

Previous Epic Transition Updates

Epic Update: December 8, 2022

Transition Update

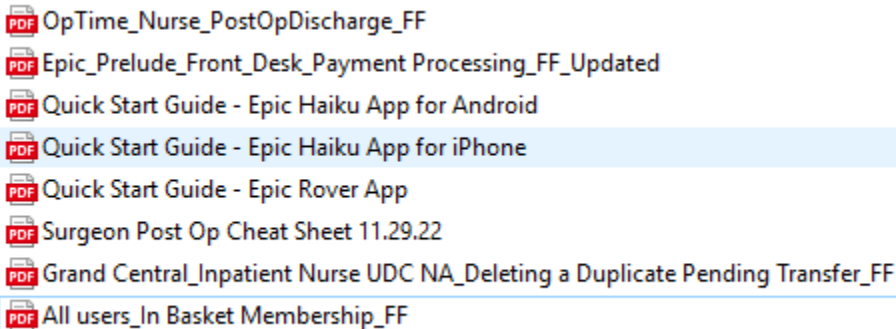
As of the 11 am Epic Transition Huddle, there have been 1,314 total issues reported to the Command Center since go-live.

- 65 new issues reported.
- 75 assigned issues that have not been investigated yet.
- 174 issues are currently in progress.
- 957 issues have been closed.
- 43 issues have been flagged as future enhancements that will be analyzed at a later date.

Workflow and Fast Facts Updates

Updated or new materials have been added to the following folders: Provider Efficiency, Inpatient and OB Nurse, Anesthesia_OpTime, Cadence_Prelude, Grand Central, and All Users.

Here is a screenshot of the new or updated materials:



Updated or new workflow and fast facts documents can be accessed through a link on the homepage of EvanNet. The link is called Epic Workflows and Fast Facts. The documents are being updated as quickly as possible as changes occur. For the best experience, use Microsoft Edge when accessing EvanNet.

Direct link: [Workflows and Fast Facts - All Documents \(evanhospital.net\)](https://evanhospital.net/workflows-and-fast-facts-all-documents)

Make-up and New Hire Epic Training Schedule

Please refer to the Epic training calendar above for computer-based training open labs and instructor-led training scheduled for the week of December 12, 2022. New hires,

internal transfers, and agency staff will be required to attend training prior to receiving Epic security access. Please contact Matt Saylor, IT Training Manager, with any questions or additional training needs.

Shadows and Super Users

All users are encouraged to engage with the shadows and super users to help troubleshoot issues and garner guidance on use of the new systems. A full complement of shadows will be at the Hospital through Friday, December 16, 2022. Their numbers will be reduced after that date so please take advantage of having them on-site now.

Direct Issues to the Call Center

In order to triage, track, and resolve all issues, providers and staff are asked to direct all issues to the call center by calling [570-246-5483](tel:570-246-5483) (570-2GOLIVE) or emailing epicservicedesk@evanhospital.com. Please do not message, email, or call Evangelical IT personnel or work group leaders directly.

Epic Update: December 7, 2022

Transition Update

Work continues across the organization to identify and resolve issues. While certain areas have experienced challenges, the transition—which impacted every corner of this organization—is going well.







Please remember to be patient with one another and the issue resolution process. Everyone is working diligently toward the same goal—a fully functional, integrated electronic health record.

As of the 9 am Epic Transition Huddle, there have been 971 total issues reported to the Command Center since go-live.

- 52 new issues overnight.
- 55 assigned issues that have not been investigated yet.
- 181 issues are currently in progress.
- 663 issues have been closed.
- 20 issues have been flagged as future enhancements that will be analyzed at a later date.

Workflow and Fast Facts Updates

Updated or new materials have been added to the following folders: OB Nurse, Ambulatory, All Users, Cadence/Prelude, Anesthesia_OpTime, and Inpatient Nursing. Here is a screenshot of the new or updated materials:

-  Inpatient Nurse_Are You Doing Everything_FF
-  All users_Mobile Heartbeat Contact number_ECH FF
-  Ambulatory_Clinical_Local Scanning_FF
-  EASC CheckIn_Detailed_FF
-  IP_Nursing_UA_Transcribe_Tasks_FastFact_ECH 12.6.22
-  IP_Nursing_UA_Transcribe_Tasks_Tip_Sheet_ECH 12.6.22

Updated or new workflow and fast facts documents can be accessed through a link on the homepage of EvanNet. The link is called Epic Workflows and Fast Facts. The documents are being updated as quickly as possible as changes occur.

