

Next chapter

Notes on the Epic transition

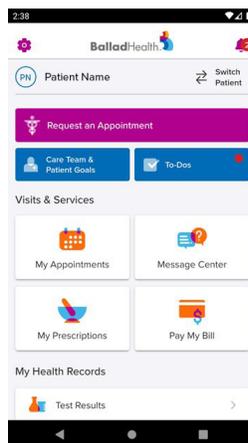


July 2020

Introducing the Ballad Health app – the new and improved way to access MyChart

The recent development of the Ballad Health app gives team members and patients access to MyChart; additional features planned for future deployment within the app include:

- Open appointment scheduling
- Wait times (urgent care and ED)
- MyChart in Spanish
- Virtual Urgent Care Clinic integration
- Find-a-Doctor provider directory
- Apple Watch support
- Accessibility enhancements to make customization easier for those with disabilities
- Enhanced notifications
- FAQs



To download the Ballad Health app:

- **iPhone or iPad users:** Go to the App Store, search for Ballad Health and download the Ballad Health app.
- **Google Android and tablet users:** Go to Google Play, search for Ballad Health in the Apps section and download the Ballad Health app.

If the MyChart app has already been downloaded to a smartphone or tablet, it will automatically update to the Ballad Health app.

Ballad Health Medical Associates clinics: View and order MyChart collateral such as flyers, signs and cards [here](#).

Got a question?

- Refer to our [FAQs](#).
- Call 423.431.1700 between 8:30 a.m. and 5 p.m. for assistance.

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Buzzwords

Code status icons used in the Epic EHR system are located to the right.

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

⊙	Full code/Attempt resuscitation
Ⓒ	Partial code
Ⓜ	Allow Natural Death (Do not attempt resuscitation (DNAR))
⌚	Prior code
🔥	Chemical code only
⚠️	Comfort measures only
♦️	Do not intubate (DNI)
🚶	Fall risk

Progress notes

Providers

The Provider Readiness Team (PRT) reviewed the Signed and Held Orders for Scheduled Surgical Cases and Phases of Care Order high-risk workflows demo at the July meeting. Remaining high-risk workflows, measures of success and mitigation strategies will be demoed at monthly meetings in July and August. Provider Readiness reported green at the 90-day GLRA (Go-Live Readiness Assessment). Overall preparations for go-live remain on track. STS (Specialist Trainer) Train-the-Trainer classes started June 29.

The Epic training team is working with Medical Staff Services to identify providers who need training and access. Courses and e-Learning will be assigned in HealthStream.

The PRT is hopeful in-person medical staff meetings, and other opportunities to present important information to providers about the October go-live, will resume soon.

Important upcoming dates:

- June 1-July 24 - Training registration for October go-live
- Aug. 10-Sept. 18 - End user training
- Aug. 11 - Clinical Readiness Day

All changes to Soarian, Allscripts and Epic are frozen until after go-live unless there is an issue involving one of the following:

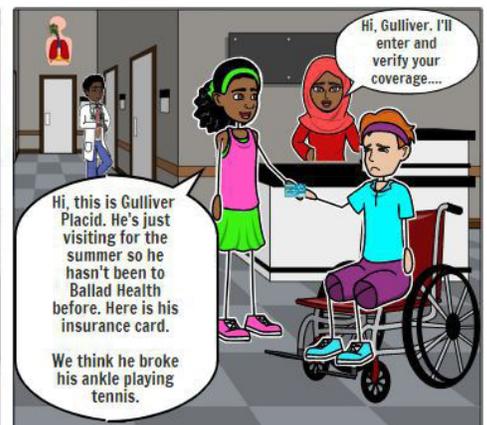
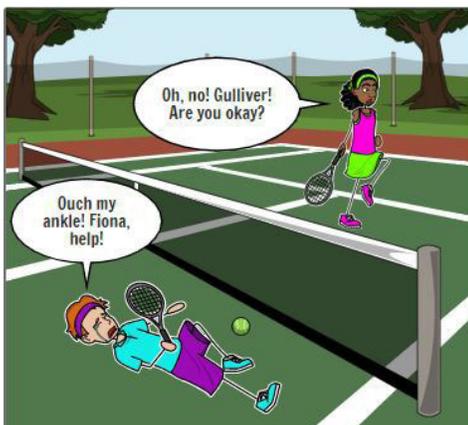
- Patient safety
- Regulatory requirement
- Significant financial impact

ARC insight

Access & revenue cycle

Prior to the June 1 go-live, we introduced Fiona Zen, a fictional patient who was new to Ballad Health. We followed Fiona's story to highlight how ambulatory revenue cycle is integrated into each application of Epic, from creating and registering a new or existing patient, to the Ballad Health physicians' and clinical teams' excellent care and, of course, throughout the billing cycle.

