

Next chapter

Notes on the Epic transition



April 2020

At this time, Ballad Health plans to go live with Epic as scheduled on June 1 and Oct. 1, 2020, despite the challenges COVID-19 has presented.

Buzzwords

- **Canto** - Epic's mobile application for clinical documentation for use on an iPad.
- **Haiku** - Epic's mobile application for clinical documentation for use on an iPhone or Android smartphone.
- **Epic UserWeb COVID-19 forum** - Subscribe to the COVID-19 forum on the Epic UserWeb. It contains resources to support our response to COVID-19, facilitate shared best practices between community members, and addresses questions about Epic's response or how Epic's software can help you respond.

If you don't already have an Epic UserWeb account, go [here](#) to register for one, using your Ballad Health email address. Click on Forums at the top of the page, then look under the Topics list on the left for COVID-19; you will see forums for all Epic applications here, as well.

Click [here](#) for a guide to Epic acronyms and applications.

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Progress notes

Providers

Workflow Walkthroughs were completed for Behavioral Health on March 25 and for the Neonatal Intensive Care Unit (NICU) and Pediatrics on March 24 with excellent participation and success.

The Provider Readiness Team (PRT) is reviewing a number of high-risk workflows and mitigation strategies with plans to finalize the metrics and mitigation strategies in their April meeting.

Important upcoming dates:

- May 4–July 10 – Training registration
- May 8–May 29 – Pilot training and End User Acceptance Testing
- August 10–September 18 – End user training

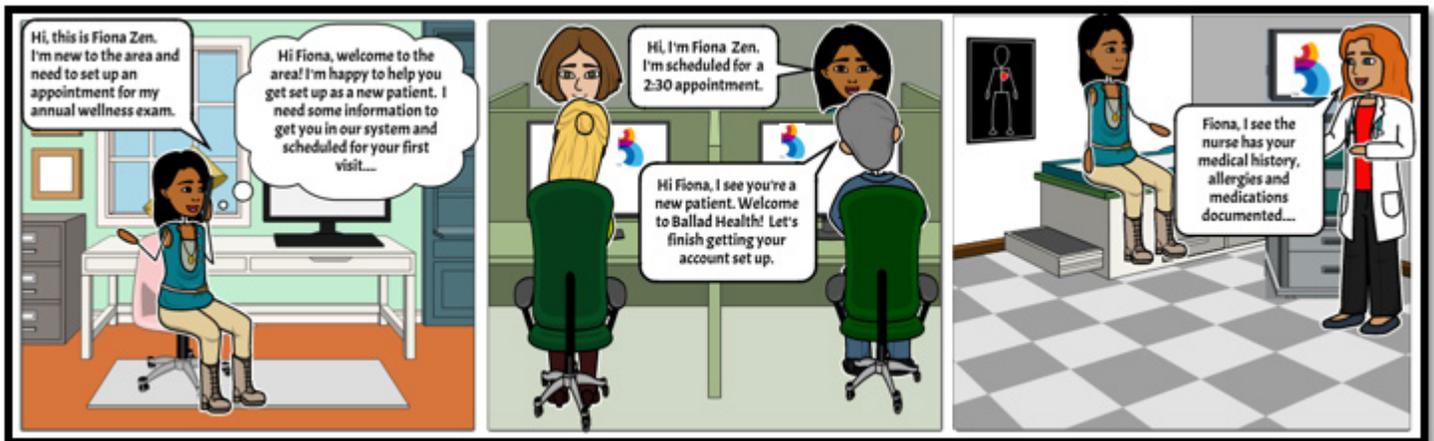
On April 10, all changes to Soarian, Allscripts and Epic will be frozen until after go-live unless there is an issue surrounding one of the following:

- patient safety issue
- regulatory requirement
- significant financial impact

ARC insight

Access & revenue cycle

The March edition of ‘Next chapter’ introduced the concept that, within an integrated Epic environment, engagement from everyone - including the patient - is important to a successful revenue cycle. Fiona Zen, Ballad Health’s newest fictional patient, will be taking us on a journey to highlight some of the key details that directly impact the revenue cycle.



Creating a new patient	Registration	Preview of the next episode
<ul style="list-style-type: none"> • Full legal name • Current address and phone number • Guarantor information • Coverage details 	<ul style="list-style-type: none"> • Collect documents, such as HIPAA notices and consent for treatment. • Scan in insurance card and photo ID. • Verify coverage. • Register patient for online patient portal. 	<ul style="list-style-type: none"> • Fiona Zen's appointment and conversation with her doctor.

Vital signs

Clinical team members

October go-live

Workflow Walkthroughs have been completed for the following areas/services with good participation and feedback:

- Pediatrics on March 24
- Neonatal Intensive Care on March 24
- Behavioral Health on March 25
- JCMC cardiac cath and peri-op hybrid workflows on April 1

Plans are progressing to prepare for End User Acceptance Testing (EUAT) and Pilot Training. Select team members will participate in these two events that are scheduled to occur on the same day (for most roles). EUAT will provide the opportunity for participants to complete key workflow scenarios using test patients. The project team will use this feedback to resolve identified workflow issues and build components.

- Peri-operative team members begin EUAT and Pilot Training on April 8 with additional sessions scheduled on Wednesdays throughout April. Participants have received invites to the sessions.

Members of the Clinical Readiness Team continue developing mitigation plans to address high-risk workflows. These plans will be shared at the Operational Summit scheduled for May 19. The summit will include clinical leaders and managers from the acute sites that will go live in October.