Direct link: [Workflows and Fast Facts - All Documents \(evanhospital.net\)](https://evanhospital.net/workflows-and-fast-facts-all-documents)

MyChart Patient Portal

Patients with questions about the MyChart patient portal should be directed to call the MyChart Support Desk at [570-849-6917](tel:570-849-6917).

Direct Issues to the Call Center

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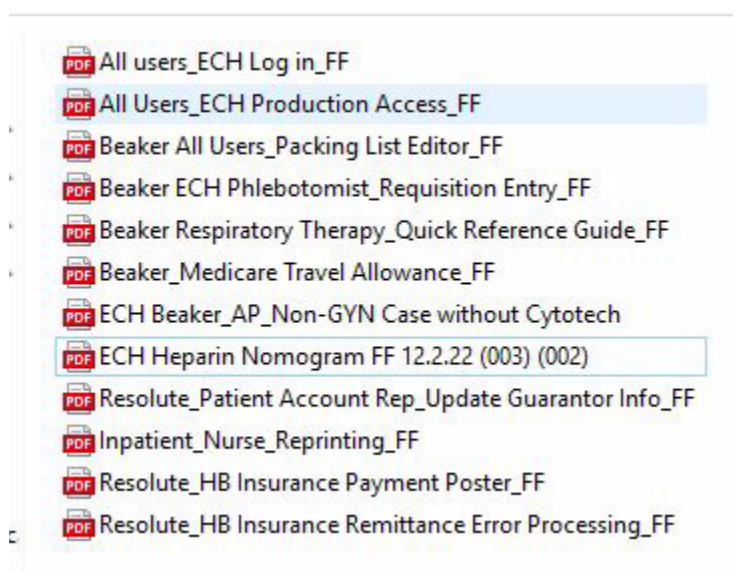
Access Credentials

Providers and staff are asked to test their login credentials at the beginning of their shifts so that access can be resolved without impacting the ability to complete tasks.

Workflow and Fast Facts Updates

Updated or new materials have been added to the following folders: All Users, Inpatient Nursing, Beaker, and Resolute.

Here is a screenshot of the new or updated materials:



Updated or new workflow and fast facts documents can be accessed through a link on the homepage of EvanNet. The link is called Epic Workflows and Fast Facts. The documents are being updated as quickly as possible as changes occur.

Direct link: [Workflows and Fast Facts - All Documents \(evanhospital.net\)](https://www.evanhospital.net/workflows-and-fast-facts-all-documents)

MyChart App

Epic has now added Evangelical Community Hospital to its list of partners in the MyChart app. Patients looking to add Evangelical to an existing account or registering for a new account should now find the Hospital included in the list of Epic partners.

Direct Issues to the Call Center

In order to triage, track, and resolve all issues, providers and staff are asked to direct all issues to the call center by calling [570-246-5483](tel:570-246-5483) (570-2GOLIVE) or emailing epicservicedesk@evanhospital.com. Please do not message, email, or call Evangelical IT personnel or work group leaders directly.

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Over the weekend, the Hospital and practices successfully transitioned to Epic. The Epic Command Center continues to track, triage, and resolve issues as they are identified. Issues potentially impacting patient safety and care are flagged as high priority and are immediately assigned resources to resolve.

Overall, the transition is going well. Please continue to be patient with one another and the process. Everyone is working as quickly and efficiently as they can to resolve open items.

Access Credential Issues

Access issues are clearly the most common problem being seen across the organization. Providers and staff are asked to test their login credentials at the beginning of their shifts so that access can be resolved without impacting ability to complete tasks.

Reminder: After the third failed attempt to log into Epic, employees must wait 15 minutes before trying again.

To report an access issue, contact the Epic Service Desk at [570-246-5483](tel:570-246-5483) (570-2GOLIVE) or epicservicedesk@evanhospital.com. Please do not contact Evangelical IT staff directly. The Epic Command Center team is formulating a process and dedicated group to better address reported access issues in real time.

Epic Service Desk Reminder

As a reminder, the Epic Service Desk team is not positioned to help resolve issues. They log the issue, assign the issue a priority level, and enter the ticket into the queue to be picked up by trained support team members who work to resolve the issue.

Workflow and Fast Facts Updates

Geisinger-provided workflow and fast facts documents are being made available to all users through a link on the homepage of EvanNet. The link is called Epic Workflows and Fast Facts. The documents are being updated as quickly as possible as changes occur. A screenshot showing the location of the link on EvanNet can be found [here](#).