In preparation for the Oct. 1 go-live, we're introducing a new fictional patient, Gulliver Placid. We'll follow Gulliver's story and highlight some of the vital pieces of information and actions needed from each area to keep Gulliver and the Ballad Health acute revenue cycle healthy. Next month, find out if his ankle is broken and what his next steps look like.



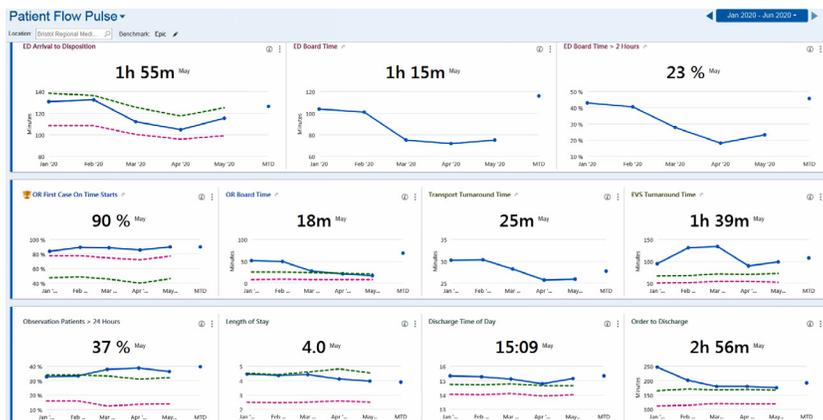
October go-live

- The Clinical Readiness Team (CRT) reviewed the Treatment Team Documentation, Medication Order Verification and Signed and Held Order Management high-risk workflows at the May and June meetings.
- Preference card training and build status: Training continued for selected surgical team members. Building has started with weekly milestones set for team members. The goal is to have all preference cards built and reviewed prior to the October go-live; 7,400+ cards have been identified.
- New devices have been delivered to Dickenson Community Hospital, Franklin Woods Community Hospital, Johnson County Community Hospital, Norton Community Hospital, Russell County Hospital and Smyth County Community Hospital; deployment is in progress at the Johnson City Medical Center Campus.
- Important upcoming dates:
 - Aug. 10 - Shadow charting in surgical and imaging services
 - Aug. 10 - End user training starts
 - Aug. 11 - Clinical Readiness Day

The June go-live was an epic success; teams throughout Ballad Health are working tirelessly to ensure the Oct. 1 go-live goes just as smoothly! Here's a look at some frequently-used dashboards that you'll be seeing once your facility moves to Epic.

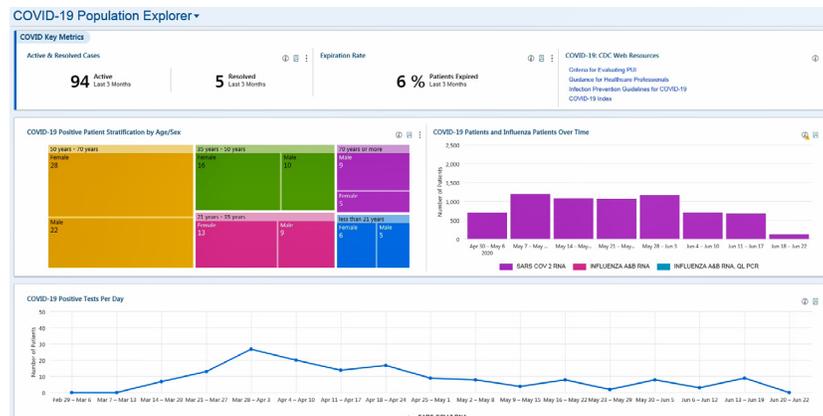
Patient Flow Pulse Dashboard:

This dashboard displays information relevant to overall patient flow operations. The dashboard is intended to provide a trending view of operations for comparison with benchmarking information.



