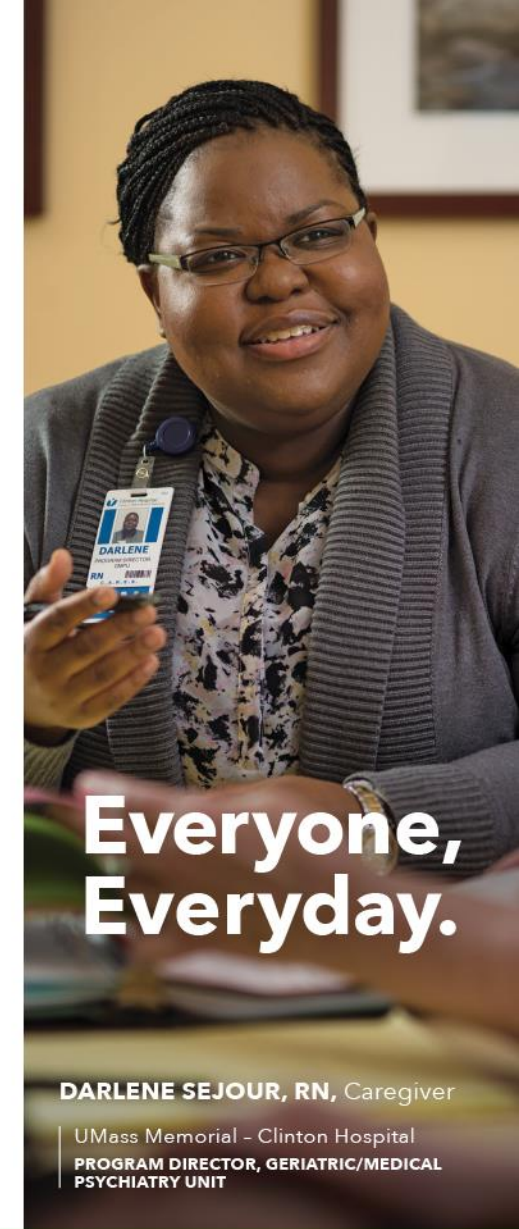


Super User Kick-Off

Last Updated: May 12, 2017

UMass Memorial - Clinton Hospital
UMass Memorial - Community Healthlink
UMass Memorial - HealthAlliance Hospital
UMass Memorial - Marlborough Hospital
UMass Memorial Medical Center
UMass Memorial Medical Group
UMass Memorial Accountable Care Organization, Inc.



**Everyone,
Everyday.**

DARLENE SEJOUR, RN, Caregiver

UMass Memorial - Clinton Hospital
**PROGRAM DIRECTOR, GERIATRIC/MEDICAL
PSYCHIATRY UNIT**

Agenda

- Introductions
- Epic Project Information
- What is a Super User?
- Super User Activities
- Next Steps
- Questions and Answers



Super User Program Management Roles & Responsibilities

	Revenue Cycle	Inpatient	Ambulatory	Ancillary	Inpatient Providers *	Outpatient Providers*
Operational Champions	John Salzberg	<ul style="list-style-type: none"> ▪ Pamela Manor ▪ Judy Connelly 	<ul style="list-style-type: none"> ▪ Barbara Fisher ▪ Jonna Dube 	<ul style="list-style-type: none"> ▪ Pamela Manor ▪ Deb Turner 	<ul style="list-style-type: none"> ▪ Kim Eisenstock MD ▪ Eric Alper MD 	<ul style="list-style-type: none"> ▪ TBD ▪ Eric Alper MD
	<ul style="list-style-type: none"> ▪ Champion the Super User effort across operations ▪ Communicate program information ▪ Serve as a point of escalation 					
Transformation Super User Coordinator	Julie Bothe					
	<ul style="list-style-type: none"> ▪ Coordinate overall Super User program planning activities 					

**Providers: MD's, NP's, PA's, CRNA's*



About Epic...