Go-live Communication

As Epic goes live at 12:01 am Sunday, December 4, 2022, a tiered communication plan has been developed to keep employees informed.

Issues, items, or changes that need to be communicated to the entire workforce in real time will be placed on a ticker by the IT Administrator working at the time. Issues, items, or changes that do not need to be immediately communicated to the workforce will be compiled into Epic updates issued daily or as needed.

Workflow and Fast Facts Updates

Geisinger-provided workflow and fast facts documents will be made available to all users through a link on the homepage of EvanNet. The link will be called Epic Workflows and Fast Facts. The documents will be updated as quickly as possible as changes occur.

Production Environment Open Friday, December 2, 2022

To avoid bogging down the Epic Command Center at go-live with requests for access support, the Epic production environment will be open to users beginning at 9 am Friday, December 2, 2022. All Epic users are asked to log into the system and confirm their security access credentials are functioning.

If employees encounter an issue with access credentials, contact the IS Service Desk at isservicedesk@evanhospital.com.

MUSE Downtime

In preparation for migration to Geisinger's MUSE system, the Evangelical MUSE system will be down for a full system backup beginning at 5 pm on Saturday, December 3, 2022. At approximately 6 pm on December 3, the MUSE web system will be available to view current EKG results.

The Evangelical MUSE EKG system will be unavailable for new EKGs from 5 pm Saturday until 12:01 am Sunday, December 4, when Epic goes live.

Cutover Timeline

The overall schedule for transitioning to Epic can be found [here](#).

Overnight Accommodations

Managers and others who may need overnight accommodations during the Epic go-live can reserve rooms typically used for inclement weather or their own internal private office/space through the online room reservation portal. Visit the On-Call and Inclement Weather Room Reservations link on EvanNet.

Command Center Information

Any issues that cannot be resolved by Super Users or shadowers should be reported to the Epic Command Center.

To contact the Epic Command Center, call extension 35200 or 570-246-5483 (570-2GOLIVE) or email the Epic Service Desk at epicservicedesk@evanhospital.com.

Workflow Questions

The Epic support team is experiencing a high volume of questions specific to individual department and area workflows. Shadowers will be best positioned to answer these questions while providers and staff members are working in the live environment after Epic goes live. Shadowers will log questions as well as suggestions for improvements to be analyzed after the successful transition.

Schedule of treats and Specials

Over the next two weeks, as staff work hard to transition to Epic, some treats and specials will be available to employees. Employees are encouraged to take advantage of these opportunities to give themselves a mental break or to enjoy a special appreciation for the time given to make this change for the Hospital's patients possible.

Off-site locations will be making their own arrangements for treats and specials that may not necessarily follow the Hospital schedule. Availability will be announced to employees through leadership in those areas.

The schedules will be published on EvanNet each week.

Epic Call Center Support

Evangelical will be manning an Epic Call Center from 11 pm December 3 through 11 pm December 23 to receive and log incoming calls about Epic issues. Additional help is needed, particularly on weekends, evenings, and overnight shifts. This role takes no special IT or Epic experience and will involve answering calls and logging basic information into a shared site. The work must be performed from onsite at the Hospital and individuals must commit to a minimum 4-hour shift.

Individuals interested in picking up shifts in addition to their normal workday will be paid \$15/hour for those additional hours.

- Non-exempt employees may earn overtime if these additional shifts put them over 40 hours in a week (Sunday-Saturday) and the overtime will be charged to the department in which they are working when the overtime occurs. This can be explained as a variance.
- Exempt employees are not eligible for overtime but will be able to be compensated for hours worked over 80 in the pay period if those additional hours are in support of the Epic Call Center.

Interested individuals should contact Lisa Micozzi-Miller at extension 22804 or lisa.micozzimiller@evanhospital.com for further instructions.

Epic Training

All regularly scheduled Epic classroom training sessions wrap up on Friday, November 25, 2022. Limited make-up training sessions for new hires and employees who were unable to attend scheduled training will be held during the week of November 28. Please refer to the attached schedule. Individuals must be pre-registered in HealthStream before attending.

Employees must complete all role-based, computer-based training user guides and return them to their supervisors as soon as completed, but no later than Monday, November 28.

Failure to complete all required training may impact security access for go-live.

Epic T-Shirts

Any employee who has not received a complimentary Evangelical Epic T-shirt should contact Angela Miller at extension 22991 or angela.miller2@evanhospital.com. Employees are permitted to wear the T-shirts during the two week go-live period (December 4-17) as aligned with departmental expectations and infection control standards.

