

# Oracle Health Resources

Below is a list of resources offered by Oracle Health that can help clients in various areas related to Arch Collaborative best practices and metrics. The impact of these resources on clinician EHR satisfaction has not yet been validated by KLAS, though plans are underway to do so.

KLAS does not have any pricing information related to the resources below. Please contact your Oracle Health CAE directly for more information.

## Education

### End-User Optimization

Oracle Health offers end-user optimization support for clinicians to receive personalized EHR assistance in person or virtually. We leverage data from Oracle Health Advance and Lights On Network to identify end-users who can benefit from adoption support. Identified end-users receive one-on-one support to help improve satisfaction, increase efficiency and usability, and enable higher-quality patient care. We recommend quarterly end-user optimization.

### Learning Framework

The Learning Framework delivers prescriptive, role-based learning journeys that combine a variety of learning methods, delivered through a contemporary learning platform. The learning approach leverages Organizational Change Management and adult learning principles that are strategically deployed at different stages of the project timeline thereby providing measurable and real-time user experience feedback and adoption indicators that predict KPI achievement. The framework is composed of a variety of content-delivery methods, including videos, eLearning simulations, structured localized learning labs, and standard and localized real-time support resources. The Learning Framework can be leveraged for projects, onboarding, and continuous education.

## Interoperability

### Interoperability Solutions and Services

Our interoperability capabilities help clinicians collect, curate, and organize data from disparate systems, making patient data more accessible and usable. Oracle Health's interoperability portfolio includes

- Data Exchange—CommonWell, HIE, Seamless Exchange, SSA
- Community outreach
- Public health
- Open platforms and APIs
- Prescribing

Regional strategists are ready to partner with your organization to meet your interoperability goals.

## Configuration

### Optimization Services

Oracle Health Optimization services deliver meaningful domain uplifts to improve the clinician experience. Kits are available by clinical venue and department.

- Clinical Venue offerings
  - o Nursing, Physician, Medication Process, Quality (sepsis, VTE, RRT), Long Term Care, Critical Care
- Departmental offerings
  - o Ambulatory, Emergency Medicine, Urgent Care, Women's Health, Perioperative

## Technical Experience and Operational Practices

### Advance

Oracle Health Advance gives you control over the clinician experience by bringing together advanced tools, expert analysis and a structured, repeatable process. Oracle Health Advance is a suite of web-based solutions that:

- Presents individual user or group level efficiency and adoption data within an easy-to-use yet state-of-the-art interactive visualization
- Enables actioning of that data through management tools to drive a process of continuous improvement
- Offers a suite of reports to ensure the right work is getting done with the right users and generating the intended impact
- Identifies high-value, organization specific opportunities to improve at a system level through structured improvement projects

### Advisory Services

Oracle Health offers advisory services to support your organizational goals. We provide expertise for your clinical, financial, population health, and technical needs.

### Lights On Network

Lights On Network® provides enterprise-level data analytics to maximize the value of the EHR across your entire organization. This means a better experience for your caregivers, better results for your organization, and the most efficient system to support it all.

- Peer Comparisons: Local and national benchmarking allows you to baseline your analysis with other Cerner clients around the globe.
- Constant Monitoring: Near real-time views help you analyze, take action, and resolve problems.

### Physician Architect Program

The Physician Architect Program was developed by physicians for physicians to provide content and information designed to help bridge the gap between the clinical and technical aspects of the system. This program offers physicians tools and strategies to support their organization with the design and implementation of our solutions. Through a comprehensive eLearning plan and interactive classroom teaching, this course is designed to help physicians gain advanced knowledge of the configuration tools.

### Sustainment Education

Our sustainment education offering focuses on the users of technology and the team members who support them. We collaborate with your organization to develop or enhance your education program and give you the tools to operationalize, measure, and maintain it.

## Upgrade Center

To keep your systems current, implement the latest enhancements, minimize incidents, and free up your staff for projects, consider utilizing the Upgrade Center for your next upgrade.

The Upgrade Center (UC) is a dedicated team of experts focused solely on aligning your organization with the latest code releases for all your Oracle Health platforms. You can stay current with Oracle Health's latest innovations while keeping your IT teams focused on other critical areas. Oracle Health's dedicated resources will handle your upgrades and minimize incidents.

### Connect with us

Call +1.800.ORACLE1 or visit [oracle.com](https://oracle.com). Outside North America, find your local office at: [oracle.com/contact](https://oracle.com/contact).

 [blogs.oracle.com](https://blogs.oracle.com)

 [facebook.com/oracle](https://facebook.com/oracle)

 [twitter.com/oracle](https://twitter.com/oracle)

Copyright © 2024, Oracle and/or its affiliates. This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Oracle, Java, MySQL, and NetSuite are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Some regulatory certifications or registrations to products or services referenced on this website are held by Cerner Corporation. Cerner Corporation is a wholly owned subsidiary of Oracle. Cerner Corporation is an ONC-certified health IT developer and a registered medical device manufacturer in the United States and other jurisdictions world wide.