- Founded in a basement in 1979 with 1½ employees, Epic develops software to help people get well, stay well, and supports future generations be healthier.
- 190 million patients have a current electronic record in Epic



Epic Project Guiding Principles

Enable UMMHC's 2020 Vision

- **Partner with UMMS to build an IT system that integrates all available clinical data, is fast, dependable, secure and easy to use from a mobile platform**
- **Patient and provider-centric integrated EHR**
- UMMHC's Clinical, Operational & Financial Team Members will Design Workflows & Content
 - Quality- & Outcomes-Driven
 - Patient Experience & Engagement
- Enterprisewide Integration to Maximize Workflow Efficiency
- Convert Appropriate Amount of Historical Data into Epic
- Facilitate Exchange of Health Information
- Implement Epic's Foundation System and Best Practices
- Users will be Trained & Demonstrate Proficiency to Earn Epic Access
- Enable Clinical and Translational Research, Education and Quality Improvement
- Establish Effective and Transparent Communications
- Infrastructure with High Availability and Stability



Project Scope

October 2017

- UMass Memorial Medical Center
- UMass Memorial Medical Group
- UMass Memorial – Clinton Hospital
- UMass Memorial – HealthAlliance Hospital
- UMass Memorial – Marlborough Hospital
- UMass Memorial Accountable Care Organization
- UMass Medical School

