

Next chapter

Notes on the Epic transition



November 2019

Be sure to visit the [Epic intranet](#) site for announcements and past newsletters!

Buzzwords

- **Epic Best Practice Advisory (BPA):** A prompt that “fires” based on predetermined criteria set in the clinical rules editor.
- **Epic Playground:** Online environment that provides real-time audience engagement.
- **Epic Training and Access Readiness Event with User Validation:** A kick-off with leaders for training and user access-related management tasks. The goal of this event is to reduce Epic access and use issues at go-live and prepare leaders for registering team members to attend Epic training. Leaders are educated about Epic courses, training registration, training progress reports and general Epic access processes. Leaders then review a list of users on their team(s) and confirm all have been identified and have the correct training and access planned to support the performance of their job functions. Leaders meet with Epic trainers and analysts to complete the validation.
- **Epic UserWeb:** Online collection of tools and information about Epic. There, you can find:
 - education and training materials
 - upcoming events and webinars
 - downloadable system content
 - community discussion forums
 - implementation, upgrade and support documentation

[Buzzwords](#)

[Progress notes: Providers](#)

[ARC insight: Access & revenue cycle](#)

[Vital signs: Clinical team members](#)

[Epic veteran updates: Current Epic users](#)

[All aboard: Education & training](#)

[Super Users' spot](#)

[Epic fun fact](#)

[Epic exposé](#)

[Next chapter archives](#)

Progress notes

Providers

- The first two Clinician Informatics Council (CIC) meetings were held in October and were very productive. Decisions were made on a significant number of outstanding issues related to the structure and content of the Ballad Health Epic build.
- The inpatient subcommittee of the CIC had its first meeting on November 6. This subcommittee is responsible for acute care build and content, such as orders and clinical decision support.
- The Provider Readiness Team (PRT) has been formed and had its first meeting on October 29. Stay tuned for a list of members on this team who will serve as the physician and APP champions for the Epic project.
- Epic Physician Champion, Dr. Bill Messerschmidt, has been attending medical staff and MEC meetings to bring updates on and answer questions about the Epic project. If he hasn't been at your facility yet or you have questions, please do not hesitate to reach out to him at william.messerschmidt@balladhealth.org.

ARC insight

Access & revenue cycle

- Appointment conversion: The process of transferring appointments from legacy systems to Epic.
- Registration conversion: The process of translating registration information from legacy systems into Epic, such as basic demographics, guarantor and coverage information.
- The Epic recommendation is to use a hybrid approach. This means we will try to import as many appointments as possible and manually convert advanced visit type appointments, appointments with orders, etc. An appointment import can reduce the amount of manual scheduling conversion for end users and allow them to focus more time on pre-registration and referrals conversion during the appointment conversion weekend.
- Benefits:
 - valuable training for real life – “practice makes permanent”
 - improved proficiency and comfort
 - forced testing for provider templates and setup
 - highest confidence in conversion accuracy
 - provides opportunities to update registration information as well
- Ambulatory appointment conversion will kick off three weeks prior to go-live.

Vital signs

Clinical team members

- **Ambulatory:**
 - We are planning the following readiness activity at lunchtime at select clinics, and we need your expertise.

| Readiness activity | What it is | Who should attend | Tentative dates |
|------------------------------------|--|--|-------------------------------|
| End User Acceptance Testing (EUAT) | End users review operational workflow scenarios with test patients by logging into the Epic test environment. This review of workflows will allow participants to provide feedback on operational and clinical workflows to the Ballad Health Epic Information Technology team for any needed adjustments. | Clinic staff, physicians, nurses, Ballad Health Epic build analyst, Ballad Health clinical informatics team and Ballad Health Epic trainers. | Jan. 13, 2020 – Feb. 20, 2020 |

- As we prepare for the Epic go-live, please note the following regarding filing visit encounter charges: Currently in Allscripts, you sign a note to trigger charges, but in Epic, you will sign and close the encounter to trigger charges.

