

# Next chapter

## Notes on the Epic transition



December 2019

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

If you work in a Ballad Health-owned clinic that has not already installed the Epic application, most of these clinics will enjoy the implementation of Epic on June 1, 2020.

Clinics that will not start using Epic until the Oct. 1, 2020, go-live date include:

Clinics going live in Oct. 2020	"Hybrid" clinics*
BHMA BH WOOD OP JC	BHMA BEH HLTH GREEN OAK
BHMA DIAB ENDO ABG JMH	BHMA BH EAP JC
BHMA HEMA ONC JC	BHMA BH GP JC
BHMA Hem/Onc Abingdon	BHMA BH IP LEB
BHMA Hem/Onc Lebanon	BHMA BH WOOD IP JC
BHMA Hem/Onc Marion	BHMA Critical Care JC
BHMA SLEEP MED ABG	BHMA GASTRO JC
BHMA SLEEP MED ELIZ	BHMA Hosp IPCH
BHMA SLEEP MED JC	BHMA Hosp JCMC
BHMA SLEEP MED MAR	BHMA Hosp JMH
BHMA SLEEP MED NOR	BHMA Hosp NCH
BHMA TC ST JUDE	BHMA Hosp RCH
BHMA WC JCMC	BHMA Hosp SCCH
BHMA WC JMH	BHMA HrtVas Care Clfd
BHRHC GLADE RAD DX	BHMA INF DISEASE KPT
BHRHC GLADE SPRING	BHMA IP RHB SERV SCCH
BHRHC LEB	BHMA IP SERV JCCH
BHRHC LEB BHEALTH	BHMA NEUROHOSP JC
BHRHC MTNCITY	BHMA Ophtha JC
BHRHC ST PAUL	BHMA PEDS CC JC
BHRHC ST PAUL BHEALTH	BHMA PEDS HOSP JMH
BHRHC ST PAUL RAD DX	BHMA PEDS HOSP NSCH
CP Oncology Norton	BHMA Pul CC Abg
BHMA SLEEP MED BRIST	BHMA SHEART JC
BHMA SLEEP MED LEBA	BHMA TRANS CARE KPT
DCH DICKENSON IM	Comm Phy Wound Care Norton
DCH INTENSIVE OP CLINIC	
JCCH INTENSIVE OP CLINIC	
WOOD INTENSIVE OP CLINIC	

If you work in a hospital-based setting, Epic will be implemented on Oct. 1, 2020.

[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](#)

\*During the interim of the June go-live and the October go-live, Soarian will continue to serve as the legal medical record of the hospitals until Epic is fully implemented throughout the organization. The current workflow will be followed but Epic, not Allscripts, will be the tool used to manually enter the charges.

# Buzzwords

- **MyChart:** The Epic patient portal that allows patients to check test results, manage appointments and message their provider.
- **Principal Trainers (PTs):** The leading trainers for a particular application. Principal Trainers, sometimes referred to as instructional designers, master both an Epic application and your specific workflows and then develop and implement training programs tailored to your needs.
- **Specialist Trainers (STs):** Physicians and advanced practice providers selected to become experts in using the Epic system, they help develop training curricula for physicians in their area of specialty and train their peers before go-live.
- **Technical Dress Rehearsal (TDR):** A practice run of technical processes before the actual go-live, such as printers, card readers, scanners, etc.
- **Workflow Walkthrough:** An integrated demonstration/discussion of validated workflows.

