



Transforming Healthcare IT for Better Outcomes



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ePlus is on a mission to elevate healthcare outcomes and help improve all areas of the industry through our purpose-built IT/technology products and services.

Some of our areas of focus include:

Patient Satisfaction and Family Engagement

Patients and families can sometimes feel lost and disconnected within a healthcare system. This disconnect often stems from legacy systems that were not designed to support the widespread use of personalized services and applications. Communications can frequently break down, leaving families confused, in the dark and feeling uninformed or left out.

ePlus addresses these challenges by closely reviewing and optimizing existing systems, recommending new technologies to improve care quality, and providing clear and comprehensive information to patients and their support networks.

Through partnerships with technology OEMs and our technical expertise, ePlus can advise on ways to enhance patient engagement. These can include:

- Incorporating smart technologies to make existing in-hospital entertainment systems interactive for improved remote monitoring, resulting in quicker response to call bells, communication between patients and clinicians, and patient well-being.
- Upgrading virtual communication tools for telehealth and remote patient care.
- Updating web portals to be user-friendly comprehensive information knowledge hubs.
- Integrating innovative health technologies for post-visit monitoring and improving overall engagement between healthcare providers and patients.

By investing in IT upgrades, hospitals can:

Improve Patient
Engagement

Meet Consumer
Expectations

Positively Impact
Satisfaction Scores

Physician Satisfaction

Physicians' relationships with hospitals in their network influence patient admissions, as patients often follow their doctors. Physicians seek hospitals with strong reputations for quality care, positive outcomes, and financial stability.

Key factors in their choice of hospital include:

- Quality clinical care
- Efficient communication channels for patient care coordination
- Patient portal
- Remote monitoring capabilities
- Culture and employee satisfaction

Physicians not employed by a hospital decide where to send their patients. To attract these referrals, healthcare organizations must ensure excellent communication between doctors and clinical staff and implement efficient procedures.

ePlus assists hospitals and healthcare organizations in addressing these challenges. Prioritizing physician satisfaction, enhancing patient communication, and implementing systems that fulfill the requirements of top physicians.

ePlus helps hospitals differentiate themselves with solutions that prioritize physician satisfaction and enhance communication systems. After thorough consultations, we recommend customer solutions to address the need for scalable, flexible IT infrastructures, AI-supported platforms, and remote patient monitoring tools. Our solutions also include intuitive patient portals for aftercare and pre-visits.

By implementing these upgrades, hospitals can improve healthcare outcomes, attract and retain top physicians, and become preferred referral choices.



Financial Performance

Healthcare organizations seek ways to do more with less, and ePlus offers products and services to maximize financial efficiency. As costs rise, optimizing financial performance becomes increasingly vital.

After a [comprehensive assessment](#), ePlus provides strategic guidance and an individualized technology roadmap to reach IT transformation goals. We delve into the existing technology stack to leverage current solutions better and explore new technologies that align with organizational objectives.

We help customers save costs using collaboration tools and fully connected communication networks. Automating administrative tasks enhances efficiency and frees up resources, allowing for a greater focus on patient care.

Clinical Outcomes

Patients want the best care possible, and doctors want their patients to receive top-quality services from their partner hospitals. While healthcare organizations may aspire to achieve these goals, financial, clinical, operational, and business challenges may prevent them from attaining optimal clinical outcomes. Our approach is to bring together key clinical decision makers and technology manufacturers to precisely identify where technology solutions can improve care delivery by tailoring solutions to address accessibility to clinical information, providing the tools to facilitate information capture and secure collaboration with other clinicians.

ePlus takes a strategic, high-level approach to functional technology through our in-depth [Infrastructure Transformation Workshop](#). We teach organizations how to maximize or use what they already have more efficiently by avoiding feature overlap and inefficiency. We also recommend solutions to fill technology gaps based on their individual situations and needs.