Epic veteran updates

Current Epic users

We welcome your feedback on the March 11 upgrades, which included a modification to admission, transfer and discharge orders so they will no longer “auto-complete” and can now be modified prior to the patient physically moving. Additional improvements for cardiology and radiology were also included.

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- regulatory requirement
- significant financial impact

All aboard!

Education & training

Full steam ahead! The Epic June go-live is still on target for June 1, 2020.

Attention all June 1 Epic go-live leaders and team members: Big Bang training sessions are moving from in-person to online beginning Monday, April 13. The dates and times for these courses **have not changed**, only the method and location (virtual/remote) by which they are being delivered.

Please keep your training schedule and registration in HealthStream and complete training during the time registered to do so.

As different virtual solutions are being used to deliver Epic training, team members will receive instructions from Epic trainers. Watch for emails from epictraining@balladhealth.org.

Please plan to join your virtual training 15-30 minutes prior to the start time so that any technical issues can be detected and resolved without taking away from valuable class time.

Questions about Epic training? Email epictraining@balladhealth.org.

Ambulatory training will close on **May 19, 2020**.

Personalization and LEAP Labs are scheduled from **May 20-29, 2020**.

Go-live: **June 1, 2020!**

October 2020 go-live updates

Leader training access and validation sessions began March 23 and will continue through April 17. These sessions have been moved to Webex (virtual) meetings. A big thank-you goes out to everyone for your understanding about the changes we've made to standard meeting methodologies. You all have been awesome - your engagement and encouragement for our presenter has been greatly appreciated.

October 2020 Epic class registration begins **May 4 through July 10**. Attendees are highly encouraged to complete e-Learnings prior to coming to class.

Super User training begins July 27 and will wrap up on August 8. As a reminder, Super User classes are the Super User's primary role, and the Super Users will then repeat the same role-based class prior to go-live.

Personalization labs will begin September 21. All new Epic users need to make plans to attend one of the many LEAP Lab sessions that will be offered between September 21-29. As a reminder, LEAP stands for:

Login checks in production

Education updates/refresher

Application of learning - practice in Playground

Personalization in production

To ensure October 2020 Epic users can access the system, LEAP Lab sessions will be offered right before go-live. During the LEAP Lab sessions, Ballad Health Epic trainers and analysts will be available to address any post-training questions.

Great job, everyone. We look forward to training you and your team members on this truly awesome EHR tool.

Super Users' spot

June go-live

We have worked with the managers and regional directors to complete the Super User schedules for the first two weeks of June. Support includes Super Users from live Epic offices, contractors for at-the-elbow support or backfill, and those learning to be Super Users at non-Epic-live facilities. Some of the Super Users identified by the managers will not be scheduled for shifts during the two-week go-live support but will still be Super Users as we move forward.

October go-live

If you are a manager of a department in a non-Epic-live facility, you should have or will soon receive a request for a Super User schedule for the first two weeks of October. Please respond to those emails as soon as possible. If you have any questions, please email Kimberly Trent, Super User coordinator, for more information.

We are also working with managers from the Epic-live facilities for Super User help during the go-live in October. You will be asked for dates and times your Super Users can be scheduled for shifts at I-MSHA or other non-Epic-live sites. We appreciate any Super User support you can share from October 1-14.



Each month, we feature Ballad Health teams and team members who have a direct impact on the Epic implementation.



Dr. Landon Combs, co-chair of the Ambulatory Readiness Team, chair of the Clinician Informatics Council and chair of the Ambulatory Clinician Informatics Council.

Q: What is your role in the Epic implementation at Ballad Health?

A: Currently, I co-chair the Ambulatory Readiness Team with Steph Dominy and chair the Clinician Informatics Council along with the Ambulatory Clinician Informatics Council. I have had the opportunity to participate in data conversion review and planning of implementation along with being available for questions on the legacy Allscripts system. I am looking forward to starting the training cycle to help the primary care providers get a better understanding of Epic and be ready when it goes live on June 1.

Q: As a physician, what do you like about the Epic system?

A: Epic is a comprehensive system that shows data not only from the outpatient side, but also from the inpatient side of things. It allows thorough documentation of visits in an efficient and quick manner and will let you forward those notes to other providers as needed. Epic decreases the time for several workflows from where they were previously and gives a continuous record of patient care. It also enables users to access data from other systems on Epic through Care Everywhere, which helps providers get a better understanding of their patients' overall picture.

Q: How do you think Epic will improve the patient experience?

A: It will help clinicians have a more thorough view of their patient's health status and also allow patients to view much of their information (lab results, appointments, visit options, scheduling options) if they are participating via MyChart. Patients also may contact the office through MyChart with questions and to follow up on results, request medication refills, to schedule appointments or do E-visits. It allows patients to have more access to their health information than they did previously and will also make it "portable" even if they go to a facility not on Epic. (They could sign into MyChart and share information with that facility.) Finally, it allows physicians the ability to communicate with patients via MyChart versus by telephone. Overall, a win-win for all involved.

Q: What advice do you have for team members going live with Epic in their clinics and hospitals this year?

A: Take Yoda's advice from Star Wars and pay attention to your training: "Mind what you have learned. Save you it can." (Basically if you get lost, remember the path you were trained on and go back to that method of using Epic in training to complete your work.) It is also important to remember "Much to learn you still have...This is just the beginning!" (As you use Epic, you will learn many new things and ways to work in the system daily - I am still learning new things.) And finally, "Always pass on what you have learned." It will help you to remember it better and will help others who may be struggling.

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

Questions about Epic? Email bEpic@balladhealth.org.



Ballad Health is launching an all-new website packed with information for current and future Epic users! Look for announcements in April with the link to bepictoday.org.