

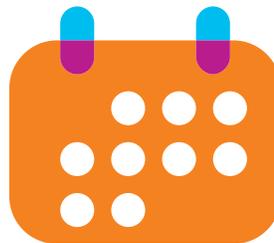
# Next chapter

## Notes on the Epic transition



February 2020

The June go-live Epic rollout is fast approaching! Please read below about the progress that's being made and how you can get involved!



### Buzzwords

- **Guarantor** - The person who is responsible for paying for the services performed
- **GLRA** - Go-Live Readiness Assessment
- [Guide to Epic application names and acronyms](#)

[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

Workflow Walkthroughs were conducted for each of the four markets during the last two weeks of January. More than 165 future users, including providers and other team members, had the opportunity to view a demonstration of a patient encounter from the time the patient presented to ED, through a surgical procedure and hospitalization, to discharge. Additionally, there were breakout sessions for Family Birth Center, Pharmacy and Surgery.

The Provider Readiness Team is reviewing high-risk workflows and mitigation strategies in preparation for the Operational Summit scheduled on March 12, in concert with the next Leadership Forum. In the Operational Summit, operational leaders and managers will review top risks with associated mitigation plans as recommended by the Provider and Clinical Readiness Teams and Patient Safety leadership.

For providers who will go live with Epic in **June**, e-Learning courses that are required to be completed prior to attending class, will be available in HealthStream starting **Monday, March 9**. Watch for email notifications from HealthStream for more information.

Ballad Health is excited to announce it has assembled a Revenue Cycle Patient Experience Team. This team is focused on enhancing the patient experience throughout all phases of the revenue cycle including, but not limited to, pre-appointment financial services, scheduling appointments and billing. The Revenue Cycle Patient Experience Team has been closely aligning its initiatives with the Epic expansion and implementation as well as MyChart features.

Patients who are enrolled in MyChart already have the option to pay their bills online. They can also request to go paperless and receive electronic statements and itemized statements. Patients who are not enrolled in MyChart can log in as a guest to make an online payment if they have their Epic account (guarantor) number.

Expanding online scheduling through MyChart is another key area of focus. Patients currently enrolled in MyChart are able to schedule mammography screenings. The Revenue Cycle Patient Experience Team is actively collaborating with its IT Epic application teams to expand the available online scheduling capabilities.

### October go-live (Acute)

Workflow Walkthroughs were conducted for each of the four markets during the last two weeks of January. More than 165 future users, including providers and other team members, had the opportunity to view a demonstration of a patient encounter from the time the patient presented to ED, through a surgical procedure and hospitalization, to discharge. Additionally, there were breakout sessions for Emergency Department, Family Birth Center, Pharmacy, Radiology and Surgery.

The Clinical and Provider Readiness Teams are reviewing high-risk workflows and mitigation strategies in preparation for the Operational Summit scheduled on March 12, in concert with the next Leadership Forum. During the Operational Summit, operational leaders and managers will review top risks with associated mitigation plans as recommended by the Readiness Teams and Patient Safety leadership.

Want to know more about Epic? Visit the [Epic UserWeb](#)! Learn [how to create](#) an Epic UserWeb account here.

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

## June go-live

Registration continues with a goal to reach 100% registration completion by March 6.

By design, only leaders with administrative access to HealthStream are able to register their team members.

This restricted registration approach allows leaders to control and protect staffing scheduled to minimize any patient care and operational disruptions during the training cycle.

Location details for the new training spaces being configured are shown below:

Location as shown in HealthStream	Street address	City
Market Street Center (Watauga, Boone and Holston Computer Classrooms)	1106 Market St.	Johnson City, Tennessee (near JCMC)
Gray Offsite (Gray-Bobby Hicks Hwy Room C)	5112 Bobby Hicks Hwy.	Johnson City, Tennessee (address is JC, but physical location is Gray, Tennessee)
Indian Path Campus - 2204 Pavilion Drive (CI - BLDG 2204 -Suite 213)	2204 Pavilion Drive	Kingsport, Tennessee
Indian Path Medical Center (2205 BLDG Rooms A, B, C (2nd Floor))	2205 Pavilion Drive	Kingsport, Tennessee
Education Center	351 Anderson Hollow Road	Norton, Virginia
Norton Business Center	1500 Park Ave. NW	Norton, Virginia
Abingdon Offsite (ABG-Campus Drive Rooms A, B, C and D)	611 Campus Drive	Abingdon, Virginia

Need more information on how to view session location details and add registrations to your Outlook calendar? Find a tip sheet [here](#).

The Epic Playground is now available! At the end of the e-Learning courses that were assigned on Feb. 3, there is a pre-class activity that provides you with instructions on how to log in to the Playground. The pre-class activity contains questions that require some navigation in Epic to find the answers. It's like a scavenger hunt and is an optional, but very beneficial, activity before you go to class. Instructions on how to locate the Playground icon can be found [here](#).

