

Next chapter

Notes on the Epic transition



November 2020

Team members who went live with Epic in June and in October are being asked to take a survey about the experience. The survey will take 5-10 minutes to complete and should be submitted no later than Nov. 25.

Your feedback is very important in helping Epic and IT gauge how you feel about the Epic EHR system and how productive you feel when you are using it. Survey responses will be used to help us prioritize outstanding issues, spot trends across user groups and identify struggling departments or user groups. IT teams will also conduct virtual visits the weeks of Dec. 7 and Dec. 14 to observe processes and obtain feedback.

Thank you for a successful conversion to Epic, and thank you for your feedback as we continue our Epic journey!

If you went live in June, [click here](#) to take the survey.

If you went live in October, [click here](#) to take the survey.

Buzzwords

Epic course catalog: A guide to role-based Epic education requirements. Provides course overviews, training center locations and searchable Epic class names within HealthStream (learning management system).

Thrive After Live: Ballad Health Epic trainers will conduct learning opportunities three months after implementation that will target complex workflows users have issues with and will train on methods to improve efficiencies using the Epic EHR system.

Post-live visit (PLV): These are part of Epic's "Good Install" program and typically occur at two, four and eight months after an Epic go-live event. Typically, the Epic team is onsite, but secondary to the surge in COVID-19, these events will be held virtually via WebEx meetings.

PLV1 for the October 2020 go-live and PLV2 for the June 2020 go-live is scheduled for December 7-18, 2020.

PLV2 for the October 2020 go-live and PLV3 for the June 2020 go-live is scheduled for March 8-19, 2021.

PLV3 for the October 2020 go-live is scheduled for June 7-17, 2021

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The Provider Readiness Team identified several metrics to follow during go live. These metrics were discussed during go live meetings with Providers and action items to target improvement were taken. We will continue to follow the metrics post live and report on progress across all facilities.

Congratulations to the Providers for consistently exceeding targets on two surgical orders related metrics. The Signed and Held Orders metric tracks the cases with orders prior to the day of surgery. The Phase of Care Orders metric tracks operative orders with a phase of care indication.

We noted significant improvement over the first few weeks with Problem Lists updated prior to patients discharging from the facility.

Focus continues on completing the Consult order and improving Admission Medication Reconciliation.

Please take advantage of the opportunity to share your thoughts on the Post-Live survey and watch for details on the Post-Live visits.

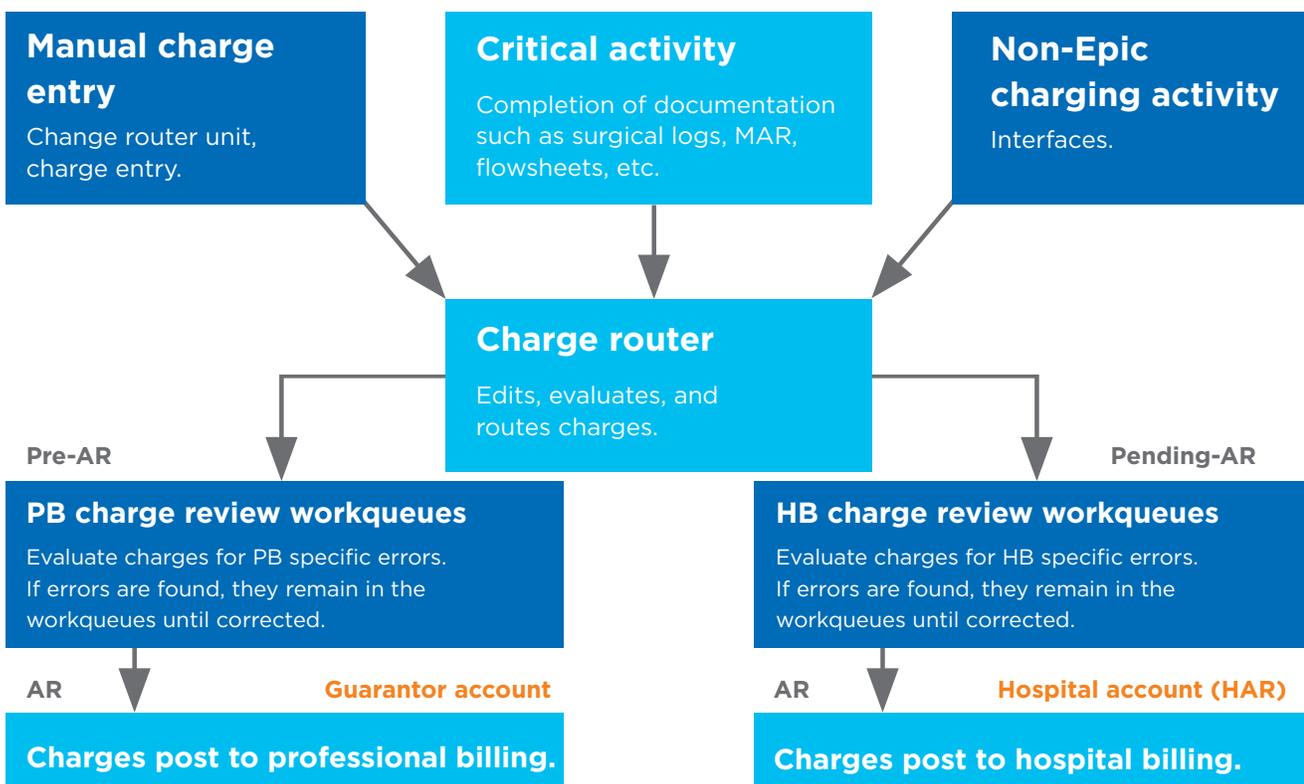
Thrive After Live - Ballad Health Epic trainers will conduct learning opportunities three months after implementation that will target complex workflows that users have issues on and will train on methods to improve efficiencies using the Epic EMR system.

