Epic @AHS NEWS

ATLANTIC'S STATE-OF-THE-ART NEW TRAINING FACILITY READY TO TRAIN THOUSANDS IN EPIC

The Atlantic Health System Training Facility at 630 W. Mount Pleasant Ave in Livingston, NJ

Atlantic Health System is committed to providing all who enter our system the highest quality care delivered at the right time, place and cost. Part of that commitment involves making sure all staff are trained with the skills they need to do the best job possible.

This is why Atlantic Health has invested in leasing and building a state-of-the-art training facility, where all training in the new Epic electronic health record will take place. Located in the former Gibbs Community College in Livingston, NJ, the Atlantic Health System Training Facility is now ready to receive the thousands of staff who will be taking Epic training.

"We were lucky to find the former Gibbs school," says Robert Peake Jr, director, Facilities, Construction and Real Estate. "It was basically built out to accommodate our needs with many classrooms, offices,

DISASTER RECOVERY TESTING ENSURES SYSTEM CAN SURVIVE THE UNEXPECTED

A critically ill injured patient has just arrived in the ER, in urgent need of a transfusion. The provider is about to check the patient's blood type and allergies in Epic when an unforeseen failure causes the system to shut down. This is just one of innumerable scenarios in which unplanned Epic downtime could impact a patient. Providers and administrators will use Epic to manage all aspects of patient care, making it absolutely necessary that the system can keep running despite an unplanned interruption.

Sunday, October 22 marked the first successful Disaster Recovery exercise for the Atlantic Health Epic system. Atlantic's DR testing informally began

February 4, 2018	June 3, 2018	November 4, 2018
OMC/CMC/AHC&H	MMC	HMC & NMC

Atlantic Health System

Don't Move That Device! Epic Devices Deploying at Chilton, Overlook and Home Health

New devices are deploying at Chilton, Overlook, Home Health and Corporate Revenue Cycle. The updated technology is necessary to support the new Epic electronic medical record. This includes workstations, document and label printers, document scanners and barcode scanners. If there's one thing the Epic team could ask of staff who see these new items in their areas, it's please don't move those devices!

Printing and labelling issues are among the most common during an Epic go-live. That's why every effort is being made in advance to ensure all devices work as they need to when the system is live.

Every single one of these new devices will need to be tested by the Epic team to make sure they func-

tion correctly and will be ready for use when Epic goes live. The Epic team carefully maps out where each device will go and follows this mapping when conducting its testing. This process is known as an Epic Technical Dress Rehearsal (TDR). Tempting though it is to open and move the new equipment, it is critical to the testing process that everything stays in place until it receives its go-ahead green sticker after testing (left, top). Devices requiring further testing will have a red sticker (left, bottom).

This cycle of Epic TDR is scheduled to begin in late November and run through January 2018.

Epic Outpatient Catalog Available on Epic Compass

The Epic Outpatient Course Catalog is now available on the Epic Compass page. It's located under Epic Resources and Epic Training Updates.

The Epic Outpatient Course Catalog is for anyone in an associated outpatient area or site that is going live with a particular hospital. You should register for classes now if you are in a practice that is going live with Chilton and Overlook Medical Centers on February 4, 2018.

The Outpatient Course catalog also includes courses for providers who are exclusively ambulatory, including a range of different Epic therapy training.

Please note: Infusion Centers need to convert their existing infusion orders into Epic Therapy Plans prior to go-live. This is so that patients who arrive at Infusion Centers on February 4 (go-live) have their therapy plans in the system.

Epic Patient Data Conversion a Success

In preparation for the launch of Epic across Atlantic Health, the Epic team is migrating Epic patient data into Atlantic's current systems. The data conversion includes all of a patient's legacy medical record numbers (MRN) from all five acute care facilities.

The process began on October 16 and is scheduled to continue through November 3. The main impact of the data migration on Epic end users is the increase in results when conducting a patient search. However, the search process remains the same, with entering patient name, social security number, MRN, date of birth and sex the best way to search for and identify patients. There will continue to be some duplication of MRNs in the system.

Additional historical patient data (i.e. encounters, results, etc.) will be added before the February 4 clinical go-live at Chilton and Overlook Medical Centers, Atlantic Home Care and Hospice and Patient Financial Services. Information about this data will be communicated to staff in the weeks to come.

and a cafeteria, coupled with ample parking located on a main highway," he adds. "This provided exactly what we need for our Epic training facility."