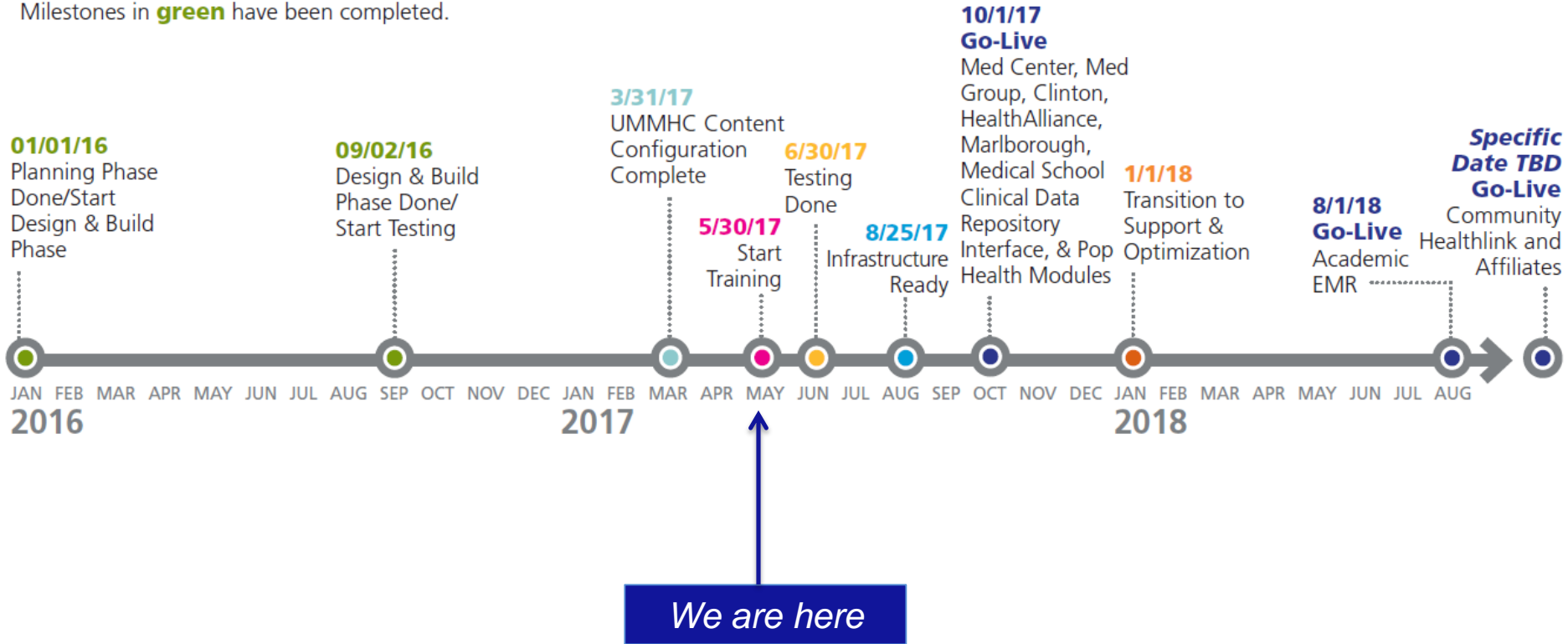
Go-Live Date TBD

- UMass Memorial – Community Healthlink

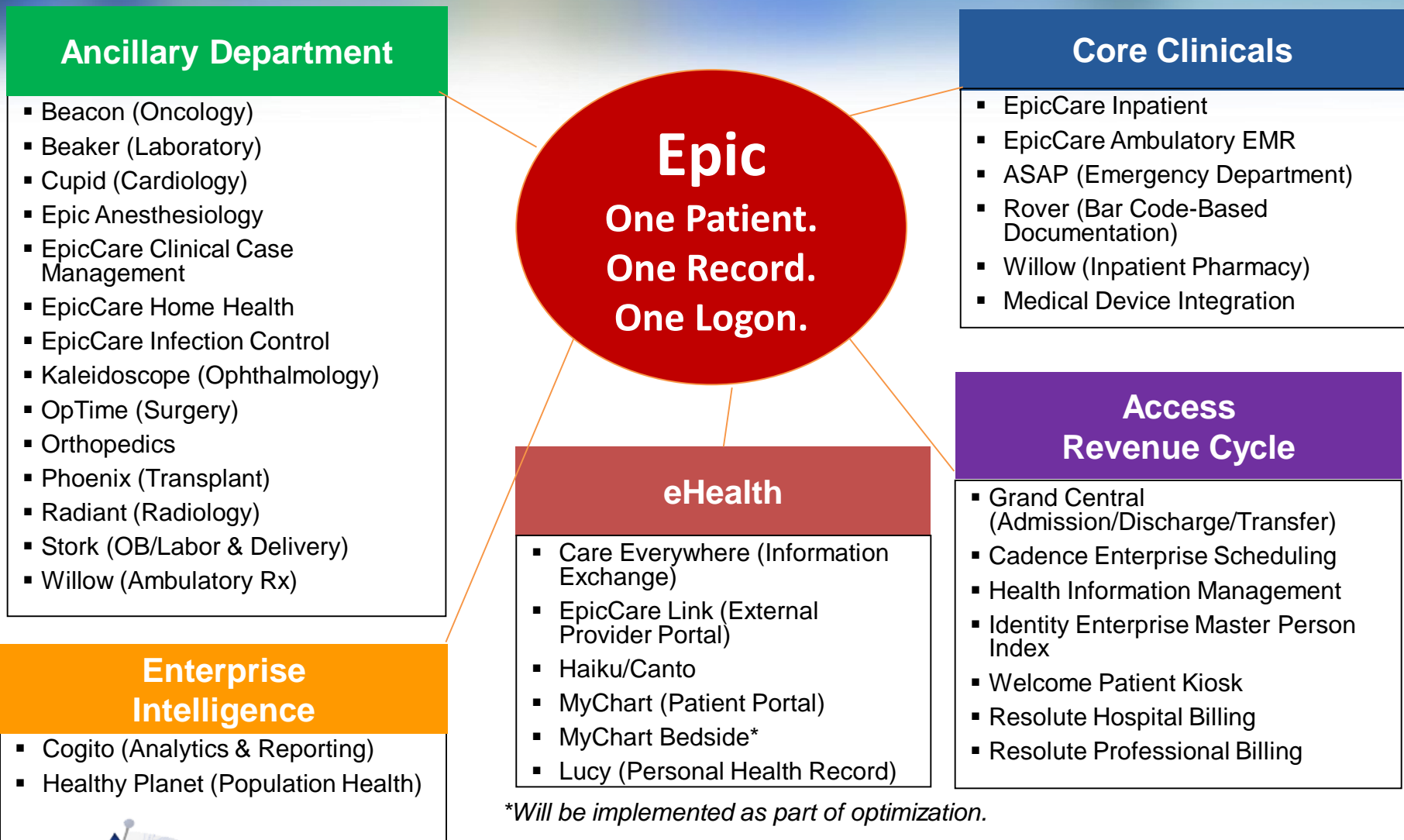


EPIC PROJECT MILESTONES

Milestones in **green** have been completed.



Future State: Integrated System



**Will be implemented as part of optimization.*



What is a Super User?

1,500+ Super Users at UMMHC!

Has deeper knowledge about the workflows and how the Epic system works.



Supports their colleagues

Involved in a number of important activities leading up to, during and post go-live



Characteristics of a Strong Super User

Professional Skills

- Accountable and has a track record of success in his/her current position
- Excellent communicator and active listener
- Proactive in identifying and addressing issues, and a good problem solver
- Organized and efficient
- Able to break down complex concepts and explain in understandable terms
- Possesses expertise in her/his core job duties (clinical or revenue cycle)



Characteristics of a Strong Super User

Computer-Related Skills

- Able to learn and master the new Epic workflows applicable to his/her department
- Competent in basic computer skills
- Desire to learn and improve his/her job and Epic skills



