Resetting Epic Foundation Through a Structured Framework

About Inova

Inova is a premier not-for-profit healthcare provider based in Northern Virginia that serves more than 1 million unique patients annually across the Washington, D.C., metro area. Operating five flagship hospitals with 1,800 licensed beds, Inova houses Northern Virginia's only Level 1 Trauma Center and Level 4 Neonatal Intensive Care Unit (NICU). Inova integrates advanced medical research, specialized institutes, and community-based care networks. Inova is nationally recognized for clinical excellence, earning top safety ratings and the prestigious Press Ganey Health System of the Year award for its commitment to patient-centric innovation and high-quality care delivery.

1M+
PATIENTS

5
FLAGSHIP HOSPITALS

1,800
LICENSED BEDS

Challenge

Thirteen years after its initial Epic go-live, Inova had accumulated layers of customization, workarounds, and technical debt that pulled the organization away from Epic Foundation standards, which were driving up maintenance costs and adding complexity to upgrades and variations across sites. Leadership needed a structured path back to a standardized, sustainable Epic environment without disrupting day-to-day operations across its network.

Solution

Optimum Healthcare IT served as Inova's strategic advisor and delivery partner for a comprehensive Epic Reset to bring the health system's EHR environment back in line with Epic Foundation standards. The work began with an assessment of Inova's Epic environment across its five hospitals, ambulatory clinics, and free-standing locations. Optimum reviewed configurations, workflows, and technical debt to identify where unnecessary customization and variation had developed over time. Those findings helped define a system-wide standardization strategy, and the governance needed to support it.

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> Working with Optimum Healthcare IT gave us more than a technical fix: it gave us a structured path back to the standards we needed to sustain long-term. Their team took the time to understand our environment before recommending changes, and they brought the governance and change management discipline that made a reset of this scale possible across our network without disrupting patient care. The results speak for themselves, but what stood out most was the partnership. Optimum's team felt like an extension of our own, invested in our success long after the project plan was complete.

MATT KULL
Executive Vice President and CDIO

Inova™

Solution *(continued)*

Using a systemized agile hybrid framework, the team approached EHR optimization at the specialty level rather than through traditional, ticket-based support. Each specialty was treated as its own engagement, with dedicated clinical ownership, governance, resources, performance measures, and improvement cycles. Working alongside Inova's executive, clinical, and IT teams, Optimum used the framework to move each specialty through discovery and workflow assessment, agile rebuild and standardization, and ongoing optimization informed by Epic data and clinician feedback.

Opportunities were prioritized based on operational risk and strategic value and incorporated into a phased roadmap designed to advance standardization without disrupting day-to-day patient care. Optimum also guided teams through workflow changes and helped establish the governance, change management processes, and continuous improvement practices needed to sustain Epic Foundation alignment and more readily adopt future Epic enhancements.

The result was a repeatable optimization model that addressed specialty-specific needs while strengthening consistency and alignment across the organization.

Results

EPIC PERFORMANCE

Epic Honor Roll Summa Cum Laude in 2025

Epic configuration level 10

Epic utilization Level 8

FINANCIAL IMPACT

$800K

RETURNED IN YEAR 1

Honor Roll

$1M

EXPECTED RETURN IN YEAR 2

Honor Roll

CLINICIAN IMPACT

900+

CLINICIAN HOURS SAVED PER MONTH

- **59%** reduction in after-hours pulmonology documentation
- **57%** reduction in adolescent medicine physician time in orders
- **10%** reduction in rehabilitation denial claims
- **40%** reduction in cardiology note-writing time
- **39%** reduction in oncology documentation burden
- **58%** reduction in after-hours primary care documentation
- **14-day** reduction in structural heart referral-to-procedure time

PATIENT IMPACT

New functionality in radiology reduced advanced imaging appointment waits by **6 DAYS**

Structural heart patients received lifesaving procedures **14 DAYS** (about 2 weeks) earlier

NEW EXPRESS LANE enhancement led to quicker, more focused clinic visits

NEW FETAL MEDICINE documentation reduced scheduling complexities for high-risk expectant mothers

Why It Matters

An Epic Reset is easy to underestimate as a technical cleanup project. Inova's results show why it's a strategic one: the same governance and standardization work that reduced customization and technical debt also freed up clinician time, accelerated patient access, and returned real dollars to the organization, all without disrupting care delivery across a five-hospital system. For health systems years past their original Epic go-live, the lesson is that sustainable EHR performance isn't achieved through isolated fixes. It requires the kind of structured assessment, governance, and change management discipline that turns a reset into a lasting operating model, one that keeps pace with Epic's own evolution instead of falling further behind it.

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About Optimum Healthcare IT

Optimum Healthcare IT, an Infosys Company, is a Best in KLAS healthcare IT digital transformation and consulting firm based in Jacksonville Beach, Florida. Optimum's comprehensive service offerings include Enterprise Application Services, Digital Transformation, and Workforce Management, which features our skill development program, Optimum CareerPath®. Backed by a leadership team with extensive expertise, we deliver tailored healthcare consulting solutions to diverse organizations.

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

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

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