- **Acute:**

- The Cupid (cardiology) application team spent the month of September upgrading the Epiphany ECG system in current non-Epic-live sites and converting Epic-live sites to the Epiphany system. The upgrade and conversion are complete, and users have adjusted well to the changes.
- The Clinical Readiness Team has relaunched to include members from all sites that will transition to the Epic system in October 2020. This team will be responsible for assisting with communication, operational engagement, risk mitigation and go-live monitoring to ensure adoption. They will also assist with planning workflow walkthroughs. These events are planned for the first quarter of 2020 and will provide a demo of key workflows to expanded operational/user audiences with a goal to identify any additional gaps or potential implementation risks. Look for additional information in upcoming newsletters.

Epic veteran updates

Current Epic users

- Storyboard, the new and improved Epic layout, went live on October 16 along with the Epic May 2019 quarterly upgrade. Storyboard lets you quickly review a patient's story, take common actions such as time-marking results and click to jump to common activities, like the Problem List. Your activity tabs now appear across the top of the screen. Early feedback is overwhelmingly positive.
- Order sets that have completed the alignment process, which brings a team of subject matter experts (SMEs) from both legacy systems to ensure optimal build for use in both legacy systems, continue to be released in the current Epic instance.

All aboard!

Education & training

Questions about Epic training? Email epictraining@balladhealth.org

June 2020 ambulatory go-live (clinics & urgent care): Leaders with direct reports who will need Epic access are asked to register to attend an event titled, "Epic Training and Access Readiness with User Validation." This event is designed to achieve leadership engagement and readiness for the start of Epic training. These are four-hour sessions where leaders are oriented to training-related tasks, such as class registrations.

The Epic project team asks leaders to confirm that:

- the correct users for Epic access have been identified
- the training planned supports their job role/functions
- the Epic access planned will enable users to perform their job duties

Team members from the Ballad Health Epic project team will be available to answer your questions and assist you with completing the user validation process.

Leaders must register in HealthStream to reserve a seat for their preferred session. Sessions are scheduled to occur in all four regions for your convenience. To register:

1. Log in to [HealthStream](#)
2. In the "To Do" menu, look for the course "Epic Training and Access Readiness with User Validation." The Epic training team will assign this course to leaders we believe should attend. Select the course and register for a class session at a location convenient for you. If you believe you should attend but do not see this course on your "To Do" menu, go to the "Catalog" menu and search the course name > enroll > register for a class session at a location convenient for you.

Session schedule

| Class | Location | Date and time |
|---|---|--|
| Epic Training and Access Readiness with User Validation (Kingsport 2204) | Multiple | Tuesday, Dec. 3 1-5 p.m. |
| Epic Training and Access Readiness with User Validation (Norton - NCH) | Norton Community Hospital (NCH computer training room) | Wednesday, Dec. 4 1-5 p.m. |
| Epic Training and Access Readiness with User Validation (JC - Market St.) | Market Street Center (Holston computer classroom) | Monday, Dec. 9 1-5 p.m. |
| Epic Training and Access Readiness with User Validation (JMH - Abingdon) | Johnston Memorial Hospital (JMH IS training room) | Wednesday, Dec. 11 1-5 p.m. |
| Epic Training and Access Readiness with User Validation (JMH - Abingdon) | Johnston Memorial Hospital (JMH IS training room) | Monday, Dec. 16 1-5 p.m. |
| Epic Training and Access Readiness with User Validation (JC - Market St.) | Market Street Center (Holston computer classroom) | Tuesday, Dec. 17 8:30 a.m.-12:30 p.m. |
| Epic Training and Access Readiness with User Validation (JC - Market St.) | Market Street Center (Holston computer classroom) | Tuesday, Dec. 17 1-5 p.m. |
| Epic Training and Access Readiness with User Validation (JC - Market St.) | Market Street Center (Holston computer classroom) | Wednesday, Dec. 18 8:30 a.m.-12:30 p.m. |

October 2020 acute go-live (hospitals): We are seeking team members who can train their peers on Epic!

