

# Next chapter

## Notes on the Epic transition



December 2020

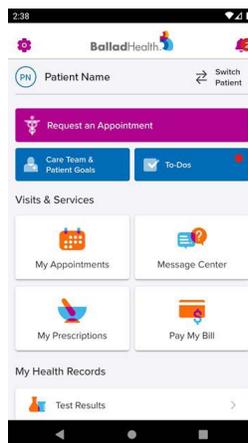
Have you downloaded the Ballad Health app yet?  
It's a great way to access your MyChart account.

The Ballad Health app gives team members and patients easy access to MyChart including:

- Open appointment scheduling
- Estimates for procedures and care
- Virtual Urgent Care Clinic integration
- Find-a-Doctor provider directory
- Online bill payment
- Prescription renewals

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.



## Buzzwords

- **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.
- **RTE:** Real Time Eligibility. RTE is used to verify patients' insurance coverage.
- **Guarantor:** The person who is responsible for paying for the services performed.

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## Progress notes

## Providers

Congratulations for consistently meeting the metrics for Provider Order Entry, Discharge Medication Reconciliation, E-Prescribing, Signed & Held Orders and Phase of Care Orders for six consecutive weeks.

The teams are working on Problem List Management, Decision Support and Admission Medication Reconciliation.

**Post Live Visits (PLV) are taking place for providers and results from the visits and survey will be shared during January Provider team meetings.**

Dec. 1	IP Providers, Surgeons and Cardiologists
Dec. 10	Obstetrics and Gynecology providers
Dec. 15	Neonatologists and Pediatricians
Dec. 10, 16 and 17	Anesthesiology groups
Weeks of Dec. 7 and 14	Radiologists, Oncologists and ED Providers meet with operational teams.

Thank you for participating in the survey and visits.

## Vital signs

## Clinical team members

Kudos to the clinical team for consistently surpassing metric targets on Treatment Team, L&D Documentation, Medication Order Verification for Routine and High Priority Meds for six consecutive weeks. Additionally, improvement has been noted with Lab Result Communication.

The teams are reviewing Flowsheet Documentation Timeliness, BCMA Scanning, Blood Transfusion Management and Lab Specimen Collection. These workflows are being discussed during Post Live Visits (PLV) during the weeks of Dec. 7 and 14. Over 85 WebEx sessions are being conducted to spot trends, prioritize outstanding go-live issues and identify what's going well. Survey and PLV results will be shared in January SLDS meetings.

## All aboard!

## Education & training

It is so hard to believe that it has been two months since the October 2020 go-live, but here we are getting ready to celebrate Christmas and looking at embarking on a new year. With the new year, Ballad Health will also embark on Phase 2 and 3 of our next Epic journey.

During December, Ballad Health Epic analysts and members of the Epic team are conducting virtual post-live meetings with the June and October Epic go-live users. During these meetings, key processes that integrate with Epic are being reviewed. In addition, attendees are encouraged to share what is working well with the Epic install and what needs improvement or optimization.

Ballad Health's Epic education team will conduct the Epic "Thrive-After-Live" sessions Jan. 11-29, 2021. Flyers listing dates, times, and meeting room locations at your facilities will be distributed within the next few weeks. During the "Thrive-After-Live" sessions, Ballad Health Epic educators will provide additional education for Epic users on complex clinical workflows and how Epic can improve efficiencies and promote patient safety.

Attendees will gain a better understanding on how to maximize the Epic EMR, while improving data capture. Adjustments to the "Thrive-After-Live" schedule may occur secondary to the status of the pandemic during this timeframe.

The Epic EMR system is different than any other EMR system previously used by Ballad Health. Epic training is required to gain access to the Epic system. Team members having access to one Epic module does not mean they will be given access to other modules without additional training.

# Super Users' spot

Epic executives recommend a Super User (SU) program that extends beyond go-live as being one of the key success factors in long-term adoption of an electronic medical record system. Maintaining a strong post-live SU program is important to help Ballad Health with ongoing Epic training, increased user efficiency, and interdepartmental communication.

There is not just one way to organize Ballad Health's post-live SU program. After discussion with our Epic implementation leadership, we believe that our best option, considering COVID-19 restrictions on public gatherings and the increasing time restraints on our team members, is to circulate a newsletter to each SU's e-mail.

Our initial plan is to send out a newsletter on the 15th of each month. This will allow SU team members to review updates as time permits without trying to attend an offsite meeting or an online WebEx meeting or complete independent searches for recent Epic updates from other articles.

The newsletter will have information that:

- Describes changes that have occurred or will occur in Ballad Health's Epic system
- Shares plans to activate upcoming changes to production for the end users
- Reports system issues and any solutions to those issues
- Links to Ballad Health Epic tipsheets, that walk the SU and others through new changes in the Epic system.

The newsletter will also include how users can submit ideas for system optimization and what process to follow.

We would like to ask if you have any SU information you want included in the newsletter, or a quote related to an experience you may have had as a SU, please send it to our SU Coordinator Kimberly Trent by the first of each month.