Characteristics of a Strong Super User

Interpersonal Characteristics

- Approachable, personable and friendly
- Respected by peers as a “go-to” person in their department
- Open and adaptable to change
- Willing to lead and mentor peers
- Patient when faced with stressful situations and difficult staff
- Positive about his/her workplace, employer and the Epic Project



STEP 1



*Be a sponge...begin to soak up
Epic information*



STEP 2



*Share your Epic knowledge with
your colleagues*



STEP 3



Super User Time Commitment Estimates

Given the knowledge required for developing Super User capabilities, we ask that Super Users commit to the following:

	PRE GO LIVE				GO-LIVE	OPTIMIZATION
WHAT	Super User Kickoffs	Super User Training	Support End User Training (1 session)	Super User Refresher	At-the-Elbow Support	On the Job Subject Matter Expert
WHEN	March-April, 2017	July 31 - August 12, 2017	August 14- September 23, 2017	September 25-30, 2017	October 1-31, 2017	Ongoing
TIME COMMITMENT ESTIMATES	1 hr	Role Dependent OVER 2 WEEKS Varies by role supported	1 class (8 hrs max) OVER 6 WEEKS Varies by role supported	2 hrs	40 hrs/week for the first 2 weeks, 20 hrs/wk for the last 2 weeks	2-4 hrs per week

Incorporate 2 hrs per week for practice



Super User Training

WHAT:

- “Art of the Super User” training via eLearning (approximately 35 minutes). Should be viewed prior to classroom training
- Attend classroom training specific to the role(s) you will be supporting
- Work with your department manager to sign up for training via E-Learning 4U.
- Questions should be directed to:
epictraining@umassmemorial.org

WHEN: July 31-August 12, 2017

WHERE: Worcester (various locations)

TIME COMMITMENT: Varies by role



End User Training

WHAT:

- Provide peer support during end-user training (i.e., answer end-user questions, partner with class participants who may need additional help). Super Users are not the trainers.
- Provide classroom support for 1 Epic end user training class.

WHEN: August 14-September 23, 2017

WHERE: Worcester (various locations)

TIME COMMITMENT: 8 hours total



Refresher Training

WHAT:

- Opportunity to re-review critical workflows
- Share common questions that have arisen during training

WHEN: September 25-29, 2017

WHERE: TBD

TIME COMMITMENT: 2 hours



During Go-Live

- Provide “front-line” support for colleagues
- Reinforce standard workflows and best practices
- Support teammates by being approachable and available to assist with their questions
- Assist in identifying and resolving workflow or application issues
- Attend daily issues meetings, report back outcomes to your department and distribute daily communications, such as tip sheets, to help implement the change
- **Prioritize patient care and safety at all times**



Beyond Go-Live

- Be the embedded “Epic expert”
- Reinforce optimized use of Epic, along with the training team, Epic support team and department leaders
- Provide feedback on users’ knowledge of Epic
- Assist with testing of Epic upgrades
- Attend and actively participate in regularly scheduled Super User meetings
- Attend additional training for continued competency on Epic functionality
- Represent your department’s end-user and manager concerns and requests



IS/Epic Central

Visit IS/Epic Central for “need-to-know” information about our Epic implementation

IS/Epic Central
YOUR SOURCE FOR EPIC INFORMATION

The screenshot shows the IS/Epic Central website interface. At the top, there is a navigation menu with the following items: About Epic, Implementation, Transformation, Training, For Providers, IS Projects, Ask a Question, and Log Out. Below the menu, a central message reads: "UMass Memorial Health Care is implementing Epic at all of its entities. Please turn to this website for all IS and Epic -related information." Underneath this message is a large digital countdown timer. The timer is divided into four columns: Days (152), Hours (14), Minutes (50), and Seconds (01). Below the timer, the text reads: "Countdown to Our October 1, 2017 Epic Go-Live".

<https://www.ummhcepiccentral.org/>
Accessible via any work computer that is
logged into the UMMHC network.



IS/Epic Central – Super User Program Page

Visit this page for Super User Program updates

IS/Epic Central
YOUR SOURCE FOR EPIC INFORMATION

1 [About Epic](#) [Implementation](#) [Transformation](#) [Training](#) [For Providers](#) [IS Projects](#) [Ask a Question](#) [Log Out](#)

Super User Program

Super Users are instrumental to the success of UMass Memorial Health Care's Epic implementation. In short, Super Users mentor and support their colleagues and serve as Epic workflow experts for their department/unit. They participate in a number of important activities leading up to, during and post go-live.

