NORDIC®

What drives Epic Staffing cost?

A strategic framework to understand the true cost drivers, risks, and performance impacts of Epic staffing decisions

Why Epic staffing decisions matter more than ever

Epic staffing influences the stability and speed of your entire EHR ecosystem. Many organizations still judge staffing by rate or title—missing the real drivers: ownership expectations, complexity, governance, and ramp time.

This guide will help you:

- Avoid hidden risks
- Evaluate staffing partners strategically
- Understand the true cost drivers of Epic work
- Shorten ramp and prevent misalignment
- Protect timelines, quality, and system performance

Why Epic staffing is one of the highest-risk decisions in your EHR ecosystem

Every Epic EHR environment is held together by a small number of highly specialized people who carry the knowledge, context, workflow nuance, and build discipline your systems depend on.

Most leaders don't see the true risk until they're already compensating for it. Getting Epic staffing wrong is far more expensive than getting it right.

This guide is designed to help you avoid costly missteps and choose the right partner who enhances your Epic environment from day one.

When those roles are open, under skilled, misaligned, or overstretched, you feel the impact fast:

- **Clinical and operational workflow issues accelerate**
- **Upgrade timelines slip**
- **Revenue cycle becomes unstable**
- **Governance weakens**
- **Reporting backlogs grow**
- **Burnout increases**
- **Decision fatigue spreads**
- **Technology trust erodes**

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What causes most Epic staffing strategies to fail?

Based on Nordic's 15+ years of experience supporting health systems, the same high-cost patterns show up repeatedly:

These failures cost millions—often without warning.

The right staffing partner prevents them.

1

CHOOSING GENERAL IT STAFFING PARTNERS FOR EPIC WORK
General IT staffing partners prioritize keyword matching over true Epic expertise, leading to slow ramp-up and rework. Without healthcare context, they overlook how build decisions impact workflows, patient safety, revenue cycle, and compliance—adding risk and reducing reliability.

2

TREATING STAFFING AS A COST DECISION INSTEAD OF A RISK DECISION
Although low hourly rates can appear attractive upfront, they often lead to higher long-term costs. When consultants lack healthcare-focus and Epic expertise, your organization is saddled with rework, extended oversight, slower ramp times, and ultimately, longer timelines.

3

MISALIGNMENT OF ROLE EXPECTATIONS AND ACTUAL OWNERSHIP
Analysts are expected to "own" work without decision rights, governance clarity, or a documented runway.

4

LACK OF CONTINUITY PROTECTIONS
An analyst leaves mid project, and institutional knowledge walks out the door.

5

LEADERS ABSORBING FAR TOO MUCH OPERATIONAL LOAD
Interviewing, onboarding, oversight, and escalation management becomes someone's second job.

Which **staffing model** is right for your Epic environment?

Not sure which model you need?

Get our expert insights to make informed decisions for your organization.

DOWNLOAD OUR STAFFING REPORT ❯

1. STAFF AUGMENTATION
(CAPACITY YOU DIRECT)

Best for:
- Fixed-term projects requiring specialized skills
- Quickly scaling teams to meet project demands or deadlines
- Filling temporary skill gaps in existing teams
- Maintaining control over project management and execution
- Addressing fluctuating workloads or seasonal demands
- When paired with clear intake, defined ownership, and strong governance, staff augmentation gives you speed and flexibility.

2. MANAGED SERVICES
(OUTCOMES WE OWN TOGETHER)

Best for:
- Application support and stabilization under service level agreements
- Enhancement intake, prioritization, and release management
- Upgrade planning, testing, and cutover coordination
- Reporting and analytics (operational and clinical)
- Interfaces and interoperability (orders, claims, device feeds, and admission, discharge, and transfer)
- Why it works: Managed services help you stabilize day-to-day operations and enforce governance and documentation standards, freeing your leaders to focus on roadmap and value realization.

You're not buying hours. You're investing in capability–and risk mitigation.

What drives the real cost of Epic staffing?

Hourly rates are the least important number on a staffing proposal.

The true cost (and value) comes from the capability you're bringing into your environment.

