Welcome to Epic@AHS News!

This is the first edition of the monthly Epic@AHS newsletter, which will include project updates, interviews with staff and special features designed to keep you informed about the implementation of Epic at Atlantic Health System. Your insights and ideas are welcome and encouraged! You can submit story ideas, content requests and ask questions by emailing EpicCommunications@atlantichealth.org.

New Logo!

As you will see in the header, the Epic Implementation also has a new logo! The “Epic@AHS” logo will replace the building blocks logo that was used for the first year of the project. While the building blocks served as a useful visual for the “Adopt, Build, Connect, Deliver” requirements of any Epic installation, the new logo offers a more dynamic and easily-recognizable image to help distinguish Epic documents from other Atlantic Health communications. The logo was voted on by the Epic Implementation team. A secondary logo (see page 3) will be used for additional project communications.

One Year Anniversary and the Start of Phase 3

The new look of the Epic Implementation coincides with both the start of Phase 3 of the project on May 3 (read more on page three) and the one-year anniversary of the project on May 16. Over the course of the year Atlantic Health leadership has been actively engaged in promoting and supporting this initiative throughout the system.

The Epic Implementation team has made great strides in reaching key milestones outlined in the project plan. So much happens behind the scenes that it’s hard to grasp the scope of the work involved in preparing Atlantic Health System for Epic. “Ground work” questionnaires last summer determined how each site worked and practiced care. Direction setting in early August, and again in December determined standard, best practice care for all sites. There have been multiple go-lives of Epic products (not the full clinical go-live starting in 2018) such as the Cadence/Prelude Ambulatory go-live in March, the EpicCare Link go-live for Zotec users in April and the Healthy Planet go-live in May (read more on page 2). The planning for Cutover is also now underway with the Cutover of Integrated Areas Kick-off on May 17.

“Any Epic installation is
Continued on page 3
**Epic Healthy Planet Goes Live!**

On Wednesday, May 2, Atlantic Health System went live with Healthy Planet, Epic’s accountable care organization (ACO) and population management module. The go-live marked an important step in Atlantic Health’s joint efforts to improve patient outcomes and integrate care with the implementation of Epic clinical modules throughout the system in 2018.

Working on a tight schedule on a short timeline for implementation, the team worked hard and effectively to make sure everything was in place for a successful go-live. “This was a concerted team effort by ISS resources, Epic resources and continual input by the ACO team as end users,” said Tom Kloos, MD, President, Atlantic ACO, who led the initiative. “They did a great job and are to be commended.”

**Population Health and the ACA**

The launch of Healthy Planet comes at a time when healthcare systems across the country have been challenged to prove they are more efficiently treating patients while also reducing the costs of care. This is no easy feat in today’s healthcare climate.

The Affordable Care Act (ACA) and its related ACOs were in part established to incentivize healthcare providers with payments if they could prove they were delivering better patient outcomes. Healthy Planet and other population management systems were created to respond to this need.

**Why Healthy Planet?**

Atlantic Health chose Healthy Planet because it offers the most integrated solution for care coordination.

“While there are many population management software tools out in the marketplace, most are stand-alone products that do not integrate into the underlying health record,” Dr. Kloos explained. “Healthy Planet offered the opportunity for a more seamless experience for care managers and physicians alike. It will also offer community physicians access to quality dashboards and visualizations for the populations they serve.”

**Next Phase Underway**

The Healthy Planet go-live laid the foundation for the exciting next phase of Healthy Planet optimization that will come as Epic technology is rolled out across Atlantic Health. Data flowing into the new dashboards will continue to be vetted in the meantime as community physicians connect to validate accuracy and further tune the product.

“Healthy Planet represents the underpinnings to support a true population health effort,” said Dr. Kloos. “This will help providers work together in care coordination, visualizing the gaps in care for the populations they serve, to allow for proactive outreach to support our Trusted Network of Caring.”
New Phase, New Logo, New Newsletter for the Epic Implementation (Continued from page 3)

an enormous undertaking and I am amazed and proud at how much progress has been made,” said Jennifer Scatcherd, Program Manager, Epic Project PMO. “While the tasks we all face can seem daunting at times, we have a great team assembled who committed to a successful implementation.”

The progress will continue at an accelerated pace as the project moves toward the first clinical go-live at Chilton and Overlook Medical Centers as well as Home Care and Hospice in February 2018, followed by Morristown Medical Center in June, and Newton and Hackettstown Medical Centers in November. The impact on Atlantic Health is as exciting as it is transformational.

“We are going from trying to care for our patients using different electronic health records across our system to using one system, Epic, for our physician practices, our hospitals and outpatient centers, homecare and hospice and even our ACO,” said Beth Lindsay-Wood, Epic Project Executive. “Our patients will have access to their information, our care providers will have alerts and reminders to assist them, and our team members will standardize our workflows, changing how we deliver care across the organization.”

Get excited! EPIC IS COMING!

