



Enhance the power of your software with WellSky's team of solution experts

Your WellSky® software is built to drive efficiency, visibility, and compliance. With **WellSky Services**, our solution experts help you maximize those benefits. WellSky offers two categories of services to fit your needs.



Professional Services offer you a wide range of opportunities to get more from your WellSky blood management or biotherapies solution. Look to us for data migrations, integrations, workflow enhancements, and other special projects. We can also provide custom training sessions that help your team use the system according to best practices.

Outsourced Services eliminate disruptions to your everyday operations. Our team streamlines system administration and ongoing application management, enabling your team to focus on its core mission. The WellSky Services team understands both your software and your business. We're ready to hit the ground running the moment we start. Learn more about how this range of services can keep your facility running smoothly.



WellSky[®] Professional Services

When your organization needs help to complete a special project or enhancement, WellSky can provide a wide range of services to get the job done. Here are some of the ways our services team can help your agency run smarter and get more from your WellSky system.

Solution deployment

Your WellSky system is highly configurable to support the way you work. We work with hospitals and labs every day and can draw on that experience to help you plan and deploy your software to ensure success. This includes establishing workflows that enhance your agency's productivity and data collection tools that sharpen your insights.

FDA validation

The Food and Drug Administration (FDA) requires you to submit a validation report confirming that WellSky Transfusion is "suitable for your specific operations and workload and can accurately and repeatedly meet your needs." This validation is required before implementing the software and after any change made by WellSky. Our Services team is very experienced in this specialized task and can assist you with the planning, validation activities, documentation, and reporting required by the FDA.

Technical services

If your data quality is less than ideal, it can slow down everyone in your organization. WellSky can solve this problem with several different services.

Data extraction from legacy systems. WellSky can extract and import the data from your previous transfusion system when you implement WellSky Transfusion. Our team has considerable experience extracting data from many systems, including Sunquest, Meditech, Cerner, and SoftBank.

Data migration, replication, and validation. We can convert data from other sources for use in your WellSky solution. WellSky can also develop data scripts that run automatically as new entries are made, requiring correct inputs or standardizing the data entered.

Integration and customization. Enhance your software to share data with your partners' systems or adapt your WellSky blood management or biotherapies solution to support programs that require distinct workflows.

Custom reports and analytics. Strengthen your understanding and decision-making with reports that pull data from your system precisely the way you need it. WellSky empowers you to portray your facility's needs visually to leaders, funders, and potential partners.



Learning services

WellSky can equip your staff in a variety of ways to get the most from your system.

Training. We can customize an introductory training program around your entire WellSky blood management or biotherapies solution, or teach staff the proper way to use a specific module or workflow process. Training can occur onsite or online and will be designed to meet the specific needs of your system administrators, power users, or entire provider network.

Report writing. Equip your team to create and modify WellSky Transfusion reports using SSRS (SQL Server Reporting Services). Our basic and intermediate training courses demonstrate how to employ every component of WellSky Transfusion's Report Builder — not only to import the required data, but also to display it in the most effective format possible. Your account manager can provide a detailed agenda of both class offerings.

Collateral. WellSky can also develop training manuals or aids to simplify future training and ensure best practices. This is ideal when your staff has not had recent formal training, if there has been significant turnover, or if you have made changes to workflows or business processes.

Events. WellSky's annual CareForum conference brings together state leaders from across the country. It's a great opportunity to network with peers and speak with the WellSky team about enhancements to your system.





WellSky[®]

Outsourced Services

WellSky's expertise helps you tackle ongoing challenges that disrupt everyday operations. Our knowledgeable team streamlines your back-office and technological processes, helping your organization run more efficiently and enabling your team to focus on serving your community.

Application management services

Many WellSky clients appreciate the continuous process improvement and peace of mind they gain with a monthly service engagement. You can address specific pain points or optimize your system by redesigning business processes, implementing the use of new features across your organization, customizing assessment forms, and more.

When you sign up, a WellSky consultant will meet with you regularly to identify enhancement projects and manage your agreed-upon services hours. Your account manager can draw from many WellSky experts and resources to complete a wide range of your projects. Your work is carefully managed, so you always know you're on budget.

Common application management services include:

User provisioning and management. WellSky solution experts will assist you with your user site management, ensuring each user is provisioned correctly. They also triage application issues reported by users, from password resets to software defects.

Configuration changes. WellSky solution experts will assist you with configuration change requests from your business units. These can include updates to security and access role configuration, new workflows, and table builds.

Client-specific tasks. WellSky can develop advanced reports, custom interfaces, or even training guides or job aids. Our System Administration packages include one operational assessment and one managed upgrade each year, in addition to managing challenges that arise as your processes shift, reporting requirements change, or new opportunities arise.

System administration. We act as a virtual system administrator, to help with a go-live transition, fill in knowledge transfer gaps when you have a change in staff, or take on everyday tasks during busy reporting months or when key resources are expected to have competing priorities.

Upgrades

As new features are added to the system, WellSky can customize these capabilities to help you get the most from them. We can also help you adapt any custom configurations that may be affected by the upgrade.



Learn more! Contact your WellSky account manager for more information on any of our services.

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