

Our Epic Project: A Few Key Definitions

Applications: Applications refer to different modules of software in Epic that perform specific functions. For example, the Cadence application contains all the scheduling workflows, ASAP covers emergency department workflows, and Beacon enables users to perform work related to oncology. See the reverse side of this panel for a list of application names and how they correspond to hospital terminology.

Abstraction: The process of extracting data from the medical record and manually keying in discrete items for use in reporting and billing.

Activity: Activities are workspaces where users perform specific tasks related to patient care. Examples of activities are Chart Review, Results Review, and flowsheets.

After Visit Summary: This is a paper summary printed by the physician at the end of the encounter for the patient to keep as part of their personal health record. It includes information such as which medications the patient should be taking, encounter diagnosis and follow-up instructions.

Basic PC Skills: Everyone will need basic computer skills – how to use a keyboard and a mouse – to access Epic. Refresher courses will be available to help users gain an understanding of those basics.

Charge Capture: A navigator section where providers can enter in charges incurred during the encounter. You can then file the charges through this section and send them to billing.

Chart Review: An activity that organizes and displays all of the patient information in the chart. The patient data is organized onto different tabs to make it easier to search for information. Examples of Chart Review tabs include Lab, Meds, and Imaging.

Chief Complaint: The reason why you are seeing the patient expressed in patient's terms. Examples of chief complaints include cough, pain and headache.

Clinical Documentation: Clinical documentation refers to the electronic capture of clinical notes and flowsheets, patient assessments and clinical information such as medication administration records in Epic.

Credentialed Trainers: Credentialed trainers will serve as Epic experts in their assigned application. After receiving specialized training and becoming credentialed for our Epic training, they will conduct end-user classroom training for all users.

Doc Flowsheet: A tool used to enter data into the patient chart and track that data over time. Examples of information that would be entered into a doc flowsheet are patient vitals, pain location and intensity, and allergy test results.

E-Learning Modules: E-learnings are required and part of classroom training. We expect you to watch them prior to class. If you want to look now, then to go Epic's UserWeb. The sign-up link is: <https://userweb.epic.com>. Click on "request an account". Please use your ynhh.org email address. You will receive an email from Epic with your UserWeb user name and password. Once signed in, select the training tab and go to weblearning listed under the E-Learning header.

Encounter: A contact in the EMR where patient information is documented. Examples of encounters are office visits, telephone encounters, refill encounters, and orders-only encounters.

Hyperspace: The graphical user interface used by Epic Inpatient and Ambulatory.

InBasket: Functions as the email system in Epic and provides better sharing of patient-protected health information.

Navigator: A predetermined set of activities that leads you through a particular workflow.

Notewriter: An activity that generates a note based on point-and-click documentation entered by the user.

Order Entry: An activity where you can place medication and procedure orders for a patient. Order Entry is the preferred term.

Playground: The Playground is an environment containing fictitious patient information that enables users to become familiar with an Epic workflow and practice their skills. The Playground will be made available to users after they receive their user names and passwords.

Preference List: A set of frequently used orders that can be specified at the facility, department, or user level. Additional items can be added by individual users.

Proficiency: After training in Epic, all users will demonstrate proficiency in using the system to do their jobs.

Result Note: A note that can be added from the InBasket activity regarding a result message. The note is added into the encounter from which the result originated.

Smart Link: A SmartTool that pulls (or "links") information from the patient record directly into your documentation. For instance, if you enter ".name", the patient's name is pulled in.

Smart Phrase: A SmartTool that allows you to type a few characters that automatically expand into a longer phrase or block of text. For instance, ".pt" becomes patient.

SmartSet: A group of orders and documentation elements, such as SmartTexts, chief complaints, or level of service, that are commonly placed for a patient.

SmartText: A text template for charting that can include text, SmartPhrases, SmartLists, and SmartLinks. Used in Initial Assessments, notes and elsewhere.

Snapshot: Activity that displays a quick view of various patient data, such as the Problem List, medications, allergies, and comments.

Super Users: Super users are colleagues who will use Epic and who are respected by peers and trained to assist in adoption pre-go-live, support during training, and provide dedicated support to peers at go-live. They serve as ongoing "go-to" people for peers, and act as liaisons to our Epic Project team.

Workflow: A workflow walks a user through the steps needed to do their job.

Workspace: An area with a particular set of activities in Hyperspace, such as a patient's hospital chart, or your InBasket. More than one workspace can be open at a time, but only one can be selected to work in.

Epic Applications	Where it's Used in Hospital
ASAP:	Emergency Department Information System
Beacon:	Oncology Information System
Radiant:	Radiology Information System
Willow Inpatient:	Pharmacy System
OpTime:	Operating Room Management System
Anesthesia:	Case Management and Documentation
Health Information Management (HIM):	Paper and Electronic Records Management
Stork:	Obstetrics Information System
Cupid/Cardiant:	Cardiovascular Information System
Cadence:	Enterprise Scheduling
ADT/Prelude:	Patient registration
BedTime:	Bed Assignment and Tracking for Clinical Users
Resolute:	Hospital Billing
Professional Billing:	Outpatient billing
MyChart:	Patients' controlled access to portions of their Epic electronic medical record their doctors use

ACHIEVING KEY Milestones

WHAT YOU NEED TO KNOW

This brochure highlights the major activities that will be happening at Bridgeport Hospital in preparation for the Epic Go-Live on September 21, 2013.

