

# Next chapter

## Notes on the Epic transition



August 2020

Only 51 days until we go live with Epic in our remaining hospitals and clinics!

**Make sure you can log in to Epic before you go live Oct. 1! If your last attempt to log in failed, visit [www.bepictoday.org](http://www.bepictoday.org) for directions on what to do.**

## Buzzwords

**ATE:** Stands for at-the-elbow support; these are Super Users who are working out of staffing to help support Epic users during the go-live.

**GLRA:** Go-Live Readiness Assessments are global evaluations of all factors contributing to go-live in preparation for the implementation of Epic software. This includes examination of planning, hardware, system build and end-user training.

**Providers:** MDs, DOs, CRNAs, nurse practitioners and physician assistants who are members of the Ballad Health medical staff.

**Provider Personalization Labs** cover:

- Creating and saving user versions of order sets
- Creating SmartBlocks (macros)
- Favoriting orders and creating order panels

- Importing, saving, modifying and creating SmartPhrases (templates)
- These tools will help providers become more efficient in using Epic from the very beginning.
- Providers who adopt these tools will continue to optimize their Epic experience and improve their clinical workflow process.
- Attending a Personalization Lab is required for access to Epic at go-live.

**Thrive After Live:** Online learning sessions lasting 60-90 minutes. After going live with Epic, users can learn tips and tricks and take a deeper dive into the Epic experience to become more efficient in the system. You can register for Thrive sessions, held Aug. 10 – Sept. 17, in HealthStream.

## MAR icons:

Legend	
Drug interaction	Show background colors
Dual signoff required	Override order
Send a message to pharmacy	On-the-fly order
Not verified by a pharmacist. Verification is required	Ordered as part of a linked group
Not verified by a pharmacist. Verification is not required	These orders should be given in sequence
Order is from another encounter	Only one of these orders should be given for an administration
First-dose education is not complete	These orders are from the same linked group.
Patient has had a significant weight change since this medication was ordered	Administration linked to override pull
Admin instructions	There is an administration or Line/Drain/Airway comment
Value does not match ordered value	Uncompleted pending documentation
Indicates the MAR Note has more than one line of information	Misdocumented administration
	Erroneously marked as misdocumented
	Corrected administration
	Misfiled data

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

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# Progress notes

The Provider Readiness Team (PRT) reviewed the Provider Order Entry, Problem List Management, Provider Focus Decision Support, Admission and Discharge Medication Reconciliation and E-Prescribe high-risk workflows at the July and August meetings. Provider Readiness reported green at the 60-Day Go-Live Readiness Assessment (GLRA). Specialist Trainers (STs) train-the-trainer classes were completed successfully in June and July.

The Epic training team assigned courses and e-Learnings in HealthStream for providers. Registration is ongoing.

Important upcoming dates:

- July 27 - Sept. 18: Epic Provider Training
- Aug. 11: Clinical Readiness Day (1-5 p.m.)
- Sept. 18-29: Provider Personalization Labs

Epic is a highly-customizable system that supports each provider's daily practice patterns. Providers who attend

# Providers

the Personalization Lab will learn how to customize order favorites, write custom notes and create other preferences that match their professional practice and streamline their clinical workflow processes. Personalization Labs also help providers install mobile applications on their personal devices.

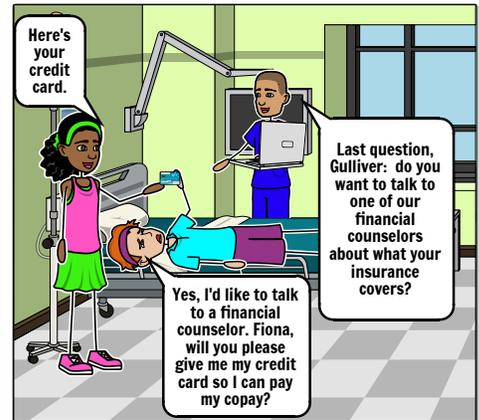
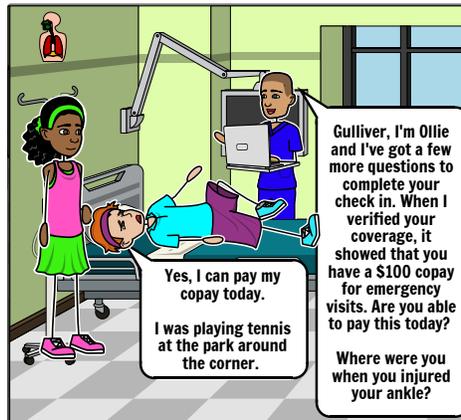
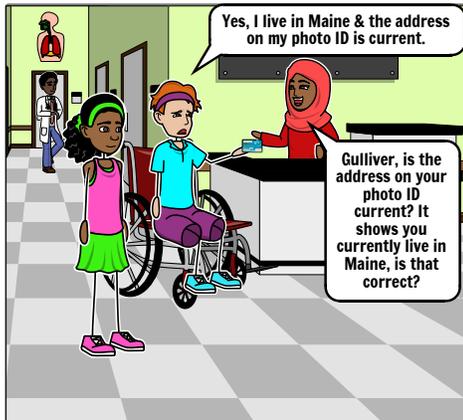
Medical staff members who are not employed by Ballad Health and have never accessed HealthStream, please see this [tip sheet](#) for registration help. You can also visit our new website, [www.bepictoday.org](http://www.bepictoday.org), and go [here](#) to find the link for logging in and using HealthStream.