Classrooms have been painted and equipped with new workstations. Staff involved in Epic training have moved into the facility to begin preparations. Plans have been approved to stock the cafeteria with fresh daily meals beginning in late November. Fresh food will include assorted hot and cold cereal, bagels, sandwiches, salads, soup and other snacks, available daily from 7:00am—3:00pm, with additional food options for those taking evening classes. There are also vending machines that offer all-day snacks. Every effort has been made to ensure staff are comfortable when taking or teaching Epic training.

The first major cycle of Epic Inpatient, Homecare/ Hospice and Revenue Cycle training to take place at the new facility begins on November 18. This is for staff going live with Chilton, Overlook, Home Health and Revenue Cycle on February 4, 2018.
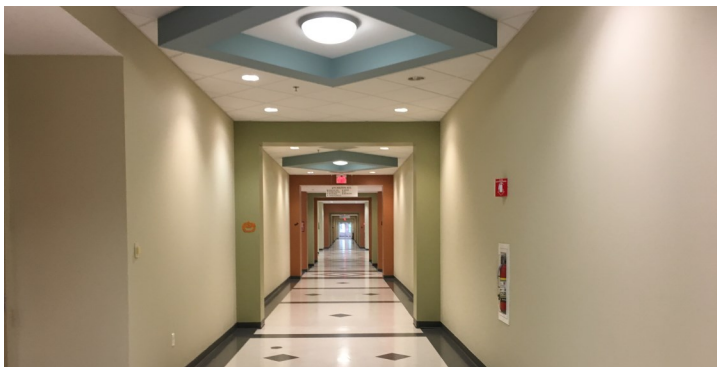
Top: Entrance to the AHS Training Facility; Middle: directional sign; Bottom: Inside view the facility

There is an Art to Being a Super User

Top: Mark Nolte leads an Art of Being a Super User *course; Bottom: Luke, Epic Super User mascot and son of Ed Coppa.*

Though end users won't arrive until November, Epic training is already taking place at the facility. Atlantic Health's Epic Super Users took their mandatory *Art of Being a Super User* course in September and October, with the final courses offered the week of October 16. Super Users are hospital staff members who become the "go-to" people for the Epic launch. They assist the Credentialed Trainers (CTs) during end-user training and serve as department experts during and after go-live.

Mark Nolte, training manager, Epic team, and Chelsea Jones, CT, led each course with an engaging and interactive overview of Atlantic's Super User program and offered Super Users a chance to ask questions and get to know colleagues in the program. The course also saw the debut of the Epic Super User mascot, Luke Coppa *(pictured below),* the son of Ed Coppa, Epic principal trainer, whose super hero costumes and super cuteness have helped keep spirits and morale high.

Super Users will begin their full Epic training on November 13 (for Cadence/ Prelude) and November 20 (for all applications).

Sofia Myers, Epic CT, and Mark Nolte, Epic training manager, review course material at the Atlantic Training Facility

Atlantic's Epic Credentialed Trainer Program Kicks off

It's not just Super Users who have had a chance to check out the Epic Training Facility. Epic Credentialed Trainers (CTs) are now taking their training to become credentialed to train staff in Epic. Atlantic Health's Epic Credentialed Trainer program kicked off on October 16 at the Atlantic Health Training Facility in Livingston, NJ. CTs will continue undergo training across applications through February 2018.

Atlantic's CTs are made up of both new hires and current staff, who will leave their operational roles for a period of time to train their colleagues on the Epic system and provide at-the-elbow support during go-live. All were chosen after an interview process that included leading a demo of the candidate's choosing conducted for Epic principal trainers. Topics included how to tie a rope, how to make a cocktail and even how to make it as an immigrant in this country.

Atlantic's CTs serve as the Epic experts in a specific application that is either assigned or chosen based on prior experience. They will show staff how to use their application during Epic training. CTs will also provide support during and after go-live. From training to post go-live, their roles as teacher and end user support will help to ensure the success of the Epic implementation.