THIS IS Epic

Atlantic Health System

Atlantic’s secondary new logo for the Epic Implementation. The primary new logo is the “Epic@AHS” logo that appears in our header.
Epic Team Holds Testing Kick-Off

The Epic implementation held its Testing Kick-off of May 3 at 465 South Street. The kick-off marked the start of Phase 3 of the project, which will last until Phase 4 (Training and Go-live) begins in November. The presentation, led by Heather Ramadoss, Epic Testing Manager, covered everything from why we test to script status and issue management and addressed the many types of testing that are included in this phase.

“This is an exciting and critically important phase of the project,” said Ramadoss. “It is not an easy process but it’s necessary to ensure our build has been configured as it should be for Atlantic Health’s new workflows.”

The testing that will take place over the next few months will offer a chance to find and fix issues before go-live. It is also an opportunity to confirm the change control and issue resolution processes necessary for long-term support.

“Successful go-lives happen when there has been enough of the right kinds of testing,” added Ramadoss. “We should know well in advance of the first go-lives that our system is ready.”

**TESTING, TESTING, 123!**

There are several different types of testing involved in this phase of the project. Please see below for a quick overview.

**Application Testing** tests workflows and areas within individual applications. This is done to ensure optimal usability for workflows, to find and fix application-specific issues, and verify all build was migrated correctly. Each application test must pass twice.

**User Acceptance Testing (UAT)** is conducted to assess whether a system can support day-to-day business and end user scenarios, and to ensure the system is ready to be used. UAT puts users in the system so they can verify that it works as designed. Users run through workflow scenarios with test patients, following scripts based on validated workflows and their associated system build. It also gives users practice time before go-live. Application analysts are on hand to provide support and record feedback.

**Integrated Testing** tests fully integrated work-
flows, application integration points and patient movement scenarios. It is conducted by a team of designated testers of a specific application and includes a review of all application scripts. This testing validates that interfaces function correctly and ensures build and workflow readiness. There are typically multiple rounds of integrated testing.

**Mapped Record Testing**

focuses on the testing of every record that will be interfacing to or from Epic. This includes items such as procedures, results, medications, charge codes, department/room/bed locations, allergies, documents, payer/plans, etc.

**Additional Testing** is also conducted in the testing phase of an Epic implementation including:

- **Parallel Revenue Cycle testing (PRCT)**
- **Reports testing**
- **End User Devices/Technical Dress Rehearsal (TDR) testing**
- **Device Integration testing**
- **Conversion testing**
- **BCA testing**
- **Security testing**
- **Disaster Recovery testing**
- **Performance/load testing**

Stay tuned for more information about these additional types of testing and the multiple components required to prepare the system for go-live.

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**Epic Training Update**

The Training team has had a busy spring!

**Super User Identification**

Super User identification is underway and will continue through June. Super User classes will begin in September 2017 and continue through the end of October. Super User and End User Training for Overlook, Chilton and Home Care and Hospice will begin in November 2017 and run through January 2018.

**Build Bucket Completions Progressing**

The Training Team has been actively engaged in its Build Buckets, which refers to all lesson plans, presentations and classroom materials for a particular role (or roles) in an application. As the analysts build or configure the system the trainers follow with building the material. Bucket 2 was completed on May 12. The last, Build Bucket 6, is scheduled for completion on September 22.

**New Training Center**

Atlantic Health will use the former Gibbs College building on NJ Route 10 as its new Epic Training Center. All in-classroom Epic training will take place here. Epic Training hopes to move all Enterprise and Ambulatory training to this new site in September.

See more about the types of Epic trainers on page 6!
You will hear multiple terms pertaining to Epic training over the course of the implementation, including different names for the people who will be providing Epic training. See below for a brief overview of the different types of trainers involved in Epic training.

**Principal Trainers**
- Hired or contracted by Atlantic Health System for the Epic Implementation
- Travel to Epic Headquarters in Verona, Wisconsin for several classes, projects, and tests, (requiring a passing score of 85%)
- Involved with adoption and direction-setting sessions
- Build course flow and exercises to reflect decisions
- Build and support training environment
- Instruct Credentialed Trainers
- Monitor classroom instruction
- Adjust materials based on feedback and build changes

**Credentialed Trainers**
- Hired or contracted by Atlantic Health System for the Epic Implementation
- Have proven prior instructor skills
- Take a 6-week intensive course on how to train all roles/courses for an application
- Teach application-specific classes
- Assist with log-in checks
- List and submit end user questions
- May assist with phone support during go-live

**Super Users**
- Primarily Atlantic Health System staff who have taken on the role of Super User in addition to their current duties, with additional contractors hired for the Implementation
- Responsible for providing support during go-live, but start before and extend beyond go-live
- Provide operational support for the Epic implementation
- Assist the Training team with end user training
- Serve as liaisons between end users and project and department leaders
- Provide long-term support resources for other end users