SUPER USERS

- [Super User List](#)
- [Super User Kick-Off Schedule](#)
- [Schedule of Activities](#)
- [Roles & Responsibilities](#)
- [Super User FAQ](#)

PROVIDER SUPER USERS


- Provider Super User strategy has been finalized and will be communicated shortly
- Anticipate approximately 150 UMMHC Provider Super Users
- Department Chairs to identify Provider Super Users
- Nominees are typically residents, physicians, Licensed Independent Practitioners and non-providers proficient in provider workflows

2 [About Epic](#)
[Implementation](#)
[Transformation](#)
Transformation Readiness Guide for Leaders
[Epic Open Houses](#)
[Super User Program](#)
[Transformation Summits](#)
[Transformation Leader Town Halls](#)

[Training](#)
[For Providers](#)
[IS Projects](#)
[Ask a Question](#)
[Log Out](#)



Watch for Epic Communications From Epic Project Inbox



TALKING POINTS

April 2016

HIGH-LEVEL SUMMARY

UMass Memorial Health Care is pursuing a 2020 vision to become the best academic health system in America. Our providers and staff selected Epic as the best electronic health record (EHR) system to enable this quest.

COMING UP

APRIL

- Device Workflow Walkthroughs continue
- Workflow Adoption Sessions #1, April 25-27

MAY

- Epic Open House, Clinton Hospital, May 10
- Epic Open House, UMass Memorial Medical Center, May 11
- Epic Open House, Marlborough Hospital, May 24

JUNE

- Workflow Adoption Sessions #2, June 7-9
- Epic Open House, HealthAlliance Hospital, June 23


WORKFLOW ADOPTION SESSIONS

Workflow Adoption Sessions are a key milestone in the implementation of Epic as they are an opportunity for Collaborative Design Session (CDS) participants to experience how the agreed upon workflows look and function within the Epic system using UMass Memorial Health Care content. This allows them to confirm that the decisions they made are the correct ones and/or make necessary adjustments to workflows before the build is complete.

During the sessions, there will be a demonstration of the complete workflow for each application. Following the review of the workflow, participants will be asked if they agree that it should be implemented as currently designed or if adjustments need to be made.

The April Workflow Adoption Sessions will take place at the DCU Center, while the June and July sessions will be at the University and South Street campuses.

DESIGN DECISIONS AVAILABLE ON EPIC CENTRAL



Visit Epic Central's Collaborative Design & Build page for high-level decision summaries for the January and February Collaborative Design Sessions. A complete list of design decisions made so far can also be found there.

Have a question about the Epic implementation? Email epicproject@umassmemorial.org or visit Epic Central at ummhcepiccentral.org.



Please take a few moments to review this communication, which will be distributed on a regular basis to ensure that you are "in the know" about our Epic implementation. Epic is scheduled to go live at the Medical Center, Marlborough Hospital, Clinton Hospital and the Medical Group on July 1, 2017.

The implementation of Epic will transform how we deliver patient care at UMass Memorial Health Care (UMMHC). As a leader, you are integral to the success of our Epic implementation and will play a key role in preparing your staff for this significant change.

TO KNOW

Epic Central
Check out Epic Central at ummhcepiccentral.org – your source for Epic-related information. You can access the site from any computer or mobile device using your UMass Memorial login credentials.



Device Workflow Walkthroughs
The Epic Technical and Transformation teams, along with our partners at Epic, are conducting Device Workflow Walkthroughs. Your participation is essential to ensure the placement of your department/clinic's devices (e.g., printers, scanners) to best accommodate your new Epic workflows and caring for patients. Please look for an Outlook meeting invite from the Epic Project inbox and see the latest schedule on the [Technical Readiness](#) page of [Epic Central](#).

Epic Design Complete for Build
Nearly 1,500 providers and staff participated in 374 Collaborative Design Sessions (CDS) in January and February. As of April 7, 99% of approximately 2,500 decisions had been made. Decisions not made are being reviewed by one of 28 [Partnership Councils](#) (application-specific) or 45 [Integrated Work Groups](#) (cross-application). CDS participants will have the opportunity to see how their decisions play out within the Epic system via the Workflow Adoption Sessions (April 25-27, June 7-9 and July 26-28). See [Epic Central](#) for more details.