Times Available with Physician Informaticians

There are a few open slots for providers to sign up to work in-person with a Geisinger physician informatician the week of November 28. Physician informaticians support creating inpatient lists, order favorites, order set favorites, note template favorites, NoteW riter macros, and SmartPhrases for HPIs and physical exams. Outpatient providers will have access to InBasket and speed buttons.

To sign up for an open time, visit [ECH Provider Sessions with GHS Informatician.xlsx](#).

EPCS Walk-in Sessions Planned for Providers

As part of the transition to Epic, EMSO physicians and advanced providers who prescribe narcotics will need to be enrolled in the Electronic Prescriptions for Controlled Substances (EPCS) system.

This will include all Ambulatory Providers, Hospitalists, and the Emergency Department. Any provider who does not prescribe narcotics to an outpatient pharmacy

is not required to enroll, i.e., Anesthesiology, Pathology, etc.

To help facilitate set-up, IT is hosting the following walk-in support sessions. Set-up should take no more than 10 minutes.

Apple C Conference Room:

- Wednesday, November 23 — 2-6 pm
- Friday, November 25 — noon-4 pm
- Tuesday, November 29 — noon-3 pm
- Wednesday, November 30 — 6-10 am
- Thursday, December 1 — 8:30-10 am and 2-6 pm

Rooke Entrance:

- Monday, November 28 — 11 am-4 pm

Providers attending the walk-in sessions should have the following to successfully finish setting up the system:

- The device you would like to use with the app installed. Instructions for installing the app are attached.
- Your Hospital ID badge.
- One of the following forms of government issued identification:
 - Unexpired state driver's license.
 - Passport.
 - Military ID.

In addition to these walk-in sessions, IT representatives will be visiting offsite offices to offer support.

System Established for Epic Questions

The Hospital is now at the halfway point in training sessions. As more users are exposed to the Epic system, inquiries about workflows, suggestions for improvements, and questions about general application use are increasing.

To track the questions and direct them to the appropriate team member, employees are asked to submit non-urgent inquiries to ISServiceDesk@evanhospital.com. Please

include in the subject line of the email: Epic Question.

Emails received with that subject line will be automatically routed to the Epic Team for resolution. This system should be used for all questions. Please use this system instead of calling trainers and other staff directly.

Additional Super User Class Attendance

Super Users must take the assigned Instructor-led Training (ILT) course first as a trainee. It is highly recommended that Super Users also attend the ILT course a second time acting in a classroom support role, not as a student. Due to space constraints in the training rooms, Super Users are allowed to join additional sessions via Teams if the following conditions are met:

- Super User must have already attended/completed the class in person as a student.
- Additional attendance via Teams is intended for that person only.
- Attendee must be a confirmed Super User and/or manager and above for their designated area. Those not appearing on the previously established Super User list will need their leadership to confirm the intent for that person to now be a Super User.

Super User requests to join additional sessions via Teams should be coordinated through Matt Saylor by email at matthew.saylor@evanhospital.com at least one business day prior to the requested date of participation.

New Hire User Provisioning

New hires should expect to receive their user access credentials within two days of their start date. New hires who do not receive their credentials within that timeframe should email isservicedesk@evanhospital.com.

Additional Computer-based Training Requirements

Additional user guides for job roles that require computer-based training have been added to EvanNet. Click on "Epic Go-Live CBT User Guides" in the links section on the homepage of EvanNet. Additional guides will be posted as they are completed.

Practice IDs

Following classroom training, employees are encouraged to log in to the Epic Playground to use and practice workflows. Attached is a list of Practice IDs by

department and role that were introduced as part of classroom training.

MyChart Transition Update

As many of you are aware, we will be moving from our current patient portal, Follow My Health, to Epic's patient portal, MyChart, as part of the transition. Unfortunately, patients cannot register for an Evangelical-related MyChart account until Epic is up and live on December 5.

Our move to MyChart is a huge benefit to our patients, particularly those who have received care from both Geisinger and Evangelical providers. These patients will no longer be forced to maintain two patient portals. All of their medical information—from both providers—will be available to them in one location. As consumers of care, you can also enjoy the benefits of MyChart; I encourage you to sign up when registration opens.

Marketing and Communications has distributed standing banners to all EMSO offices as well as other high traffic areas to announce the transition from Follow My Health to MyChart. On December 5, the banners will be changed out with messaging promoting the advantages of a MyChart account. The banners will be accompanied by brochures providing account registration instructions for patients who are new to MyChart as well as those with existing MyChart accounts. Those materials will be supported by press releases, social media posts, emails, and more.