

Case Study

Virtual Readiness + Hybrid ATD & ATE Support

About Our Partnership

Divurgent worked with our long-time partner, Tower Health, on the integration of St. Christopher's Hospital for Children into their Epic instance. Tower Health and Divurgent have partnered on several integration engagements, including a hybrid onsite/virtual go-live in April 2020, amid COVID-19 shutdowns. Recently, Tower Health and Divurgent have partnered again, deploying a fully virtual training and readiness program as well as a hybrid onsite/virtual go-live support model for the St. Christopher's Hospital for Children Epic go-live.

A leader in pediatric care since 1875, St. Christopher's Hospital for Children's nationally recognized programs and pediatric specialists provide exceptional care to children from throughout the Greater Philadelphia area and around the world. The mission of St. Christopher's Hospital for Children is to provide quality pediatric services in a caring, progressive environment. St. Christopher's Hospital is committed to quality through teamwork, technology and service in a child-friendly, family-oriented environment.

About Divurgent

Divurgent is a solutions provider focused on what matters most to our client partners. We disrupt the typical value equation by using data-infused, flexible, and scalable solutions that demonstrate and quantify value for our partners.

www.divurgent.com | info@divurgent.com | 757.213.6875

Our Solution



Virtual Readiness Program

100% virtual readiness, training, and physician personalization approach with 95% physician personalization.



Tobias Tier-0 Support

Our Team deployed our AI-enabled chatbot, Tobias, as Tier-0 support, enabling self-service help desk functionality reducing Help Desk interactions & tickets.



Epic Good Install via Personalization

Working with Physicians both virtually and on-site, we helped our client achieve a Provider Personalization rate that qualified them for Epic's "Good Install" and a significant financial benefit.



Data-Informed Go-Live

Utilizing our proprietary, industry-recognized data-informed approach to go-live, Tower Health was able to taper and reallocate support in real-time, resulting in significant cost savings compared to a traditional taper schedule.

The Result

\$500k

\$500K **Savings** from Virtual Readiness & Training Program

95%

95% **Physician Personalization Rate**, which contributed to discounts associated with Epic's Good Install

\$81k

Savings from ATD Support, provided by Tobias, totaled +\$81K

30k

Over 30,000 **end user inquiries** responded in real-time with the power of Tobias