ARC insight

Access & revenue cycle

In previous editions of “Next chapter,” we followed fictional patients Fiona Zen and Gulliver Placid from their status as new patients through the completion of Fiona’s first visit and Gulliver’s surgery. Along the way, we highlighted some of the key items impacting revenue cycle from each area of their journey as patients of Ballad Health: registration, clinical care, ancillary services, etc. We also focused on the Guiding Principles, especially “working as one Ballad Health team” and “we’re all accountable for the project’s success” and how essential they are now that we’re live on Epic, a fully integrated EHR.

The diagram below illustrates the life cycle of a charge in Epic at a high level and emphasizes that, within the fully integrated EHR, clinical activities are a significant source of charge triggering.



Vital signs

Clinical team members

Congratulations to the team members who successfully went live in October. As a way to capture successes and challenges, the Clinical Readiness Team identified several metrics to follow during go-live. These metrics were viewed during go live meetings with Team Members and Executives. Action items to target 'right-now' improvements were taken. We will continue to follow the metrics post live and report on progress across all facilities.

Congratulations to the team for consistently exceeding targets on several key metrics:

- Treatment Team Assignment
- L&D Essential Documentation
- Medication Order Verification Time for Routine and Stat Medications

We noted significant improvement with Bar Code Medication Administration Scanning and Lab Results Communication across the Go Live weeks and recently. Additional focus on the Blood Scanning process and Nursing Documentation Timeliness is needed to bring the facilities up to the target metrics.

The Post-Live Survey has been distributed. Please take time to let us know how you are doing with Epic. Additional details will be shared regarding post go-live visits in December.

All aboard!

Education & training

Congratulations to everyone on the phenomenal Oct. 1 Epic go-live! Since the middle of June 2020, Ballad Health's Epic training team has trained nearly 5,000 team members and providers, with many of these team members and providers attending more than one class. We provided 122 different Epic courses with 1,257 class sessions within these courses. Currently, Ballad Health has 262 post go-live classes to conduct. While offering all the "big bang" classes, Ballad Health's Epic training team also provided training to 400 new team members.

As Ballad Health team members begin to transition to and adopt the use of the Epic system in their daily workflows, Ballad Health's Epic education team would like to communicate the following related to ongoing Epic education for both existing Ballad Health team members/providers, as well as the process for new team members, providers, residents and students who will receive Epic training.

• **Existing team members transferring to a new role that requires additional Epic training:**

- Under construction Epic course catalog:
 - Once the Epic course catalog is revised, the Epic training team will communicate its availability and location within the Epic link on Ballad Health's intranet.
- The receiving department manager searches the Epic course catalog for courses needed for the team member's new role.
- The manager registers the team member for the available class offering in the HealthStream system.
- If there is no future class offering available or the manager has questions about what courses are needed, the manager needs to email epictraining@balladhealth.org

• **New hires: Team members:**

- Coordinated through organizational development (OD) as part of the newly hired team member's orientation.

• **New hires: Providers:**

- Once the provider has been cleared through med staff services, med staff service personnel will open a ticket for the access team to build the provider's account.
- Access team will generate a ticket for education to train provider. An email is sent to epictraining@balladhealth.org

• **Resident Epic training** - Coordinated through the resident onboarding system.

• **Student Epic training** - Coordinated through the student affiliation process.

Super Users' spot

Super Users, you have done a fantastic job with preparing and supporting Ballad Health team members and providers both before and after the “big bang” Oct. 1 Epic implementation go-live. The knowledge you’ve gained through your Epic Super User role has taught you many new skills, while simultaneously assisting you in your daily work routine. A special thank-you to all the experienced Epic EHR clinicians who left home facilities/departments to provide “at-the-elbow” support to the clinicians in the Oct. 1 big bang Epic go-live sites. Being on the same EHR platform across the Ballad Health system in both the acute and ambulatory sites promotes communication of the patient’s health history across their lifetime, while promoting patient outcomes, eliminating duplicative services and further unifying Ballad Health’s care system.

What’s next? Kimberly Trent has recently created an email distribution list for all acute care facility Super Users, which will assist her in disseminating information related to Epic updates or modifications to Ballad Health’s Epic system as they occur. As Super Users, your role will include watching your email for updates from Kimberly and sharing emailed information with your peers.

Your Super User role is important for ongoing success of the Epic EHR system. Acknowledging the importance of the Super User’s role in disseminating new Epic EHR information to your team members and peers, along with staying current on Epic facts, will assist your team in being proficient with the Epic system. As you serve in the SuperUser role, please know that team members will ask you questions and look to you for expert advice or direction on whom they can reach out to for Epic help or training. We need you and your peers need your Epic knowledge to support them in real time, when needed.

Again, thank you for being an Epic **SUPER** User! Ballad Health could not have done this implementation without your assistance. The Epic training team and Kimberly Trent (Ballad Health’s Epic Super User Coordinator) have been honored to work with you and look forward to our future together.



When it comes to interoperability, Epic has you covered. With Care Everywhere, patients can take their charts with them wherever they seek medical treatment. In September 2020 alone, 195,399,129 records were exchanged.