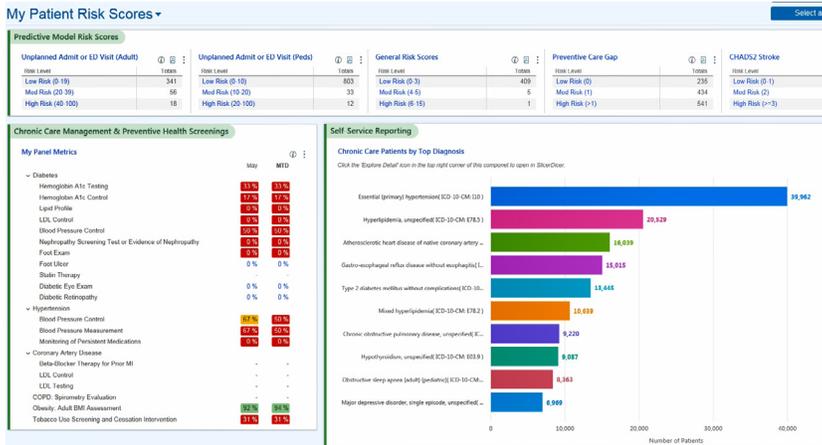
COVID-19 Population Explorer Dashboard:

Executives and managers can use the COVID-19 Population Explorer dashboard to dig into key metrics related to COVID-19, including information about the turnaround time for tests and the number and distribution of infections.



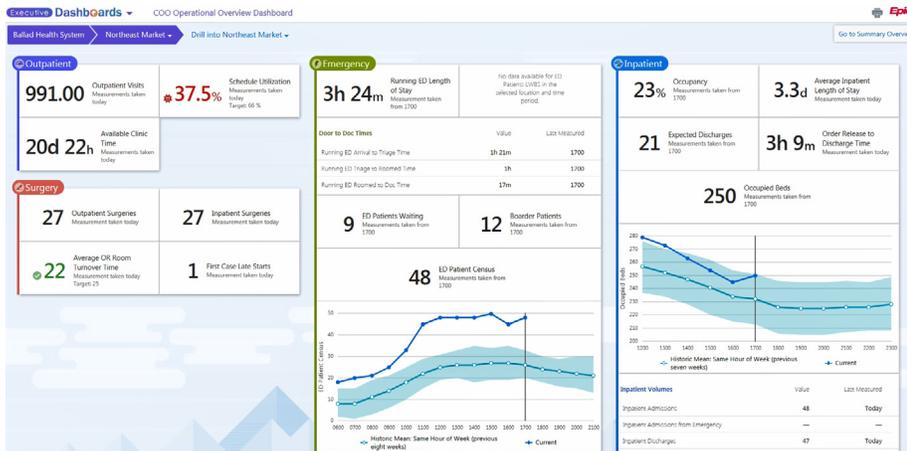
My Patient Risk Scores Dashboard:

This dashboard displays key metrics for chronic disease management and preventive health screenings. These metrics are calculated for patients in your panel, where you are the PCP or a member of the patient's care team, who have matching chronic diseases or demographics.

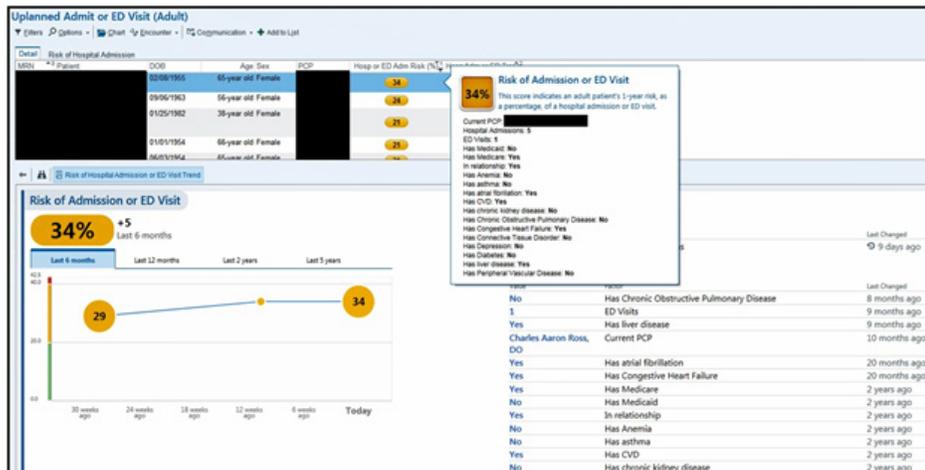


Web Based Executive Dashboards:

