



CASE STUDY

Michigan-Based Health System Scales Epic Across 100+ Hospitals with Strategic Support

CLIENT

A large, Michigan-based health system

SERVICES

EHR

AREA OF EXPERTISE

EHR Implementation

INDUSTRY

Healthcare

Challenge

One of the largest multi-institutional Catholic health care delivery systems in the nation embarked on an enterprise-wide Epic EHR implementation to unify clinical, financial, and operational systems across more than 100 hospitals. As it continued to grow through new acquisitions, it faced a critical need for qualified consulting partners who could deliver consistent project management and Epic analyst expertise. Ensuring standardization and quality across such a vast and expanding enterprise required scalable, specialized support that could flex with evolving demands.

Solutions

In 2019, Highspring (formerly Pivot Point Consulting) was selected as one of a few strategic partners to support the client's Epic journey. Highspring began the partnership by leading an Epic Professional Billing contract conversion project and quickly became a trusted resource for ongoing Epic needs across the enterprise. Highspring deployed a large team of Epic-certified professionals, including project managers, build analysts, and technical experts to support implementation and post-live optimization efforts. Its support has spanned a wide range of Epic applications and specialty areas including:

- Master Patient Index (MPI) and National Provider Identifier (NPI) migration
- Beaker (Laboratory Information System)
- Willow (Pharmacy)
- EpicCare Ambulatory
- Epic Dorothy (Home Health & Hospice)
- Epic Security
- Epic Radiant & PACS Imaging

As they continued to acquire hospitals and expand its network, Highspring ensured continuity by providing high-quality, experienced resources for each new deployment—maintaining system-wide consistency and adherence to best practices.

Impact

Through its deep Epic expertise and flexible resourcing model, Highspring helped the health system achieve a standardized, high-performing Epic environment across a complex and growing system. The collaboration has resulted in:

- Smooth onboarding of newly-acquired hospitals into the Epic framework
- Consistent implementation quality across diverse care settings
- Reduced variability in Epic configuration and end-user experience
- Improved efficiency in enterprise reporting, clinical workflows, and system maintenance

Today, Highspring continues to serve as a long-term partner to the health system, delivering strategic Epic support that enables scalability, quality, and continuity across one of the nation's largest health systems.

// This client is not only one of our most strategic, but also one that continues to expand its footprint and push the envelope on how to seamlessly integrate new acquisitions. We are excited to be partnered with such an innovative group. **//**

Rachel Marano, Managing Partner, Highspring

