

SUCCESS STORY

MetroHealth's Recipe for Epic Upgrade Success

How Highspring's Managed Services model enables MetroHealth to keep pursuing innovative projects

CLIENT**SERVICES**

Managed Services

AREA OF EXPERTISE

Tier 2 Epic App Support

INDUSTRY

Healthcare

Challenge

Epic recommends a quarterly upgrade schedule, requiring tight coordination across teams. In 2022, nearing its 25th year on Epic, MetroHealth sought to streamline its upgrade process. It needed to balance routine upgrades with ongoing system maintenance, optimization efforts, and major initiatives, ensuring it maintained its reputation as a top performer while continuing to lead among its peers.

Solutions

MetroHealth engages Highspring's Managed Services team to lead all Epic upgrades, owning timelines, project plans, and bi-weekly status calls. Highspring provides kickoff materials and delivers continuous project management support throughout. The team formalizes review processes for Epic Nova Notes by aligning stakeholders by role and expertise, establishing guiding principles, and flagging potential upgrade risks. Highspring also coordinates inpatient and outpatient testing, refines scripts, and supports test execution to reduce MetroHealth's internal workload. In addition, Highspring manages cutover activities to minimize downtime. After go-live, they lead a dedicated support line, triage tickets, and facilitate daily standups to resolve issues and answer questions. Post-implementation, Highspring continues to support system updates and drive issue resolution.

Impact

Highspring is helping MetroHealth streamline its Epic upgrade by eliminating redundant test scripts and cutting an entire testing round, reducing resource

demands. Cutover efficiency improved dramatically, with build migration time dropping from 32 to 14 minutes and system downtime minimized. Post-go-live support was also optimized, as calls fell from 68 to 19 and tickets from 76 to 27 across recent upgrades. These efficiencies freed MetroHealth to pursue major initiatives like Hyperdrive, Bones, Hello World, a hospital relocation, and Community Connect rollouts without sacrificing upgrade performance.

“ We could not do what we do without the partnership with Highspring. Having the Highspring team running our upgrades and help desk allows us to not have to start and stop other projects we are working on. Epic upgrades are a non-event. They make our whole team better. ”

Dr. David Kaelber, MetroHealth CHIO

56%

Decrease in build migration time

72%

Decrease in call volume from first 3 upgrades to 5 most recent upgrades

64%

Decrease in ticket volume from first 3 upgrades to 5 most recent upgrades