

CCHC Vision 20/22 Epic Implementation: Super User Playbook

September 2020

Latest version update: 9/15/20





Introduction

- Purpose

Serves as a reference for all activities and to-dos required of Super Users in preparation for go-live.

- Content

The Playbook includes: a summary of roles & responsibilities for Super Users, a role-specific timeline, a training overview, and FAQs.

This tool is dynamic and will be updated as new information and resources become available.

- Publication Timeline

Playbook 1.0 publication: August 2020

Playbook 2.0 publication: October 2020

Table of Contents



<u>Super User Overview</u>	4
<u>Super User Timeline</u>	5
<u>Checklist</u>	6
<u>Super User FAQs</u>	7
<u>Super User Scheduling & Resources</u>	8



Super User Role Overview

Overview

Timeline

Checklist

FAQs

Scheduling & Resources

Super User Role Fast Facts



Goals of Super User Program
The goals and objectives of the program are three-pronged: provide system knowledge, improve Epic adoption, and invest in internal expertise.



Over 650 Super Users Identified
Each Super User was personally identified by his or her Manager after careful consideration of the responsibilities within the role.



Go-Live Support
Super Users will provide “at the elbow” support, meaning they will be present and available to help end users “on the floor” during the first few weeks of Go-Live.

Super User Role Overview

Super Users are end users with advanced knowledge of system functionality and workflows who will serve as a key resource during go-live preparation. Super Users will assist in a variety of readiness activities, including: training, mentoring, and providing operational support.



Attributes

- **Current CCHC practitioners** who have been **nominated** by their Managers
- **Liaisons** between **Epic** project team and **end users**
- Previous **Epic experience appreciated**, but not **required**
- **Strong belief** in the Epic implementation
- Ability to **commit to time** away from practice as deemed necessary by role
- Ability to **support end users** in their daily workflows
- Demonstrates technical aptitude and strong interpersonal skills



Activities

- Super User Playbook contains comprehensive guidelines on roles, responsibilities, and expectations
- Application Level Training-varies by role
Note: Super Users will take this training twice
- Art of Being a Super User Training (e-Learnings) will be assigned through HealthStream in the coming weeks with additional communications from the project
- Support at Go-Live
- Additional activities may occur depending on your department. More information to come if applicable



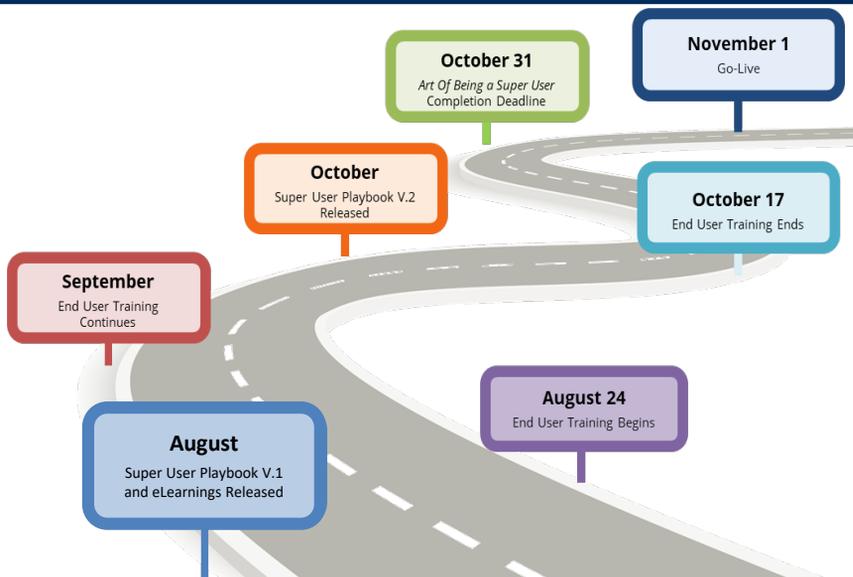
Recruitment

- Determined Super User staffing based on criteria such as **total FTE, department scheduling,** and other applicable **historical data** pulled from PeopleSoft
- Partnered with departmental leaders and the Epic project group to identify **clinical and non-clinical practitioners** with an interest appropriate skillset
- Identified and scheduled appropriate **pre-requisite training sessions** for each Super User



Super User Timeline

Super User Timeline



Overview

Timeline

Checklist

FAQs

Scheduling & Resources

Super User Training

	<i>Art of Being a Super User Training</i>	<i>Application Level Training</i>
Training Overview	Provides Super Users with resources, best practices, and other readiness information regarding their role and responsibilities	Instructs end users on how to navigate, utilize, and leverage a specified application. Certified trainers will lead these sessions and guide users through a developed curriculum centered on demonstrating the various workflows involved in the application.
Participants	<ul style="list-style-type: none"> Super Users 	<ul style="list-style-type: none"> All end users (including Super Users) Certified trainers
Dates & Times	E-learning lessons will be ready for viewing in HealthStream prior to the start of instructor-led training Training can be completed at your own time by October 31 st	E-learning lessons will be ready for viewing in HealthStream prior to the start of instructor-led training
Training Frequency	Super Users will need to attend two trainings in this series	End users need to attend these trainings once and to complete the proficiency assessment at the end, scoring 80% or higher Super Users need to attend these trainings twice. They also need to score 80% or higher on the proficiency assessment
Forum	Virtual – e-Learning modules	Virtual (Skype) & In-Person
Requirements	5 videos totaling 30-45 minutes	Varies by role