Bridgeport Hospital Campus – TIMELINE	
PTO BLACK-OUT DATES	September 14 – October 6
EQUIPMENT AUDIT/REVIEW Why: Determine equipment needs. Do we have enough equipment to support the way we envision using Epic?	Done
REVIEW DEPARTMENT WORKFLOWS Why: Review current staff workflows to future workflows in Epic. Objective is to understand current workflow and document how workflow might be different from YNHHS standard workflows.	Done
IDENTIFY SUPER USERS Why: Resource to peers. Key attributes include strength as leaders, communicators and problem-solvers.	Underway
MANAGER MEETINGS Why: Explain training courses, registration and role of Super Users.	March
REGISTER FOR TRAINING	March-June
TRAINING	July-September
DRESS REHEARSAL Why: Using relevant practice scenarios, staff can complete inpatient workflows. Users can better understand workflows and uncover critical issues prior to Go-Live.	August
GO-LIVE PREP FOR SUPER USERS	Late August
GO-LIVE	September 21

Manager Meetings – Training Overview

Sessions are held to explain training curriculum, registration and the role of Super Users

How long does training last?

It depends on your job. The session for a clerk can last two hours, while physicians and nurses are required to take a minimum of 8- to 20-hour sessions. Some specialty areas, such as obstetrics, require an additional 3 hours of course work. Surgeons with hospital privileges and who will use Epic in their practice will take 8 hours of training plus an additional 4 hours of inpatient training.

Who needs training?

Anyone who will use Epic as part of his or her job. You won't have access to the system without completing training.

When can I sign up?

You should visit Skillport to register for courses and to watch the E-learning assignments prior to class. Signing up early gives you the best chance of finding the most convenient time. The earlier you complete training, the more opportunity you will have to practice in the Playground.

How to sign up:

- Staff will register for Epic training using Skillport. The link to the Skillport registration page is on the Project Epic page (under the Preparation for Training), <http://ProjectEpic.ynhh.org>. Managers will inform employees who should register and for what courses.

Playing the Part

You've learned your lines, you've built the set, you've sold the tickets, but you wouldn't dream of putting on a production without a rehearsal. We've got you covered with our Project Epic "dress rehearsals," which give physicians and staff the chance to practice inpatient workflows. For example, a sample rehearsal may practice on a patient who arrives in the emergency department and goes to radiology and then cardiology before arriving on an inpatient floor. As a result, users will better understand workflows and uncover critical issues prior to go-live.

Remember:

- Members from the Project Epic Team will coordinate dress rehearsals. Departments/Units with similar workflows will be grouped together.
- Depending upon the department workflow, dress rehearsals are 2-6 hours.
- Participants should have completed E-learning and instructor-led training prior to dress rehearsals.



Getting you up to Speed

By now, you're probably starting to get a sense of how Epic will change the way you care for patients. To help you successfully make the transition to Epic, we have developed a robust training program based on successful Epic installations to make sure you're ready to hit the ground running at go-live. Training is a blended approach of E-learning assignments with traditional-classroom instruction combined with plenty of after class practice. This grid breaks down three of the major sections of training and briefly explains why each element is important to you.

Following classroom training sessions, you'll need to complete a short in-class, workflow-based assessment to help ensure you're ready for go-live.

E-Learning Class	Instructor-Led Class	Playground After-Class Practice
<p>About: Each E-learning class is between 5 – 20 min. Users will be assigned multiple E-learning activities.</p>	<p>Courses average between 2-6 hours in length.</p>	<p>A post-training environment to practice your new computer skills.</p>
<p>How you are trained: Web-based presentations and hands-on activities to prepare you for instructor-led class.</p>	<p>Computer-based training taught by trained Epic instructors. Interactive environment allows users to ask questions and learn a variety of Epic workflows needed for your go-live date.</p>	<p>Self-navigate the system, using Playground scenarios provided in class, and run back through examples from your class curriculum.</p>
<p>Why it's important: E-learning assignments are tracked. Complete before instructor-led session. Great introduction to the system prior to classroom training.</p>	<p>Live presentation coupled with hands-on exercises.</p>	<p>Practice here will better prepare you for the go-live.</p>

Getting Comfortable Takes Time

"There's no getting around it," says Andrew Cutney, MD. "It's going to take a little time for everyone to feel comfortable with the system – and just acknowledging that fact can take some of the pressure off when you first come face-to-face with patients."

One approach Cutney suggests is simply to ask the patients to bear with you as you get comfortable with Epic. You can point out that one of the reasons for the switch to electronic medical records is to make it easier for patients to gain access to the information they need to lead healthier lives.

"Patients appreciate the effort and are adjusting with very positive feedback about the electronic 'presence' in the office.

It also provides a good moment to tell them about MyChart and encourage them to sign up," noted Cutney. As a member of NEMG, Dr. Cutney is one of the top providers who have patients activating their MyChart accounts.

Transition to an electronic medical record is necessary for physicians. The real benefit to providers, like Dr. Cutney, who adopt Epic comes when data and documentation is shared across a regional network.

"Efficiency may take time, but I think we can provide better care and more collaborative care when we share information," said Cutney.



Andrew Cutney, MD