Get a simple, actionable guide to



Infrastructure Transformation



The Preparation



The Workshop



Custom Roadmap



Execution

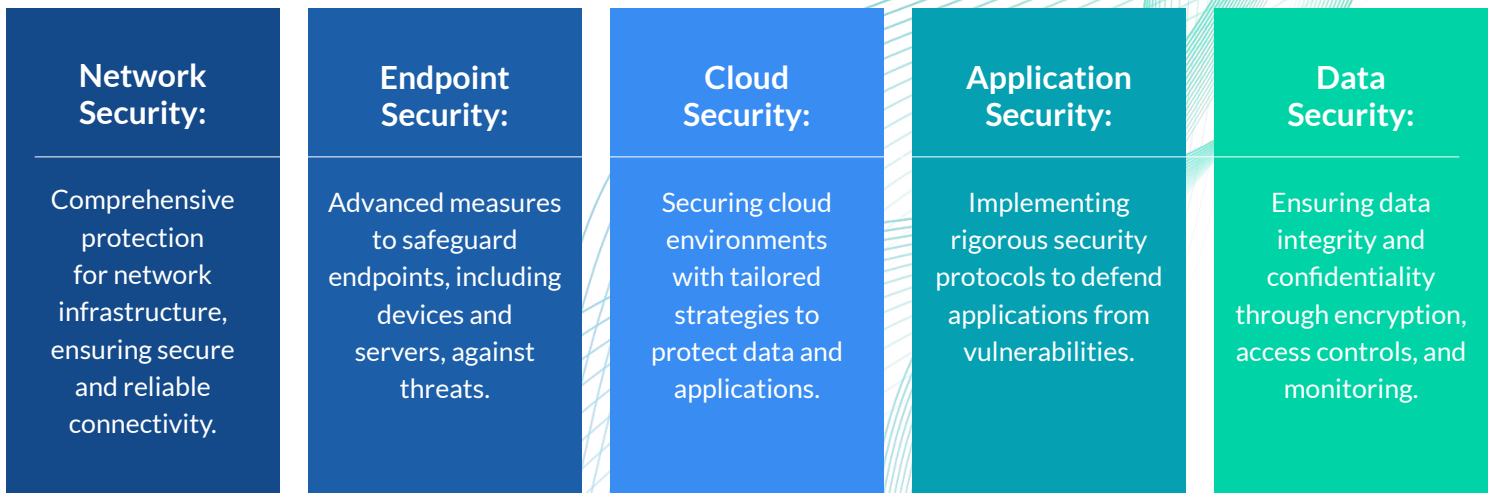
[Schedule Your Workshop](#)

Cybersecurity

Data breaches and cyberattacks make headline news almost daily, putting cybersecurity concerns at the forefront of all organizations' minds. ePlus addresses the complexities of healthcare cybersecurity with safety-first protocols to protect patient information, hospitals, and healthcare systems and comply with stringent regulations.

We help customers understand and define their organizational risks and assist them in developing a path to an improved security posture. We recommend which security solutions to implement to strengthen controls, prevent and detect attacks, and protect against the increasing ransomware threat.

ePlus offers both managed and unmanaged solutions for:



Additional offerings:

- Security operation and analytics
- Advisory services
- Comprehensive training
- Mentorship program
- Security workshops
- A vast library of educational resources

Employee Satisfaction

Healthcare organizations' employees are one of their most valuable resources. The quality of services directly depends on how well-equipped the staff is to perform their jobs.

For many engagements, ePlus consults with key staff in each department to understand current workflows and identify obstacles such as duplication of effort, system interlocks, and communication issues. Based on these insights, we recommend appropriate technology solutions.

Key Benefits of Improved Employee Satisfaction:

- **Enhanced Patient Care:** Satisfied employees are more engaged and provide higher quality care, leading to better patient outcomes.
- **Reduced Turnover:** High employee satisfaction reduces turnover rates, saving costs associated with hiring and training new staff.
- **Increased Productivity:** Efficient workflows and well-integrated technology boost productivity and reduce burnout.

We collaborate with organizations from the initial planning stage through implementation, ensuring minimal disruption to workflows. Our process includes workshops, proof of concepts for recommended upgrades, and ongoing training.

When staff can work efficiently without technology issues, their satisfaction increases, leading to a better overall employee experience.