Why I Love Epic: An Interview with Sofia Myers

Sofia Myers first used Epic at her previous employer, the Children's Hospital of Philadelphia, where she was both an Epic Super User and an Epic Credentialed Trainer (CT). She got to know the ins and outs of the system and how the electronic health record can transform the way a healthcare system manages patient care. It kicked off an interest in and appreciation for Epic that she is now putting to use at Atlantic Health as an Epic CT.

"I was always fascinated with the analytical side of Epic," she says. When she joined Atlantic Health to provide administrative support to the Epic team, she knew she wanted to play a larger role in the implementation. "Atlantic Health increased my exposure to Epic, which increased my desire to use my knowledge of Epic along with my organizational and people skills to best add value to both the Epic implementation and the overall mission of this organization."

Myers has always been passionate about education and customer support, making the Credentialed Trainer role a particularly ideal fit for someone with Epic expertise. The ability to generate excitement and engage people in training is critical to being able to do the job well, something Myers brings to the table in spades. "I'm motivated by sharing knowledge and helping solve problems," she says. Myers believes Atlantic Health's CT recruitment showed a real effort to find people who loved to educate and could meaningfully help staff learn and appreciate the new system. "We all have a genuine interest in what we're teaching and a desire to share this knowledge."

Myers acknowledges that Epic training can be daunting but encourages staff to remember that the hardest part may actually be the anticipation. "Learning to use a new system can be intimidating. People fear change," she says. "My advice is to go into training with an open mind and a willingness to learn. If you have that, you'll succeed." She points out that Atlantic Health has created a robust training program specifically designed to help staff understand the material. "We have a team of highly qualified Principal Trainers who are dedicated to providing a comprehensive and easy-to-follow curriculum" She also advises staff to remember why they're taking Epic training—and she doesn't just mean the strict "No Training, No Access" policy. "Epic is going to make your life easier! But more than that, it will enable Atlantic Health to provide the best possible to patients. That should be everyone's primary goal."

at 11pm on October 18, when staff arrived, ready to start a real "failover," which they worked on throughout the night. On Sunday, October 22, the team successfully completed failback, in which operations are restored to their original state.

Both failover and failback went smoothly, something Meraz Nasir, manager, ISS sees as a direct result of the extensive planning and hard work of the entire ISS team." This is a testament to our people, process and technology coming together

without any major disruption to our customers," says Nasir. Pat Zinno, director, ISS, agrees. "This test proves our ability to recover the Epic environment in hours and helps ensure that our care providers have the technology tools they need to maintain the care and safety of our patients."

Morgan Geoghegan, DR coordinator, echoed the appreciation for his colleagues and their efforts. Why does he think it went so well? Two words: "Great teamwork!"

Top and middle: The DR Team that conducted failover on October 19. Bottom: DR team members who conducted failback on October 22. All played a key role in ensuring DR Testing was a success

LESS THAN 4 MONTHS TO GO-LIVE!

There are now less than 4 months until Chilton, Overlook, Home Health, Revenue Cycle and associated sites go live with Epic! See below for upcoming events and milestones.

NOVEMBER

- Devices continue to deploy ahead of TDR, **Throughout Nov.**
- Dry Run of Cutover activities begins, **Early Nov.**
- PRCT Round 2 Complete, **Nov. 3**
- Ambulatory/Cadence/Prelude Go-Live, **Nov. 7**
- 90 Day GLRA, **Nov. 9**
- ISS Town Hall, **Nov. 9**
- Integrated Testing Round 5, **Nov. 10**
- CT Credentialing, **Nov. 14—16**
- Epic Inpatient End User Training begins, **Nov. 18**
- PRCT Complete, **Nov. 24**

DECEMBER

- Provider Inpatient Training Begins, **Dec. 4**
- 60 Day GLRA, Clinical Readiness Day **Dec. 6**
- Integrated Testing Round 6 Complete, **Dec. 8**
- Cutover Dry Run, **Dec. 13**
- Shadow Charting Begins, **Dec. 17**

JANUARY

- BCA Hardware Deployment Complete, **Jan. 1**
- Login Labs, **Jan. 1-30**
- Cutover Dry Run 2, **Jan. 10**
- 30 Day GLRA, **Jan. 11**
- TDR Complete, **Jan. 19**
- Appointment, Case Conversion, **Jan. 19-22**

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