governance you need.

- ✓ IT spends less time triaging enhancement requests on behalf of the organization
- ✓ Improved decision-making at the enterprise level for EMR system improvements
- ✓ Fewer delays and smaller backlog - ultimately leading to better priorization of EMR enhancements based on organizational value

About Optimum Healthcare IT

At Optimum Healthcare IT, we are committed to helping our clients improve healthcare delivery by providing world-class digital transformation and consulting services. We bring a team of the most proficient consultants in the industry to help organizations meet their goals. When our clients have a need, we will fill it. Together, we identify and implement the best people, processes, and technology to ensure our client's success.

Since 2012, Optimum Healthcare IT has been a **trusted partner** to more than 285 healthcare organizations.

Why Choose Optimum?

- Healthcare-Focused
- Customer Satisfaction
- Committed to Quality
- Strategic Partnerships
- Full-Service Partner

Our approach is comprehensive; our experience is vast. We listen; we learn.

Your sucess is our success.

Our Services

We approach every client engagement holistically, which means we account for all aspects of your health system, so you get solutions that work for your entire business.

Enterprise Application Services

Expert advisory, implementation, training, go-live, managed services, and workforce management through your Enterprise Application journey.

Digital Transformation

Comprehensive service portfolio comprising ServiceNow, Cloud offerings, Technical Transformation, and Cybersecurity.

Workforce Management

Staffing solutions ranging from staff augmentation, permanent placement, and our career development program, Optimum CareerPath.

Find out how your organization can take advantage of our solution offerings.

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