Technology Solutions for Employee Satisfaction:

- **Collaboration Tools:** Streamline communication and coordination among staff.
- **Automated Administrative Tasks:** Free up time for patient care by reducing manual processes.
- **User-Friendly Interfaces:** Simplify the use of technology in daily tasks.



ePlus Healthcare IT Expertise: What We Offer

ePlus provides every customer with a customized roadmap to achieve their short, and long-term goals. Our [Infrastructure Transformation Workshop](#) is one of the most powerful tools we use to gain insights into our customer's organization. The Workshop enables the collection of necessary information to create the plan to meet organizational goals and help elevate healthcare outcomes.

ePlus will provide a clear and detailed plan (Roadmap) to empower the customer to prepare their network systems for the challenges to come. The results will help to address the expectations of patients, their caregivers, physicians, support staff and the healthcare organization's board of directors.

ePlus offers the services, support, and products/solutions to achieve the goals set out in the roadmap. As a Cisco Gold partner, ePlus has the expertise and access to Cisco's best-in-class technology solutions. Additionally, customers receive the ongoing management, monitoring, and support as they require.

ePlus approaches healthcare IT holistically, offering comprehensive IT services to enhance every aspect of the business. The primary focus areas are patient and family engagement and satisfaction, physician satisfaction, clinical outcomes, employee satisfaction, cybersecurity, and financial performance.

The ePlus Process

To fully understand each client's unique IT challenges, ePlus networks with healthcare industry experts, reviews industry publications, and attends regular meetings with customers to review their business and operational goals.

In addition to the research, we conduct periodic business reviews and executive briefings. We stay on top of emerging healthcare trends to cover all angles of technology and line-of-business applications.

Collecting this critical data allows ePlus to impact organizational outcomes by gaining true insight into customer goals, needs, and opportunities for improvement. It also allows us to better guide the process, develop actionable steps for desired outcomes, and provide tools for measuring success.

[Schedule Your Workshop](#)

The Key: Infrastructure Transformation Workshop

You can't get where you want to be until you assess where you are now. The ePlus [Infrastructure Transformation Workshop](#) helps solve that challenge. The Workshop offers a clear path from the current state to future goals, facilitated by ePlus expertise and best-in-class technology solutions.

We familiarize organizational leaders with their current technology stack, assess digital readiness, and plan for future needs to meet organizational goals.

Ideally, senior leaders in clinical, financial, and administrative service lines and senior information technology leaders will participate in this Workshop. These leaders hold critical information about potential market disruptions, the need for transformation, and the organization's future strategic direction. Our Workshop aims to increase the organization's digital readiness and transform its infrastructure so the network is future ready.

To get the most out of the Infrastructure Transformation Workshop experience, follow these preparation steps:

1

Schedule a Workshop.

2

Plan for a 2-hour slot for the Workshop.

3

Identify 2-4 individuals from your organization who are committed to actively preparing for an infrastructure transformation to participate.

4

Think about your goals for the Workshop: Where are you today? Where do you want to be in terms of network readiness for business transformation in the next 1-3 years?

Our Workshop, led by ePlus network and infrastructure experts, offers a collaborative space for an interactive two-hour session. Here, we map your current network and infrastructure status and discuss your future goals.

Within a few weeks of completing your Workshop, an ePlus expert will meet with you to discuss a customized Infrastructure Transformation Roadmap. This Roadmap will focus on your current technology—network, hardware, software, and processes—and propose tools and services to support goals like Network, Data Center, Cloud, Security, and Analytics.

The impactful value of the Infrastructure Transformation Workshop is developing solutions that help achieve outcomes aligned with organizational goals, evaluating success through metrics and financial savings.

Learn more about the Infrastructure Transformation Workshop

ePlus offers healthcare IT solutions, both short and long-term roadmaps, ongoing support, and guidance to help customers reach their goals through technology products and solutions. Our Infrastructure Transformation Workshop sets us apart from the competition and offers our customers a guided, measured and customized approach to long-term success.

[Learn More About The Workshop](#)