Executive dashboards display the most important metrics aggregated across the entire health system. Executive users can monitor real-time information from a specific location and trend key measures over months, quarters and years all from within Hyperspace or from a web browser.



Unplanned Hospital Admission or ED Visit Report: Care managers and other clinicians can now see the percent chance that a patient will end up admitted or in the emergency department in the next year. They can review the factors contributing to that risk, reach out to the patient, and reduce the likelihood that an adverse health event occurs.



Epic veteran updates

Current Epic users

Order set alignment is almost complete, and aligned order sets should be in production by July 31. All changes to Soarian, Allscripts and Epic are frozen until after go-live unless there is an issue involving one of the following:

- Patient safety
- Regulatory requirement
- Significant financial impact

All aboard!

Education & training

Each week, starting June 29, Ballad Health's Epic training team will share a report with Epic accountable executives and facility leaders. It is important that these reports be cascaded to managers and leaders within their organizations. If you're a manager or leader who is responsible for team members attending October go-live training but did not receive the June 29 report, please reach out to epictraining@balladhealth.org.

Once you receive the report, it is extremely important to confirm all team members within your span of control are in the report, that your team members display as "registered" and that the Epic class assignments listed in the Epic training report match the team members' roles and/or applicable training needs. If assignment changes are needed, please reach out to Epic training.

To assist Ballad Health in remaining on track with Epic training, operational leaders **must review** the Epic training report each week and communicate applicable changes. Changes might include names of newly hired team members and their roles, or names of individuals identified in the report who have transferred to a new job within Ballad Health and will no longer need the training but will need a different Epic course for their new role.

The June 29 Epic training report indicated that managers/leaders have gotten a good start on registering team members for their role-specific Epic training needs in HealthStream; however, the report also indicates that there are numerous team members and physicians not registered for Epic training. The Epic training report will assist Ballad Health managers/leaders in identifying team members who may need Epic training classes added or removed. Ensuring Ballad Health team members attend appropriate role-specific training is a team effort, and your Epic training team is here to help.

The Epic training team has also set up a process where clinical informatics team members are contacting physician practice managers and providers to schedule providers for Epic training.

Keys to successful Epic training: All team members scheduled for October go-live Epic training should now be **actively completing** assigned pre-class Epic e-Learning courses, which include a Playground activity. These Epic e-Learning courses are located in your HealthStream "to do" list.

If managers/leaders have questions about Epic training, assignments or registrations in HealthStream, they can now call the Epic training help line at 423.975.7090, Monday – Friday, 8 a.m.–5 p.m. If you call before 8 a.m. or after 5 p.m., or if the Epic training help line goes to voicemail, please leave a message for call back.

Questions about Epic training? Email epictraining@balladhealth.org or call 423.975.7090.

Super Users' spot

During the validation sessions, operational leaders identified individuals selected as Super Users, then the Ballad Health Epic training team assigned the Epic Super User Orientation e-Learning course to the team members' HealthStream profiles.

There has been some confusion about the Super Users' Orientation class. There are only two Super User course types:

- Epic Super User Orientation (e-Learning); and
- Epic Super User Go-Live Readiness (one-hour Webex meeting).

The Super User Orientation class was originally a two-hour, in-person session, but due to travel and training space concerns, the Epic Super User Orientation classes were converted to an e-Learning course available in HealthStream. Please check your HealthStream "to do" list and complete this e-Learning prior to attending your in-person, role-specific Epic classes.

