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.
Agenda

- Introductions
- Epic Project Information
- What is a Super User?
- Super User Activities
- Next Steps
- Questions and Answers
## Super User Program Management Roles & Responsibilities

<table>
<thead>
<tr>
<th>Operational Champions</th>
<th>Revenue Cycle</th>
<th>Inpatient</th>
<th>Ambulatory</th>
<th>Ancillary</th>
<th>Inpatient Providers *</th>
<th>Outpatient Providers*</th>
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<tr>
<td>John Salzberg</td>
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<td>Pamela Manor</td>
<td>Barbara Fisher</td>
<td>Pamela Manor</td>
<td>Kim Eisenstock MD</td>
<td>TBD</td>
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<td></td>
<td></td>
<td>Judy Connelly</td>
<td>Jonna Dube</td>
<td>Deb Turner</td>
<td>Eric Alper MD</td>
<td>Eric Alper MD</td>
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- Champion the Super User effort across operations
- Communicate program information
- Serve as a point of escalation

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<tr>
<th>Transformation Super User Coordinator</th>
<th>Julie Bothe</th>
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*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.

01/01/16
Planning Phase
Done/Start
Design & Build Phase

09/02/16
Design & Build Phase Done/Start Testing

3/31/17
UMMHC Content Configuration Complete

6/30/17
Testing Done

5/30/17
Start Training

8/25/17
Infrastructure Ready

10/1/17
Go-Live
Med Center, Med Group, Clinton HealthAlliance, Marlborough Medical School Clinical Data Repository Interface, & Pop Health Modules

1/1/18
Transition to Support & Optimization

8/1/18
Go-Live
Academic EMR

Specific Date TBD
Go-Live
Community Healthlink and Affiliates

We are here
Future State: Integrated System

**Ancillary Department**
- Beacon (Oncology)
- Beaker (Laboratory)
- Cupid (Cardiology)
- Epic Anesthesiology
- EpicCare Clinical Case Management
- EpicCare Home Health
- EpicCare Inpatient
- EpicCare Ambulatory EMR
- ASAP (Emergency Department)
- Rover (Bar Code-Based Documentation)
- Willow (Inpatient Pharmacy)
- Medical Device Integration

**Core Clinicals**
- EpicCare Inpatient
- EpicCare Ambulatory EMR
- ASAP (Emergency Department)
- Rover (Bar Code-Based Documentation)
- Willow (Inpatient Pharmacy)
- Medical Device Integration

**Access Revenue Cycle**
- Grand Central (Admission/Discharge/Transfer)
- Cadence Enterprise Scheduling
- Health Information Management
- Identity Enterprise Master Person Index
- Welcome Patient Kiosk
- Resolute Hospital Billing
- Resolute Professional Billing

**Enterprise Intelligence**
- Cogito (Analytics & Reporting)
- Healthy Planet (Population Health)

**eHealth**
- Care Everywhere (Information Exchange)
- EpicCare Link (External Provider Portal)
- Haiku/Canto
- MyChart (Patient Portal)
- MyChart Bedside*
- Lucy (Personal Health Record)

*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.

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

Supports their colleagues.
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
Share your Epic knowledge with your colleagues
NEVER STOP LEARNING
Given the knowledge required for developing Super User capabilities, we ask that Super Users commit to the following:

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<tr>
<th>WHAT</th>
<th>PRE GO LIVE</th>
<th>GO-LIVE</th>
<th>OPTIMIZATION</th>
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<tr>
<td><strong>WHAT</strong></td>
<td>Super User Kickoffs</td>
<td>Support End User Training (1 session)</td>
<td>Super User Refresher</td>
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<td><strong>WHEN</strong></td>
<td>March-April, 2017</td>
<td>July 31 - August 12, 2017</td>
<td>August 14-September 23, 2017</td>
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<td><strong>TIME COMMITMENT ESTIMATES</strong></td>
<td>1 hr Role Dependent OVER 2 WEEKS Varies by role supported</td>
<td>1 class (8 hrs max) OVER 6 WEEKS Varies by role supported</td>
<td>2 hrs 40 hrs/week for the first 2 weeks, 20 hrs/wk for the last 2 weeks</td>
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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
Visit IS/Epic Central for “need-to-know” information about our Epic implementation

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

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
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
JUNE
• Epic Open House, Clinton Hospital, May 16
• Epic Open House, UMass Memorial Medical Center, May 11
• Epic Open House, Marlborough Hospital, May 24

WORKFLOW ADOPTION SESSIONS
Workflow Adoption Sessions are a key milestone in the implementation of Epic as they are an opportunity for Collaborative Design Sessions (CDS) participants to experience how the workflows will 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 enable necessary adjustments to workflows before the build is complete.

The sessions 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 OCC Center, while the June and July sessions will be at the University and South Street campuses.

TO KNOW
Epic Central
Check out Epic Central at ummemorialcentral.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’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 274 Collaborative Design Sessions (CDSs) in January and February. As of April, 7,900 of approximately 2,000 decisions had been made. Decisions not made are being reviewed by one of 28 Interdepartmental Work Groups (cross-application) or 43 Interdepartmental 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/district. Epic Talking Points are also available on Epic Central that you can print and post in your department/district.
• Take a few moments to check out Epic Central.
• Send Epic-related questions/concerns to epicproject@umassmemorial.org

Umass Memorial Health Care
Attend Transformation Summits

- 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

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