

Stabilizing and Scaling an Epic Community Connect Program

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» CLIENT OVERVIEW

A leading \$8B academic health system serving a statewide patient population through a network of hospitals, clinics, and affiliated providers, focused on delivering coordinated care across diverse communities. In 2019, the organization launched its Epic Community Connect program, initially partnering with a rural group to extend access to its shared platform, improving care coordination and supporting a partner with limited resources.

» THE CHALLENGE

Following several years operating with a single Connect affiliate, the health system expanded its Community Connect program in 2023 to include a large in-state partner. This shift introduced substantial complexity, but the program lacked the mature infrastructure, governance framework, and dedicated resources typically required to support a scaled Connect environment.

As the new partner neared go-live, misalignment across stakeholders, structural gaps, and execution challenges surfaced—placing the program at risk of missed timelines and reduced delivery confidence. Recognizing the urgency, leadership engaged KCG to rapidly assess the situation, pinpoint root causes, and establish a clear path to stabilize execution and enable a successful go-live.

» THE SOLUTION

KCG partnered with the client and Epic's Connect team to rapidly stabilize the implementation while collaboratively redesigning the broader program foundation—establishing a scalable, relationship-driven operating model anchored in accountability and sustainable infrastructure. Enabled by Epic's partnership through coaching, key training, and peer forums, the teams aligned to strengthen execution and enable long-term growth across three core areas:

Customer Success & Relationship Management

Established a proactive customer success model to deepen engagement across affiliates and client teams, leveraging Epic best practices to enhance alignment, streamline communication, and improve satisfaction.

Program Governance & Infrastructure

Designed and implemented a scalable governance framework leveraging Epic foundational practices, including standardized processes, roles, and formal governance to improve transparency, decision-making, and execution across affiliates.

Accountability & Performance Management

Implemented and cascaded clear accountability models, including SLAs, defined ownership, and performance tracking aligned with established frameworks, improving execution consistency and program reliability.

» THE IMPACT



+40%

Affiliate Satisfaction Improvement



2

On-Time Affiliate Go-Lives



100%

Program Budget Adherence

“Knowledge Capital Group stabilized a complex implementation, strengthened our partnership with the Epic Connect team, and established the structure and accountability needed for long-term success—creating a strong foundation for sustained performance and growth.”

– Ryan Sommers, Executive Director, Growth & Affiliate Services, MUSC Health



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