## October go-live

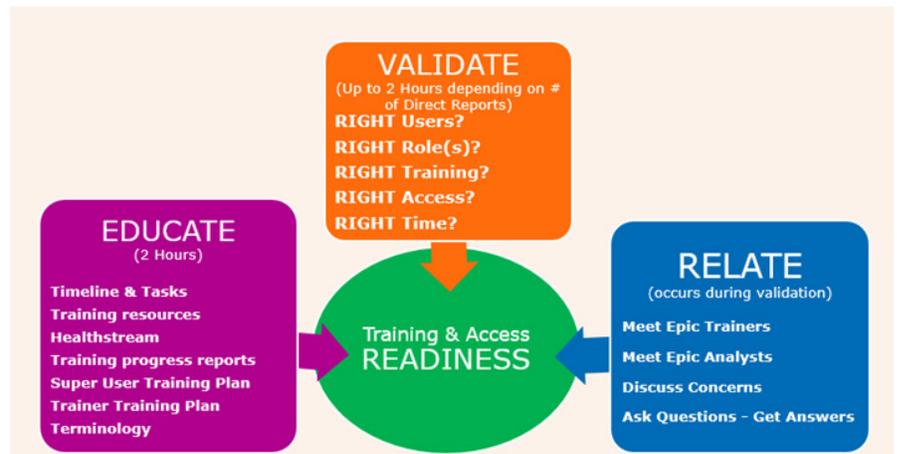
The first training-related event will occur at the end of March and is called **Epic Training and Access Readiness with User Validation**. This readiness event will kick off training and access-related tasks for leaders.

These four-hour sessions, attended by leaders who have team members needing Epic training and access for the October go-live, are designed to achieve the following objectives:

1. Verify team members who need training and access.
2. Discuss Epic role-based course content with Epic trainers to confirm that correct training assignments will be made in HealthStream that supports team member job functions.
3. Discuss Epic access needs with Epic analysts and confirm the template to be assigned to team member Epic user account is correct for job functions performed.
4. Confirm which team members will serve as Super Users so orientation and readiness courses can be assigned in HealthStream.
5. Communicate due dates for training-related task completion.
6. Complete training for HealthStream for managers to ensure correct access for leaders to register team members.

Leaders will be assigned this event through HealthStream and be directed to register for a session of their choice.

Watch for HealthStream notification of assignment to this course and other communications.



## Super Users' spot

The last few newsletters have listed characteristics of a successful Super User. Here are the last two, and probably two of the most important:

- Open and adaptable to change
- Willing to continue to learn and improve

Every day we are asked to make changes. Sometimes we are excited about the change and sometimes we are not. Either way, if we embrace change with a positive attitude, it makes the change less painful and more successful. You were most likely selected by your manager to be a Super User because you have that positive attitude.

We are in the process of asking our Epic-live site team members to pay it forward and help with the non-live sites' go-live. They are not only experienced with Epic EHR documentation, they also know their department's routines and workflows. This knowledge will be helpful to team members during their June and October go-lives.

If you know you are going to be a Super User for the June go-live and are not currently using Epic, be sure you have registered in HealthStream for SU Orientation and Go-Live Readiness sessions. To feel "super" in your Super User role, you are asked to repeat your role-based courses. For example, if you are a clinic nurse who needs to attend the Ambulatory Primary Care Nurse course, you should work with your leader to schedule time to repeat that same course later in the training cycle. Your leader needs to email [epictraining@balladhealth.org](mailto:epictraining@balladhealth.org) to provide the course name and session date so the Epic Training Team can reserve your seat for this repeat session. HealthStream only allows learners to be registered for one session of the same course, so reserving a seat for a repeat attendance is accomplished by your leader communicating the seat reservation need via email.



Each month, we feature Ballad Health teams and team members who have a direct impact on the Epic implementation. Check out this Q&A from Pam Austin, our SVP and CIO of Information Technology.



Pam Austin, SVP and CIO,  
Information Technology

**Q: How is the IT team involved in the Epic rollout?**

A: The entire department, both IT and clinical informatics, is involved in some capacity with the Epic rollout, whether it's a business analyst in support of an Epic application, an interface analyst, network engineer, systems engineer, service desk analyst or clinical informatics providing education and at-the-elbow support, to everyone in between. It takes all of us rowing together to be successful!

**Q: What's the best part of your job?**

A: When I work with other department leaders in the organization and hear about how IT either helped them do their job better, or we collaborate about innovative ways to use technology.

**Q: What are some things you would like others to know about people who work in IT?**

A: We have a very talented, well-educated team of IT professionals who are experts in their craft. We have several musicians, singers, car enthusiasts, great cooks/chefs, gamers, world travelers, exercise enthusiasts – basically, a well-rounded team.

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

A: Taking two legacy teams and blending them together into one cohesive team in support of the goal – supporting Epic.

**Q: How do people in your IT departments do team building?**

A: A lot of team building is done over a meal – whether it's a potluck, going out to a restaurant or in the break room. Some teams have groups that walk, work together on projects and basically incorporate fun and enjoyment into their daily work. IT can be a very stressful place to work, so having a cohesive team is a key success factor.

**Q: What is the most challenging part of working in today's world of technology?**

A: Balancing budget spending on priorities like keeping the lights on versus transformational initiatives.

**Q: Give your job description as SVP and CIO in two sentences.**

A: The SVP and CIO of IT develops and improves the strategic planning, process and procedure related to the organization's technology. The SVP/CIO also participates in new technology initiatives and evaluates their impact on the business.

**Epic** Fun  
fact

Want a short and sweet explanation of Epic?  
[Check out this fun, animated video!](#)

# Epic exposé

Check out photos from the making of IT's "Chariots of Fire" video:



If you haven't seen the video yet, watch it [here](#).

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