True Epic and healthcare specialization	Verified certification and credential depth	Complexity of your environment	Ownership expectations	Ramp to productivity
Deep, hands-on healthcare experience across Epic environments, governance models, workflows, and integrations prevents drift, rework, and instability.	*Proven expertise safeguards quality and reduces the risk of rework, misbuilds, and downstream defects.*	*Multisite, highly customized, and tightly integrated workflows require senior-level talent with the judgment to navigate nuance and avoid costly missteps.*	*A clear understanding of whether you're purchasing hours, accountability, or outcomes most directly impacts cost, risk, and delivery.*	*Experienced Epic consultants become fully productive significantly faster because they already understand the workflows, governance cadence, and build discipline your environment requires.*

What **hidden costs do health systems overlook** in Epic staffing?

These often cost much more than a consultant's hourly rate:
- Slow decisions and service disruption due to vacant roles
- Rework from underskilled resources
- Knowledge loss when turnover occurs
- Delay penalties during upgrades
- Clinician dissatisfaction
- Quality issues that require "second build" remediation

**Choosing a staffing partner
is choosing how much risk
you're taking on in the future.**

How should leaders evaluate Epic staffing proposals?

- Role ownership defined
- Validated Epic experience
- Governance alignment
- Time-to-productivity expectations
- Continuity protections
- Transparent pricing
- Integration model defined

Most partners hit only some criteria. Few hit all.

Use this checklist to compare any staffing partner (and see where gaps may exist):

- Role definition includes ownership expectations
- Most proposals list tasks; you need clear accountability and decision rights.
- Epic experience is validated, not assumed
- Matching keywords on a resume isn't the same as confirming real Epic expertise.
- Governance alignment is clearly described
- Escalation paths, communication cadence, documentation standards, and intake workflow should be defined.
- Time to productivity is stated explicitly
- If the staffing partner won't commit to ramp expectations, assume slower, less predictable ramp.
- Continuity protections are guaranteed
- Backup coverage, knowledge capture, and transition plans should be in place.
- Pricing structure is transparent
- Rate drivers (skill, ownership, complexity, on call/surge) should be explicit.
- Integration with your team is clearly described
- Cross module coordination, documentation norms, and collaboration rhythms should be spelled out.
- Many staffing partners meet only some of these criteria. Nordic is structured to deliver on all of them.

Practical intake checklist

	Before you bring on any Epic partner, align on:
☐	First 30-60 days of ownership
☐	Epic modules and workflow scope
☐	Must-haves vs nice-to-haves
☐	Governance and decision rights
☐	Work patterns and collaboration
☐	Success criteria for the first milestone

Clear intake = shorter ramp + fewer early problems

Questions every health IT decision-maker should ask when reviewing a staffing quote

1
How will your consultants reduce risk across our Epic environment?

2
What governance model will they follow, and who owns decisions?

3
How fast will the talent be fully productive, and what guarantees support that?

4
How do you verify Epic experience and certification?

5
How will this engagement strengthen our internal team?

6
What continuity protections are built in?

7
How does your pricing reflect ownership and outcomes, not just hours?

8
What will success look like by day 60?

If a staffing partner can't answer these, they're likely selling hours, not results.

How Nordic ensures continuity, capability, and predictable Epic performance

Nordic ensures operational continuity and governance alignment so your internal teams can stay focused on strategic initiatives without risking day-to-day performance. When you share your role type, module, ownership expectations, and start window,
Nordic will:

- Map the role to the right model (staff augmentation vs. managed services)
- Present verified Epic experts
- Provide structured ramp plans
- Set governance and documentation expectations
- Ensure continuity protections
- Deliver predictable productivity from day one

Our team fills your open roles with the right people and stabilizes Epic delivery through standardized onboarding, continuity protections, and a clear governance cadence. In complex Epic environments, cost ultimately reflects a partner's capability to safeguard your timelines, quality, and operational performance.

Request a no-cost, 30-minute Epic staffing strategy review

Nordic's experienced consultants will assess:

- Your open roles
- Your current coverage model
- Your risks heading into upgrades
- Opportunities for stabilization or acceleration

No cost. High value. Immediate clarity.

BOOK A
MEETING ⟩