Checklist



Overview

Timeline

Checklist

FAQs

Scheduling & Resources

Pre Go-Live Checklist

- ✓ Upon completing your first round of training, confirm that you received a second enrollment confirmation from HealthStream and notify your Manager
- ✓ Review scheduled trainings and connect with your Manager about any questions / concerns regarding training
- ✓ Review the Epic module snapshots. The snapshots have four components: Epic benefits, changes between current and future state workflows, new functionalities, and impacted roles. (*Target release date: 8/31*)
 - Super Users should familiarize themselves with these changes to gain a deeper understanding of new workflows and processes in their departments
- ✓ Beginning as early as:
 - 8/19:** Technical Pre-Check for Virtual Training (*open-office hours, ongoing*)
 - 8/24:** Attend application-level trainings (Approx. 4-12 hours for non-physicians & 2-3 hours for physicians. Super Users will attend this training twice)
 - 9/1:** Art of Being a Super User (45 minutes)
 - 10/19:** User Settings and End User Device Labs (*rolling open lab sessions, ends Friday, October 30*)
- ✓ Complete your proficiency assessments (one per role / track) after your instructor led training.
- ✓ Help prepare your coworkers for end user training
 - Generate excitement about Epic implementation
 - Act as a liaison between your coworkers and Epic Project team
 - Advise them to reach out to the Supervisor or Manager that initially registered them if they think their registration is incorrect
 - Direct them to appropriate e-learning materials

Go-Live Checklist

- ✓ Provide real time assistance and feedback to end users
- ✓ Attend Super User touchpoints and meeting to discuss program concerns and progress
- ✓ Review Super User Playbook

Post Go-Live Checklist

- ✓ Support Optimization/Mastery Training
- ✓ Support on-the-job Training
- ✓ Identify & resolve issues with the project team

Super User FAQs



FAQs

Why was I chosen to be a Super User?

You were chosen and nominated by your Manager because you possess the strong technical and interpersonal skills needed to be a leader and mentor during the implementation. If you did not hear back about being selected to be a Super User, please reach out to your Manager for further clarifications.

Can I access e-learnings from home?

Yes, e-learning materials will be accessible through Citrix and on the [Epic website](#). There is a [manual](#) available on the Vision 20/22 website for Epic registration assistance. Please follow up with your Manager and obtain approval if you can work from home.

What happens if I do not complete my pre-requisite training?

If you do not complete the required Super User trainings before the deadline, you will be unable to participate in the program. To ensure all Super Users are prepared for their roles, we track completion of courses, e-learning, and assessments through **HealthStream**, a Learning Management System (LMS).

Managers, if you need to make a change to your Super User list...

Make changes directly in the *Super User Schedule Workbook* on SharePoint ([link](#))

Super User Schedule for Go-Live Support: The Super User schedule will help coordinate proper coverage for units and departments throughout go-live.

SU Schedule Overview

- The Super User schedule has been broken down by location (CCH, FH, MACC) Department, Manager, and Roles.
- Identified super users have been pulled into the schedule and now dates and shift times need to be identified.

Process

- The Super User Schedule has been posted on the SharePoint site, available [HERE](#).
- **Due Date:** Managers will populate the schedule with what shifts the identified super users will support **by 9/23/2020**.

References

- A comprehensive email and tip sheets has been sent out to managers by 9/14.
- QA calls will be scheduled for Fridays so that managers can dial in and ask any questions they may have about the schedule.

Overview

Timeline

Checklist

FAQs

Scheduling & Resources



Super User Scheduling & Resources

Overview

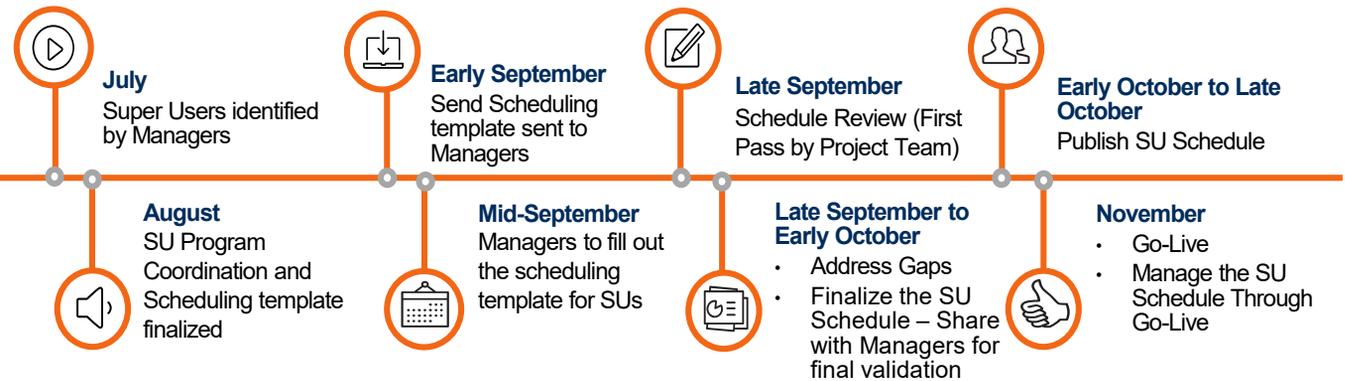
Timeline

Checklist

FAQs

Scheduling & Resources

Next Steps: Super User Scheduling



Additional Information

Epic Video Library

Explore the Epic e-learning offerings [HERE](#).

Course Catalogue

Browse the [course catalogue](#) to review the variety of trainings offered. Providers may refer to the [Epic Training Class List for Providers](#).

Contact Us

Questions Submission Portal

You may submit remaining questions about the EHR Implementation Process through the submission portal [HERE](#).

Super User Program Questions

You may contact psavini@CapeCodHealth.org for any remaining questions about the Super User program.

General Training Questions

You may contact EpicTraining@capecodhealth.org for any remaining questions about training.

Training Schedule Requests

You may contact HR's Registrar at Registrar_EdTrg@capecodhealth.org.