If you are a member of Ballad Health's medical staff and need help getting registered and/or logged in to HealthStream, please call 423-975-7090 or click [here](#) for the "HealthStream Access for Providers" tip sheet.

# ARC insight

In this edition of 'Next chapter,' we highlight the registration items that are key to a healthy revenue cycle.

# Access & revenue cycle



Clinical documentation
<ul style="list-style-type: none"> <li>• Obtain and scan insurance card and photo ID</li> <li>• Verify demographics</li> </ul>

Clinical documentation
<ul style="list-style-type: none"> <li>• Document place of injury</li> <li>• Offer financial counseling services</li> </ul>

Check out
<ul style="list-style-type: none"> <li>• Verify coverage</li> <li>• Collect copay</li> </ul>

# Epic veteran updates

Order set alignment is complete with 98% of the aligned order sets in production. 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

# Current Epic users

## Vital signs

- The Clinical Readiness Team (CRT) reviewed the Blood Transfusion Documentation, Nursing Documentation Timeliness and Barcode Medication Administration Scanning high-risk workflows during the July meetings.
- Preference card build status: Building continues with weekly milestones set for team members; goal remains to have all preference cards built and reviewed by end of August.
- New devices have been delivered to Dickenson Community Hospital, Franklin Woods Community Hospital, Johnson County Community Hospital,

## Clinical team members

- Niswonger Children's Hospital, Norton Community Hospital, Russell County Hospital, Smyth County Community Hospital and Woodridge Hospital; deployment is in progress at Johnson City Medical Center and Sycamore Shoals Hospital.
- Important upcoming dates:
    - Aug. 10: Shadow Charting in Surgical and Imaging Services begins
    - Aug. 10: End user training begins
    - Aug. 11: Clinical Readiness Day (1-5 p.m.)
    - Aug. 28: Surgical Appointments and Orders Cutover begin

## All aboard!

Epic training for Ballad Health's Oct. 1, 2020, go-live kicked off across the system on July 27. Ballad Health's Epic training team cannot thank everyone enough for their positive attitudes and genuine interest in the success of the Epic initiative.

As of July 27, Ballad Health leaders had registered 83% of team members and 49% of the Ballad Health physicians/ APPs for Epic training.

### Ballad Health Epic learners' keys to success:

- Remember, course materials are available in HealthStream prior to coming to class. Please print your course materials and bring them to class for note-taking and/or reference.
- Complete e-Learnings prior to coming to class.
- If you're registered for a class, but life happens or you experience a career change, please "UNREGISTER" for it in HealthStream. This will free up available training seats for others.
- If you are registered for a class but do not attend, the trainer will email your manager to notify them of your absence and the process of rescheduling.
- During training, you will learn how to access Epic and get the opportunity to log in so your access can be validated.
- Everyone who attends training must earn an 80% or higher on their training post-test before leaving the classroom.

## Education & training

### Important dates:

- July 27 – Sept. 29: Epic training
- Oct. 1: Go-live

**Thrive After Live:** Online learning sessions lasting 60-90 minutes. After going live with Epic, users can learn tips and tricks and take a deeper dive into the Epic experience to become more efficient in the system. You can register for Thrive sessions, held Aug. 10 – Sept. 17, in HealthStream.