## Progress notes

## Providers

- Thank you to the 38 Ballad Health providers who have made the commitment to train their peers on Epic. On Monday, Jan. 13, the Epic Specialist Training Readiness Workgroup (STRW) will host an event with the Specialist Trainers to start the train-the-trainer process. Stand by for details!
- Reminders about the provider training plan:
  - Class = 4 hours
  - Clinic = Ambulatory training
  - e-Learning completion via HealthStream is **required** prior to attending class
  - Epic training and personalization **required** for access
  - Hospital = Inpatient training
  - Personalization Lab = 3-4 hours
  - Specialists Training Specialists approach

## ARC insight

## Access & revenue cycle

- **Feb. 18, 2020: Access and Revenue Cycle Readiness Summit**

Preparations include operational leaders from the Patient Access and Revenue Cycle teams guiding the process to identify and mitigate potential risks or unfavorable impacts to patient satisfaction, revenue or regulatory compliance

How you can contribute to readiness activities:

  - Be engaged and ask questions about the Epic implementation.
  - If you have any concerns about the impact to patient satisfaction, revenue or regulatory compliance, talk to your manager about them.
  - Register for an Epic UserWeb account and explore the resources available on the UserWeb.
  - Take advantage of post-training opportunities to practice what you've learned.

## Vital signs

## Clinical team members

- **Why do we do Readiness events?**
  - They are an opportunity for operational leadership to facilitate key install milestones to ensure successful change management and end-user adoption.
  - Operational leaders serve as the faces and point people for the rollout by presenting operational risks and mitigation plans and leading activities that provide their staff exposure to the system, promoting end-user readiness.

- **Ambulatory Readiness Activities**

- End User Acceptance Testing..... Jan. 13-Feb. 7, 2020
- Operational Summit..... Feb. 20, 2020
- Clinical Readiness ..... April 1, 2020
- Workflow Dress Rehearsal..... May 6-20, 2020

- **Acute Readiness Activities**

- The Clinical Readiness Team is addressing high-risk workflows with the goal of identifying mitigation strategies to eliminate or minimize risks. Examples of high-risk workflows include blood administration, medication administration and timely and complete documentation. The high-risk workflows will be monitored during go-lives to identify and address any issues in a timely manner.

## Epic veteran updates

## Current Epic users

As an outcome of the alignment sessions completed last year, Epic has been updated to reflect those differences. Some of the changes are described below.

- **Ambulatory already live:**

- Care management update - ongoing alignment
- Health maintenance updates - ongoing alignment
- Quick hyperlinks to VAERS - Vaccine Adverse Event Reporting System
- Remove UC result by pools workflow
- Therapy snapshot/sidebar report updates
- Update format of patient snapshot reports to eliminate blank areas

- **Recent go-live (effective Nov. 8, 2019):**

- Additional Reason for Visit options
- Additional charge capture items
- Most-used Reason for Visit
- Most-used diagnosis for Visit Diagnosis
- Most-commonly ordered labs, procedures and medications
- Notification of ABN required on multi-provider schedule
- Preference list updates per specialty
- Quick hyperlinks to immunization state registries
- Review flowsheets updated to cover all vitals

- **Future alignment changes:**

- Clinical pharmacists documentation - build is complete - awaiting receipt of request for access and training for pharmacists
- Diabetes clinic educators - documentation build is in progress
- iProc imaging documentation for in-office reads - go-live date is March 1, 2020
- Periodic, scheduled downtime windows in Epic improve functionality and end user experience. The next scheduled Epic downtime will occur on Friday, Jan. 10, 2020, from 12:01-4 a.m. During this downtime, Ballad Health's IT team will migrate the original Epic hardware platform to a more robust platform that will serve all Ballad Health Epic-live hospitals and clinics. **Clinical team members should expect no change to their workflows.**
- Between Dec. 9-27, 2019, team members will receive new badges with dual-frequency technology during a staged rollout by facility. The new badge will provide you with the same access to Ballad Health facilities as before. Clinical team members will have improved access and authentication to Kronos and tap-and-go patient care, but tap-and-go will eventually change to Imprivata.

Questions about Epic training? Email [epictraining@balladhealth.org](mailto:epictraining@balladhealth.org)

Additional training locations have been identified and are being configured. Travel to a training location will still be required, but efforts are being made to reduce mileage.

## June 2020 clinic go-live

Epic Training and Access Readiness events are occurring now for leaders with team members who will experience go-live with Epic in June 2020. At these readiness events, leaders are meeting with Epic trainers and analysts to review a list of team members who will need training and access.

