Technical Dress Rehearsal

Optimum HEALTHCARE IT®
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Technical Dress Rehearsal and Leardership Support

Technical dress rehearsal is a key part of ensuring a successful Epic Go-Live. Workstation and printer issues are consistently in the top major issues impacting Go-Lives, and proactively testing all workstations and printers minimizes a major source of workflow disruption and end-user frustration.

TDR is a complex effort necessitating coordinating schedules with device deployment, incorporating Epic-adjacent efforts like SSO, and working with multiple infrastructure, field services, and application teams to remediate issues. Optimum has 12 years of experience with all aspects of successful Epic implementations, including TDR strategy, project management, and team staffing. Our approach is focused on ensuring accurate and efficient TDR scoping, supplying the right resources, managing the schedule in tandem with deployment and other initiatives, and keeping all teams aligned on issues and resolution.

Optimum's Approach

Tailored Testing: Customized testing based on departmental needs and incorporating non-Epic systems and hardware ensures comprehensive validation of go-live functionality and printing.

Expertise and Alignment: Our team collaborates seamlessly with your leaders and stakeholders, aligning with Technical Program and Project Managers on-site for effective coordination.

Experience Matters: Leveraging experience with 100+ complex Epic implementations, including leaders with a decade-plus experience, sets us apart in delivering optimal results.

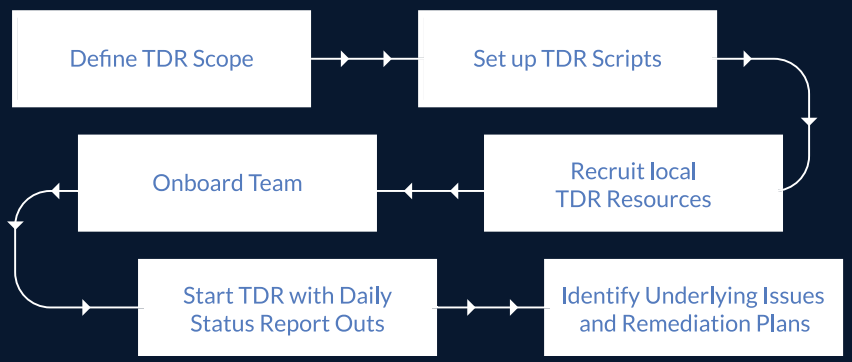
Proactive Issue Resolution: Prioritizing detailed issue reporting and adherence to Epic's standards ensures swift identification and resolution of potential challenges.

Thorough Validation Process: Our proven TDR approach includes exhaustive testing, documentation, and resolution of device-related issues, ensuring the correct deployment and configuration of all end-user devices.

Continuous Improvement & Issue Resolution: Through collaboration, retesting, and daily/weekly result reviews, we strive for the highest efficiency and continuous improvement, utilizing Epic testing tools to report on success and failure trends.

The Process

Our TDR process is aligned with your leaders and stakeholders, complementing existing efforts. With a focus on detailed issue reporting and adherence to Epic standards, our experienced team includes 3 team leaders with over 10 years of experience each and 20+ successful health system TDRs. We aim for high-quality work and swift issue resolution.



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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 success is our success.**

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

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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, application 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®.

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