HIGH-LEVEL SUMMARY
UMass Memorial Health Care is pursuing a 2020 Vision to become one of the top 10 academic health care systems in the country. Our providers and staff selected Epic as the best electronic health record (EHR) system to enable this quest.

COMING UP
SEPTEMBER
• Complete Workflow Build, September 2
• Build Migration to Test Environments
• Testing Begins, September 27
• UMass Medical School’s Interop IT Conference & Expo, September 28
• Transformation Readiness Kick-Offs Begin

OCTOBER
• Transformation Readiness Kick-Offs Continue
• Testing Continues

NOVEMBER
• Revenue Cycle Epic Open House, November 2
• University Campus Future-State Validations Complete, November 25

Dates are subject to change.

EPIC PROJECT TEAM ACHIEVES KEY MILESTONE
The Epic Project Team achieved a major milestone recently. On September 2, they completed the workflow build, allowing the project to move into the testing, training and transformation phase. The team also successfully completed the build migration on September 13, when UMass Memorial-specific data is moved from the development environment to the testing environment. This was the first step in preparing for testing, which will begin on September 27.

TRANSFORMATION READINESS KICK-OFFS
The Transformation Readiness Program officially launched with a series of Transformation Readiness Kick-Off sessions, which began with UMass Memorial - HealthAlliance Hospital on September 14. These meetings will take place at each entity and are mandatory for department managers as critical information is shared, including an overview of the program and an introduction of the Transformation Readiness Assessment tool. During the kick-off meeting, department managers are asked to complete a baseline assessment of their department’s level of readiness across various Epic-related measures such as staff training, workflows, communications and policies. Each department manager will complete the Readiness Assessment at various points leading up to go-live, serving as a readiness road map to help departments/clinics/practices prepare for our Epic go-live.

9/2 FREEZE REMINDER
As of September 2, 2016, no changes or updates can be made to applications that interface with Epic. Exceptions do apply. Visit Epic Central to learn more.

Have a question about the Epic implementation? Email epicproject@umassmemorial.org or visit Epic Central at ummhcepiccentral.org.
MEASURING OUR PERFORMANCE

A Key Performance Indicator (KPI) is a measure to track the long-term success of the Epic implementation and the resulting operational performance of UMass Memorial Health Care. There are four phases in the KPI process:

- **Planning Phase**, March 2016 - June 2016
- **Phase 1: Pre Go-Live Data Collection**, July 2016 - September 2016 (manual data collection process)
- **Phase 2: Pre Go-Live Data Collection**, October 2016 - September 2017 (automated data collection process)
- **Post Go-Live Data Collection Phase**, October 2017 - October 2018 (data extract from Epic - Stabilization Phase)

Following is a KPI example:

<table>
<thead>
<tr>
<th>KPI</th>
<th>APPLICATION</th>
<th>OPERATIONAL DEFINITION</th>
<th>ENTITIES MEASURED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Discharge Efficiency: Discharge by 1 pm</td>
<td>Grand Central</td>
<td>Meet organizational goals for completing patient discharges by 1 pm on the expected date of discharge.</td>
<td>Clinton, HealthAlliance, Medical Center</td>
</tr>
</tbody>
</table>

UMASS MEDICAL SCHOOL’S INTEROP IT CONFERENCE & EXPO

Stop by the Epic booth at the UMass Medical School’s Interlop IT Conference & Expo on September 28 for demonstrations of Epic, and Tap and Go. The event is in its third year and takes place 10 am to 2 pm in the school’s lobby.

InteropIT was created to introduce the Worcester community to next-generation technologies that enable breakthroughs in research and education. Each of the 10 booths will showcase a technology that fits into this year’s theme, “Transforming Health IT.”

Visit the InteropIT website to learn more.

NEW ON EPIC CENTRAL

- **Retiring Applications**: More than 60 applications will be retired approximately three to six months after our Epic go-live on October 1, 2017. Visit Epic Central’s Data & Applications page for the list.
- **Haiku and Canto**: Learn more about Epic’s mobile applications – Haiku (smartphone) and Canto (iPad) – by going to the Tools & Resources page on Epic Central.

TELL US WHAT YOU THINK

Tell us how we’re doing! Are the Epic Talking Points helpful? Is there something you’d like us to feature? Email us at epicproject@umassmemorial.org and let us know!

EPIC PROJECT MILESTONES

Milestones in green have been completed.

01/01/16 Planning Phase
09/02/16 Design & Build Phase
2/28/17 Infrastructure Ready
3/31/17 UMMHC Content Configuration Complete
6/30/17 Testing Done/Start Training
10/1/17 Go-Live #1
1/1/18 Transition to Support & Optimization
Specific Date TBD
Go-Live #2
Community Healthlink

Please visit Epic Central at ummhcepiccentral.org for other timelines showing a variety of key milestones.

Have a question about the Epic implementation? Email epicproject@umassmemorial.org or visit Epic Central at ummhcepiccentral.org.