Here are the course names for your reference:

Epic **Ambulatory** Thrive After Live - In Basket & Chart Review

Epic **Ambulatory** Thrive After Live - Ordering & Schedule  
Epic **Ambulatory** Thrive After Live - Documentation, Plan, & Wrap Up

Epic **Cadence** Thrive After Live - Minors and Medicaid, Work Lists, Frequently Asked Questions

Epic **Cadence** Thrive After Live - Scheduling Procedures & Work Queues

Epic **Ambulatory & Cadence** Thrive After Live - Reconciling Medications, Allergies and Problems, Referral Workflows, and MyChart

**For questions about Epic training, email [epictraining@balladhealth.org](mailto:epictraining@balladhealth.org) or call 423-975-7090.**

## Super Users' spot

By now, Super Users should have completed the Epic Super User Orientation (e-Learning) in HealthStream and either attended their first role-specific class or be registered for their first role-specific class. It is recommended that Super Users have the option to attend their role-specific class twice (early in the training cycle and again just before the October go-live). All Super Users supporting the go-live between Oct. 1-14 should be practicing documentation and answering activity questions in the Epic Playground so they can be prepared to share information during go-live.

During these two weeks of ATE (at-the-elbow) support, team members who are scheduled to work as Epic Super Users will be asked to wear a blue vest; this will help other team members easily identify them as a

Super User. Designated Super Users will report to a pre-determined location at the facility they are supporting. When they report in for their shift, they will be given important updates to share with frontline Epic users prior to rounding within their assigned areas. Before leaving at the end of a shift, Super Users will share important information related to any issues, modifications and/or educational opportunities that were encountered during the shift.



### Epic Launches Platform for Research and Collaboration

Epic Health Research Network is a journal for the 21st century, designed for rapid sharing of knowledge with researchers, healthcare professionals, and learners to help solve medical problems.

Electronic health record data collected over decades, spanning millions of patients, could provide clues to help solve medical problems.

Epic invites others to contribute as well, from health systems and higher learning institutions to government agencies.

For questions or ideas, visit [ehrn.org](http://ehrn.org) or contact [info@ehrn.org](mailto:info@ehrn.org).



**Q: What was the purpose of installing the Windows 10 update on Ballad Health devices?**

A: The deployment of Windows 10-ready devices across the enterprise occurred because Microsoft no longer provides support for Windows 7 devices in the form of security patches/upgrades. By moving to the Windows 10 operating system, Ballad Health has significantly reduced its overall risk profile.

**Q: Who was involved in this process?**

A: The entire IT organization played an integral role in the success of the Epic Hardware Readiness project. Everyone from IT engineers to analysts to Service Desk agents contributed to the effort that resulted in a successful Epic ambulatory go-live on June 1. These same team members have put in the work for a successful Epic Technical Dress Rehearsal, to be followed by a successful Epic go-live on Oct. 1.

**Q: What are some of the major activities/ accomplishments related to the Epic Hardware Readiness effort?**

A: To date:

- Deployed approximately 10,000 Windows 10-ready devices to 76 ambulatory sites (before consolidation) and nine acute facilities (including JCMC), bringing them onto the Windows 10 operating system.
- Migrated over 5,000 team member accounts from legacy domains to new Ballad Health domain.
- Successfully performed Epic TDR for ambulatory sites.
- Closed all but five tickets related to June 1 ambulatory go-live. Tickets that remain open are due to decision not to spend money on Allscripts upgrades.

- Established and manned the Epic ambulatory go-live command center, closing in a record 10 days when planned for 15.
- Contributed to a successful ambulatory go-live on June 1.
- Conducting Epic pre-TDR at all acute sites to better position Ballad Health for successful Epic TDR and Epic go-live on Oct. 1.
- Successfully opened three new training locations in preparation for the Epic go-lives.
- Closed approximately 7,891 total tickets related to the Epic Hardware Readiness effort.
- Executing a plan to close remaining 302 tickets (4% of overall ticket total) that is producing positive results week-over-week.

Planned:

- Deployment of thousands more devices to legacy WHS ambulatory and acute sites (Sept. 2020 – Jan. 2021) as well as corporate departments (Feb. – March 2021).
- Migration of thousands more team members to new Ballad Health domain.

**Q: What was involved in preparing the devices for Windows 10?**

A: IT had to create a new Ballad Health image that would run the Windows 10 operating system. Once created, the image was installed on the devices, readying them for deployment. This image is unique to our newly-consolidated system as it replaces both the legacy MSHA and WHS images, which will eventually give all Ballad Health team members the same image (look and feel) for their devices.

Be sure to visit [www.bepictoday.org](http://www.bepictoday.org) for announcements and past newsletters!

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