- A training best practice is to source trainers who currently use Epic within Ballad Health to perform their daily work. Since Ballad Health already has many team members who use Epic, this is a great opportunity to enhance the training experience for those who will be using Epic in the future.
- There is a 17-20-week commitment to fulfill the roles and responsibilities of being an Epic trainer, or “Credentialed Trainer.” During this time, Ballad Health team members who have been designated by their supervisor to serve as a Credentialed Trainer will complete a credentialing process to achieve trainer proficiency, train in the classroom, support out-of-classroom practice activities, staff LEAP labs and provide at-the-elbow support during the month following go-live.
- Team members designated to serve temporarily as Credentialed Trainers will work with the Epic training team starting on June 15, 2020, and return to their home department in their normal role the week of November 1.
- Department leaders:
 - Please contact epictraining@balladhealth.org by email to submit information on any team member you believe would serve the Epic implementation well as a Credentialed Trainer.
 - If you have additional questions prior to committing one of your resources to this important, temporary role, please contact epictraining@balladhealth.org.

Super Users' spot

A Super User is an end user who is trained to support peers during go-live and beyond. Read about characteristics of successful Super Users in this newsletter each month. Here are two to start with...

Successful Super Users are:

- respected by peers as go-to people in the department, leaders or mentors
- positive about their workplace, their employer and the Epic project

If managers have submitted your name to serve as a Super User for your department, they have most likely observed that you demonstrate these characteristics consistently. Being selected as a Super User by your manager is an honor and testament to your hard work and positive attitude.

Next steps...

Epic-live facilities: We are in the process of making updates to the ambulatory and acute Super User list. We will be working with managers to identify experienced Epic Super Users to help facilities during their Epic go-live. If you are interested in helping, please reach out to your managers to let them know. The Epic-live Super Users will be away from their home departments to give at-the-elbow (ATE) support to the non-Epic-live facilities.

Non-Epic-live facilities: Thank you to leaders at the non-Epic-live sites for providing the names of individuals to serve as Super Users when Epic is implemented.

The December issue of this newsletter will begin to outline the training path designed for new and existing Super Users.

How did Epic get its name?

An epic is a long poem that chronicles an individual's adventures or the history of a nation. Like "The Iliad" or "The Odyssey," Epic's electronic health records provide the story of a patient's healthcare over time.

Epic exposé



Health Information Management team

Each month, we'll dig deep into the minds behind the magic. For this issue, the HIM team was chosen to be featured due to their successful MPI conversion efforts!



(Back row, left to right: Angela Bellamy, Melissa Johnson, Michael Brickey, Robert Littles, Justin Ryans; front row, left to right: Ronda Slemmons, Beth Chandler, Lisa Justice)

Q: What does HIM stand for?

A: Health Information Management (used to be called Medical Records and still is by many).

Q: What part does the HIM team play in the Epic rollout?

A: A huge part. We investigate patient information to ensure our health records are accurate and complete.

Q: What do you all do for team building?

A: We like to celebrate one another with birthday parties, going out to lunch, participating in Business Applications celebrations with our fellow team members, and we've been talking about

doing an escape room activity or going to throw axes at the venue in Kingsport. We also meet internally each week to make sure everyone is up-to-date on teamwork and projects.

Q: What's the most exciting/interesting part about your job?

A: We are the department that links and tracks patient, person or member activity within an organization and across patient care settings and helps keep our patients' information safe and accurate.

Q: If you had to rename your team, what would it be?

A: Many of the Epic teams have cute names like Beaker (lab) or Cupid (cardiology), so perhaps something like "Patient Central," or if you want to get technical, "Anamnesis," which is defined as "a patient's complete medical history."

Q: What is a typical day like in your office?

A: The team typically works from home, so communication via email and phone is imperative.

Q: What's something you would like others to know about the HIM team?

A: We take pride in our work and uphold the integrity of the health record. We are also a really fun group that works well together, and we are known for our willingness to help others any way we can.