Epic Implementation

RCH MSEC Report

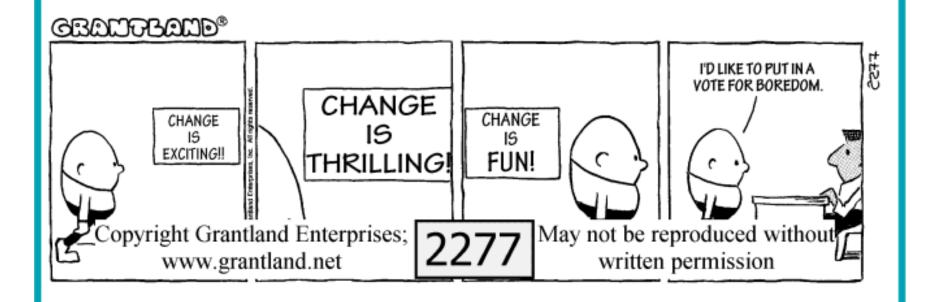8/20/2009

Guiding Principles

- Full participation
- Full focus
- Business/Clinical Ownership & Accountability
- Relentless Communication: Early, Often
- Empower Decision Makers

- Excellence, not perfection
- Leverage Success of Others: Model System
- Standardization: Value and respect the business needs of each entity
- On Time/On Budget
- It's for the Kids!

Change is…

Overall Project Status

- Wave 1: ED, Rev Cycle, Access, HIM, Epic Lite
  - LIVE!
  - Saturday, 8/1 at 5:20ish p.m.

- Medical Practice Foundation Go-Live
  - On track for Tuesday, 9/1/09

- Urgent Care Go-Live
  - On track for Tuesday, 9/8/09

- EpicCare Ambulatory Go-Live
  - Primary Care on track for Wed., 10/7/09
  - Bldg 28 on track for Tuesday, 1/19/10

August 1 Go Live

- Root cause analysis conducted 8/10
- Issues identified:
  - Planning
  - Communication
  - Decision making
  - Culture
  - Environment
  - Fatigue

Current Issues

- Interfaces
  - ADT Synchronization across Epic & Meditech
  - Demographic Updates to Meditech Lab, Rad & MRI
  - Undo Discharge Workflow in PACU
  - Attending Provider info from ED to IP (Epic to Meditech)
  - Amicas Worklist by Provider
  - Accommodation Codes – Epic to Meditech
- Charge Capture & Reporting
  - Still missing charges from depts
  - Impacts claims processing
- Printing
  - Technical configuration/refinement continues
  - Default printer identification/mapping

Current Issues

- Cadence Scheduling Access Validation & Appt Template Audit
  - Focus on review of security access to avoid overbooking capability
  - Focus on review of current scheduling templates
- Reporting
  - Status Assessment on Go-Live Critical Reporting
  - Status on month end reporting readiness
  - Focus on Meditech Reporting access post go-live
- Security/Access Validation
  - Epic Lite Template Revision
  - Overall audit/assessment

Clinical Issues

- Printing
- Registration
- Attending/admitting accuracy
- End user learning
- Access
- Reviewing ED info
- Med rec process

- Physician suspension – only 1 reason?
- E-prescriptions
- Culture change
- Amicas work list
- InBasket

Lessons Learned

- Participate in design/build/validation
- Complete training – on-line/in-class
- Manage productivity early on
- Plan to go slow at first to learn the system
- Extraordinarily complex endeavor