- Super Users need to attend a Super User Orientation session to orient them to the Super User's role/responsibilities.
 - This session IS NOT your Epic role-specific course, and there is no training on Epic functionality.
 - Since the session has been converted to an e-Learning, you can complete the learning anytime prior to coming to your first role-specific Epic class.
 - Remember, as a Super User, you will be offered Epic role-specific training courses prior to your peers attending Epic training.
- If time permits and your supervisor agrees, then Super Users can repeat role-specific courses.
 - Since HealthStream does not allow more than one registration for the same course (by design), Super Users' managers/leaders must email epictraining@balladhealth.org the name of the Super User with the date, time and location of the class for which they would like to reserve a seat.
- If you have been identified as a Super User from a non-live-Epic site, but due to patient acuity or other reasons you are not scheduled to provide SU support during the Epic Oct. 1-14 go-live, then you will still need to take the Super User Orientation session.

The Super User Go-Live Readiness meetings are offered a week prior to go-live. Super Users can select a time and date that is convenient for their schedules to connect to this Webex.

- Super Users can log in to HealthStream and register for a one-hour Super User Go-Live Readiness Webex meeting.
 - These sessions will be offered as a one-hour Webex starting Sept. 21-29.
- If you are an experienced Super User from an Epic-live site and will be providing support during the Oct. 1 go-live, please attend the Go-Live Readiness meeting scheduled for the end of September.

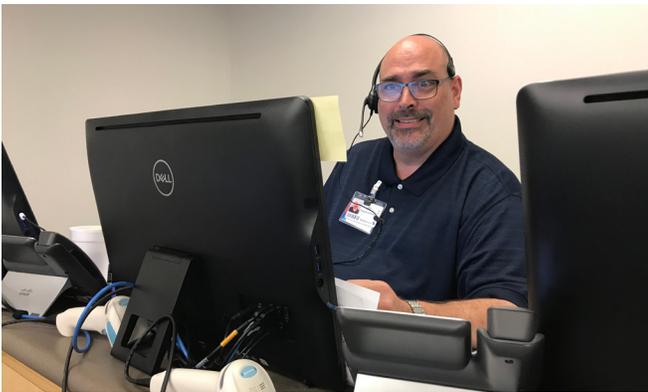
All Super Users, please log in to HealthStream, check your "to do" list and complete the Epic e-Learning courses. Everyone identified as a Super User should have received the Epic Super User Orientation class assignment in HealthStream. However, if you were advised by your supervisor that you were selected as a Super User, but you do not have the Epic Super User Orientation (e-Learning) in your "to do" list, please reach out to your supervisor and ask them to email epictraining@balladhealth.org with your name and a request to add the Epic Super User Orientation e-Learning class to your HealthStream profile.

It is extremely important that all Super Users, prior to attending their in-person, role-specific Epic training classes, should complete the Super User Orientation e-Learning course located in HealthStream.

Clinical and ancillary leaders: Please keep Kimberly Trent, the Super User coordinator, advised of any changes that may be occurring with your identified Super Users. She will be reaching out to leaders at Epic-live and non-Epic-live facilities to secure dates for the upcoming October go-live event.



Help Desk team members brought answers and encouragement to clinics going live with Epic on June 1.



“You got this!”

Note: During the June go-live, team members practiced social distancing and wearing masks in accordance with the Ballad Health guidelines in place at that time.

Q. What was the role of team members working the Epic Go-Live Help Desk?

A. Team members answered the phones during the clinics' go-live and routed the calls to the correct department.

Q. What are Go-Live Help Desk team members' "day jobs"?

A. They are primarily RNs and LPNs who work in various departments, such as the ED.

Q. How else did Help Desk team members go about helping team members who were new to Epic and working the front lines?

A. We helped calm the callers by listening and reassuring them that we were there to help. If we could not resolve the issue then and there, we put a ticket in and they were called back ASAP to help fix things.

Q. What was the best part about working the Help Desk?

A. Everyone working toward a common goal of bringing Epic to the clinics.

Be sure to visit www.bepictoday.org for announcements and past newsletters!

Questions about Epic? Email bEpic@balladhealth.org.

Epic Fun
fact

Our Carequality connection via CommonWell and Care Everywhere enables Epic and Cerner to exchange patient record information between the two systems. This allows our clinical staff to view information that was documented in the other system to enable continuity of care.