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Notes on the Epic transition

January 2020

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

Want to know more about Epic? Visit the [Epic UserWeb](#), select “Request an account” and create an account using your Ballad Health email address.

Have you received a calendar invitation from bEpic@balladhealth.org? It’s ok - it’s not a phishing scam! This is a legitimate email address that has been established by Ballad Health IT.



Buzzwords

- **Care Everywhere:** An application that allows a clinician access to a patient’s medical records from other organizations.
- **EpicCare Link:** A web-based application that allows providers at an affiliate organization to view a Ballad Health patient’s clinical data using the internet. This helps Ballad Health to improve the continuity of care for our patients.
- **MyChart:** The Epic online patient portal where patients can manage appointments, request prescription refills and message their provider.

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Progress notes

Providers

The Specialist Trainer Kick-Off is scheduled for Jan. 13 for both June and October go-live STs. Approximately 40 providers have agreed to train their peers.

Registration for providers needing Epic training for the June go-live opened January 6. Register early to get preferred date, time and location. Your practice manager or site specialist can assist with getting you registered.

Pilot training for revised provider curricula developed for the June go-live will occur in early February. You may be asked to attend to provide input. If you have an interest in attending, please email epictraining@balladhealth.org.

ARC insight

Access & revenue cycle

Appointment conversion for the June go-live is scheduled for May 8- 10, 2020. The central location for this event is the Gray building at 5112 Bobby Hicks Hwy in Johnson City.

During appointment conversion, we will convert 70,000 future appointments from Allscripts into Epic. The majority of these appointments we will be able electronically convert, and others we will have registration and scheduling staff use what they learn in their Epic training to manually convert more complex appointments, which are appointments with cardiology and radiology. Having our staff participate in appointment conversion gets them familiar and comfortable with the system a few weeks prior to the June 1 go-live. Once we finish appointment conversion, we will be live on Cadence, Epic's scheduling system, and staff will continue to use Epic to schedule appointments that will occur after June 1.

Vital signs

Clinical team members

October Go-Live Readiness Activities

Epic Workflow Walkthrough sessions provide integrated demonstrations and discussions of workflows that have been validated by current Epic and Soarian representatives. The Epic team will be leading four Workflow Walkthrough sessions in late January (one session in each market) where participants will have the opportunity to see how a patient encounter will flow from the Emergency Department throughout an inpatient stay to discharge. There will also be breakout sessions in which Family Birth (OB), Peri-op (Surgery) and Pharmacy specialty workflows will be demonstrated.

Participants will have the opportunity to engage in discussion and provide input on any workflow gaps they identify. The participants, who were identified by market leadership, should have received invites to the sessions and are requested to RSVP through the calendar invite (requested RSVP date was Jan. 7, 2020).

Epic veteran updates

Current Epic users

It's important to remember to log in to your BCA Downtime device. To learn more about BCA Downtime, log in to [HealthStream](#) and search for these CBLs:

Downtime Overview COURSE ACTIVITIES: Test, Online Show additional information ▾	Info
Epic Business Continuity Access (BCA) Downtime Training COURSE ACTIVITIES: Test, Course Attachment, Online Show additional information ▾	Info

Questions about Epic training? Email 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 go-live

Epic Training and Access Readiness sessions were attended by over 70 leaders who have teams that will go live with Epic in June.

At these readiness events, leaders met with Epic trainers and analysts to review a list of team members who will need training and access. Leaders provided over 650 comments about what each of their team members does in their daily work so the Epic team can assign the right training and access. Over 900 team members were reviewed and validated by their leader.

Registration for Epic training opened on Monday, January 6. Managers are registering their team members. Watch your calendars and emails for information on when you are scheduled to attend Epic training. Leaders can expect to start receiving weekly registration progress reports beginning the week of January 13.

Pilot Training will occur in early February. You may be asked to participate and provide input on training content and delivery.

e-Learning courses & Epic Playground available Starting the week of February 3, team members will be assigned Epic e-Learning courses in HealthStream. An email notification from HealthStream will mark the availability of these pre-class learning opportunities that includes a fun scavenger hunt-type activity that can be completed in the Epic Playground. Watch for HealthStream notifications of course assignments.

October go-live

Work is in progress to source over 45 trainers needed to support the training that will occur in August and September for the October go-live. Epic Training and Access Readiness events will begin in early April. Registration for these events by leaders will begin in February/March. Watch for more information in the February newsletter.

Super Users' spot

A Super User is an end user trained to support peers during go-live and beyond.

Successful Super Users are:

- Good communicators and active listeners
- Outgoing and enthusiastic

June go-live

Super User Orientation Sessions Super Users need to be registered to attend a two-hour orientation session where they will learn about their role, responsibilities, complete e-Learning lessons for their role and complete pre-class activities in the Playground. At the end of this session, Super Users will be able to return to their departments and provide encouragement and guidance to their peers to complete the same pre-class activities. This team effort will improve learning readiness when classes start.



Each month, we'll dig deep into the minds behind the Epic magic. Check out what the ClinDoc team has to say about Epic!



Front row left to right: Haley Dean, Stephanie Bays
Back row left to right: Scott Powers, Kristy Johnson, Liz Foley, Stephanie Ollis, Dan Jackson, Missy Litzinger, Greta Cantrell

Q: What does the ClinDoc team primarily do?

A: Build inpatient clinical documentation tools for Nursing, Behavioral Health, Wound Care, Infection Control, Respiratory, Therapies, Spiritual Health, Case Management, Utilization Review, Quality, OB, Pediatrics, Nutrition, Child Life, Rehab Nursing and Dialysis. We are very busy.

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

A: Recent successful Epic implementations at Unicoi County Hospital (October 2018) and Greeneville Community Hospitals (April 2019).

Q: How does your team build camaraderie?

A: We celebrate birthdays and holidays and go out to eat as a team every Friday.

Q: What do you want people to know about the ClinDoc team?

A: We love our team and the service lines that we support.

Q: What is your favorite part of the job?

A: Our team works well together, and we honestly feel like a work family.

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

A: We believe the name ClinDoc best fits our team because we support all clinical documentation.

Epic Fun fact

Judy Faulkner launched Epic as a small business in 1979. Forty years later, Faulkner said Epic's success lies upon her initial decision to "put the patient at the center, and all the data around the patient."