Leaders attending these sessions are:

- Asking questions about workflows that impact your training and access needs
- Confirming that all who need Epic access have been identified
- Learning about which content is covered in which courses to determine if the right team members are assigned to the right courses based on what they need to learn to perform their job functions in Epic
- Meeting with analysts to communicate details about your work so you have the right access to do your job when you start using Epic

**Training registration opens Jan. 6, 2020.** After leaders confirm which courses team members need to attend, the leaders will then assign those courses to you in HealthStream. By design, leaders/supervisors have the control to schedule Epic training in HealthStream so they can plan adequate staffing. For that reason, team members will not be able to register themselves for the Epic training sessions in HealthStream.

**e-Learning courses assigned and available to learners:.....Jan. 20-31, 2020**

**Pilot training: .....Feb. 3, 2020**

Pilot training is an opportunity for Principal Trainers to present their curriculum to system experts while using a fully-configured training environment.

The goal of pilot training is to solicit final feedback to ensure that workflows in a given course are presented accurately and with the right context for the target audience to be trained.

Principal Trainers will extend invitations to select individuals who are recognized as experts within their role, service area and existing EHR systems. As system and workflow experts, attendees are often able to provide helpful final tips to ensure the workflows are presented as effectively and efficiently as possible. Attendees who may be invited to attend will include training leadership, Credentialed Trainers (those already working in IT), Epic application analysts, as well as SMEs, Super Users and Operations Leads.

## October 2020 go-live (hospital-based departments and a few clinics)

es; CTs must be identified and confirmed by Jan. 31, 2020.

## Super Users' spot

### Super User orientation meetings (two hours) for June go-live: Feb. 3-14, 2020

A Super User is an end user trained to support peers during go-live and beyond. What are some characteristics of a successful Super User? Read about them here each month.

Successful Super Users are:

- Approachable, personable and friendly
- Patient when faced with stressful situations and difficult staff

When working in healthcare, we often identify staff that are most likely to be helpful and friendly to approach with questions. It is the same with Super Users; we want to choose staff that are approachable and willing to help their peers. Super Users may have the appropriate skills, but if they do not have a positive attitude, they will not be successful.

In Epic-live facilities, we are continuing to identify team members that already have Epic training and experience to help with the June and October 2020 go-lives.



Each month, we'll dig deep into the minds behind the Epic magic. Check out what a few of the Epic Education Team members had to say!



(Back row, left to right: Jonathan Bailey, Kara Walls, Cindy Harris, Angela Osborne, Nora Hilbert, Patrick Rill; front row, left to right: Betsy Snyder, Celia Stratton, Danielle Goodwin; not all Education Team members are pictured)

**Q: What do the Epic Education Teams primarily do?**

A: Epic Education helps to introduce users to the Epic EHR and support the users within the system. We develop curriculum and maintain the Epic training environments so we can train the end user using several avenues, including classroom instruction, at-the-elbow training and site support.

**Q: What have you been most proud of on this journey toward implementing Epic?**

A: The team's drive to support the end user and each other through the processes of implementation, support and continual changes that strive to enhance the end user's experience. We have grown into a family with the same purpose, and I see us inching closer to our goal of a smooth implementation each and every week.

**Q: How does your team build camaraderie and have fun?**

A: Team members attend events, outings and share presentations during times such as birthdays and holidays. Our team managers have been instrumental in keeping our meetings lighthearted, and they have made us all feel comfortable around one another. We have had a Thanksgiving dinner together and shared luncheons together. This has built our camaraderie up over time.

**Q: What do you want people to know about the Epic Education Teams?**

A: That the Epic teams are here to make sure end users receive high-quality training and are aware of the tools that Epic has to offer.

**Q: What is your favorite part of the job?**

A: Meeting new people and showing off the best aspects of the Epic EHR.

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

A: Ballad Epic Education Services – BEES

## Epic Fun fact

To keep Epic centered around the user, Epic's software programmers take "immersion trips," sitting with schedulers who make appointments in Epic or watching surgeries in the OR to see how they can make the Epic software better.