TO DO

- Share this information at staff meetings/huddles and post in your department/clinic! [Epic Talking Points](#) are also available on Epic Central that you can print and post in your department/clinic.
- Take a few moments to check out [Epic Central](#).
- Send Epic-related questions/concerns to epicproject@umassmemorial.org

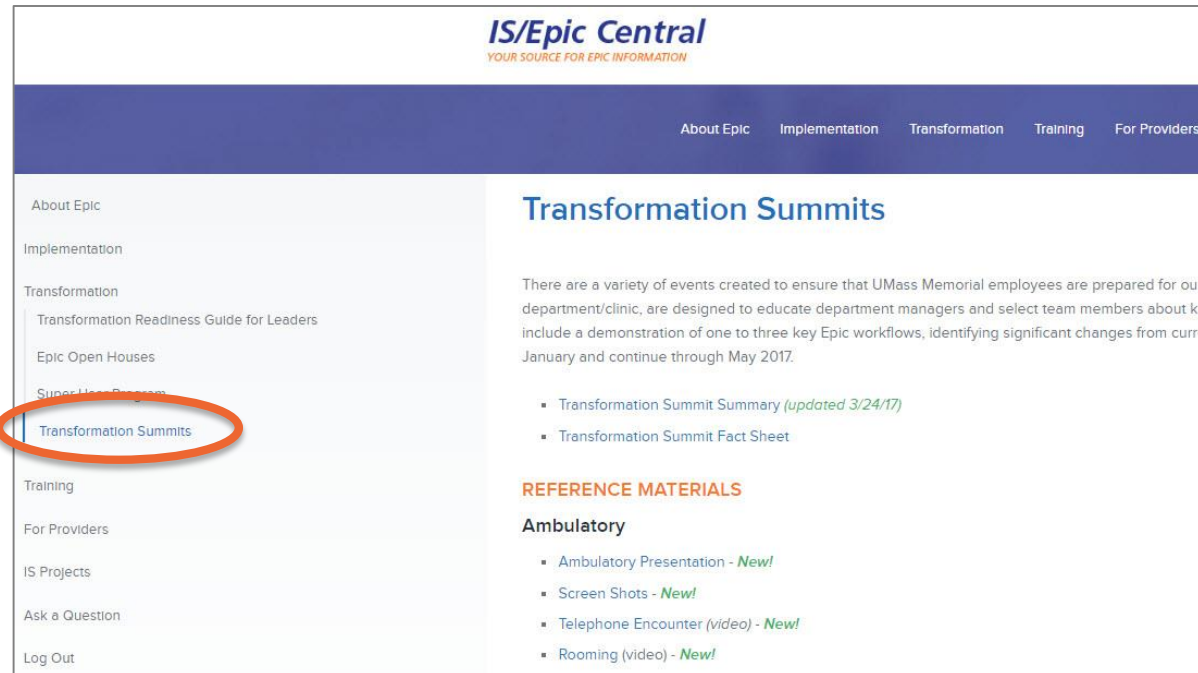




Attend Transformation Summits

If your schedule prevents you from attending in person, recordings can be viewed on IS/Epic Central after each event

- Onsite and WebEx department/clinic meetings
- Show key Epic workflow changes and how those changes will impact the department's day-to-day work.
- For department managers and select staff members
- Continue through May 2017
- Reference materials available on the **Transformation Summits** page on **IS/Epic Central**



The screenshot shows the IS/Epic Central website. The header includes the logo and tagline "IS/Epic Central YOUR SOURCE FOR EPIC INFORMATION" and a navigation bar with links for "About Epic", "Implementation", "Transformation", "Training", and "For Providers". The left sidebar contains a menu with categories: "About Epic", "Implementation", "Transformation" (with sub-items: "Transformation Readiness Guide for Leaders", "Epic Open Houses", "Super User Program", and "Transformation Summits" which is circled in red), "Training", "For Providers", "IS Projects", "Ask a Question", and "Log Out". The main content area is titled "Transformation Summits" and contains introductory text and a list of resources: "Transformation Summit Summary (updated 3/24/17)" and "Transformation Summit Fact Sheet". Below this is a "REFERENCE MATERIALS" section with a sub-heading "Ambulatory" and a list of items: "Ambulatory Presentation - New!", "Screen Shots - New!", "Telephone Encounter (video) - New!", and "Rooming (video) - New!".



Next Steps...

- Explore Epic Central
- Review the documents located on the Super User Program page on Epic Central
- Work with your department leaders to register for training (Registration opened May 11th)
- Share your ideas, questions, concerns by emailing epicproject@umassmemorial.org



Questions?



Send questions, comments, concerns
to EpicProject@umassmemorial.org

