

Super User Roadmap to Go-Live

These reminders will be e-mailed to you weekly

Becoming a Super User is a journey; however, this Super User Action Plan outlines clear weekly steps until go-live to prepare you to become a "Super" Super User. By leveraging the resources, training and other Super Users outlined in the plan, you will be equipped to lead others at go-live and beyond.

Start



We are here



Week of Sept. 28
Develop a base competency in the toolsets, can complete most workflows along with lesson plan.



Ongoing
Check out the Vision 20/22 website.



Week of Sept. 28
Confirm that you have completed or are scheduled to complete both rounds of training and *Art of Being a Super User* training.



Week of Sept. 28
Work with your manager to ensure they have your availability for the go-live period.



Ongoing
Complete proficiency assessments (one per role/track) after instructor led training.



Week of Sept. 28
Check with your department peers to see if they have any questions about training.



Ongoing
Download the **Change Impact Snapshot Booklet** to review the relevant snapshots and share them with your teams.



Week of Sept. 28
Check out the virtual town hall (9/29) on the Vision 20/22 website.



Week of Oct. 5
Watch Epic User Web videos, practice what you've learned and share with your peers. For the full list of videos, [click here](#).



Week of Oct. 12
Practice going through the entire lesson at least three times, aware of and documents list of specific lessons and concerns for additional follow-ups.



Week of Oct. 12
Direct your peers to appropriate e-learning materials



Week of Oct. 5
Advise your peers to reach out to the Supervisor or Manager that initially registered them if they think their registration is incorrect



Week of Oct. 19
Attend Drop-In Labs for Training Clarifications, Mobile Devices, Login Labs, Vital Devices at Cape Cod 5A (CCH) and Burwell II & Conf. C (FH).
If you are a Provider, schedule and attend Provider Personalization Labs accordingly.



Week of Oct. 19
Explore system functionality and practice workflows, confident with most common provider workflows.



Throughout October
Block 1-2 hours to log into Playground.



Week of Oct. 5
Schedule time with another Super User learning buddy and locate a workstation to practice logging into Playground (instructions on following slide). Communicate findings to other staff members.



Week of Oct. 19
Act as a liaison between your coworkers and Epic Project team and answer any questions as they review e-learning materials.



Throughout October
Attend Super User update meetings.



Week of Oct. 26
Review Command Center playbook (*more information to come*).



Ongoing
Leverage the learning buddy system for answering questions.



Week of Oct. 19
Post **Change Impact Snapshots** in workstations to help peers understand key changes.



Week of Oct. 26
Required 30-minute meeting – prepare and present one workflow to demonstrate all core training competencies and receive feedback.



Week of Oct. 26
Generate excitement about the November 1st Epic go-live with your peers!



Playground Information

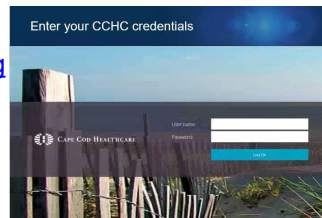
Playground Tips and Log-In Information:

How & When should I use the Playground:

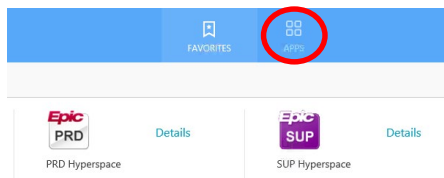
- Use the Playground to practice scenarios from:
 - In-class Exercise Booklet and post class Exercise Book or Lab (if applicable)
- Play around with your daily tasks. What are some things you do, and how will you do them in Epic?
 - Login; Access a work queue; Run a report
- Login for 30-40 minutes at a time.
 - Super Users can connect with the project team and help get additional supportive resources.

Log-In Information:

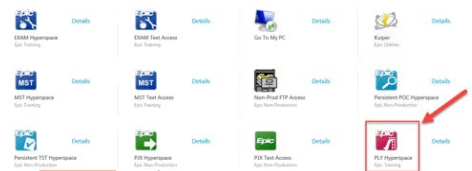
1. Login to Citrix: <https://workspace.capecodhealth.org>



2. Open APPS to find the Playground Environment



3. Select the PLY Hyperspace to login to the EPIC Playground. Do NOT use the ACE environment (ACEs are reserved for classes).



4. Login with the Epic username and password assigned to you in class.

- This information was provided on the Classroom Information sheet, or assigned to you by the Trainer
- This username is shared, so other people might be practicing with your patient.
- You can use a different patient with the same first name, different last name (i.e. your patient Bobby Ajax is in use, you can work on Bobby Achilles).
- You can login with a different user number (i.e. you were assigned lpharm01, try logging in as lpharm10)

Notes:

- Remember, the Playground environment is a safe space that refreshes every night
- You can't "break" anything!

Drop-In Labs Information

In preparation for Epic go-live, CCHC is providing all end users with an additional opportunity – beyond training – to get their questions answered. To help with this, **Drop-In Labs** have been established where users can get their questions answered real time with in-person support.

What?

Drop-in Labs are designed to provide additional opportunities to the end users as part of go-live prep and readiness activities. These labs are intended to serve the following purpose:

- 1. Training clarifications:** Opportunity for end users to stop by and get in-person assistance for any training follow-ups or clarifications.
- 2. Mobile Devices:** Opportunity for end users to gain hands on experience with Mobile devices and workflows as they relate to Haiku/Canto/Rover.
- 3. Login Labs:** Opportunity for end users to complete login labs or test logins if they didn't get a chance to complete those during training. Self-service workstations will be available for use.
- 4. Vitals Devices Integration:** Opportunity for end users to practice vitals collection using roll stand vitals devices as they are now integrated with Epic.

Where?

- FH – Burwell 2 & Conf. C
- CCH – Cape Cod 5A

(additional locations to be finalized)

When?

10/19 – 10/30
7 AM – 7 PM
(M – F)

Additional Information

Learning Resources

- Review the [Training Playbook](#) for important reminders and FAQs
- Review the [Super User Playbook](#) for more Super User specific reminders
- Review the [Change Impact Snapshots \(PDF Password: cchcepic\)](#) for the Epic modules you are responsible for on HealthStream.
- Review the [Physician and Nursing Change Impact Snapshots \(PDF Password: cchcepic\)](#)
- Review e-learning lessons in [HealthStream](#)
- [Create a UserWeb account](#) to gain access to Epic's full library of content
- Practice using Playground
- All training materials were sent to you by the instructor that taught your class:
 - Classroom Information Sheet
 - Use the patient's listed to practice workflows and explore Epic
 - In-class Exercise Booklet
 - Use this booklet to guide you through common workflows that were reviewed in class
 - After Class Exercise Booklet
 - Some classes have an additional after class exercise booklet with different scenarios for practice

Need Help? 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.