OUR FIRST COMMUNITY CONNECT GO-LIVE

UMass Memorial Health Care’s (UMMHC) Community Connect Program offers private physician practices the ability to use UMMHC’s Epic system in their office for a fee. Our first Community Connect practice – R L Shelton, MD – went live with UMMHC’s Epic system in early March.

Dr. Shelton shared the following comments:

“It will improve my efficiency, as many patients will have all of their information in the system, but more importantly it will improve the quality of care tremendously, as accurate and complete historical data will now be available for most patients.”

“Things have gone remarkably well and the disruption has been minimal. I am pleased and encourage other [private practices] to explore getting on Epic.”

There’s a tremendous amount of interest among private practices to be part of the Community Connect Program and UMMHC’s Epic family. Congratulations to Dr. Shelton and the team on this successful go-live.

CLINICAL HELP DESK

The Clinical Help Desk is a team of highly-trained Epic workflow experts who can answer questions on a variety of topics, including:

- Epic and applications that integrate with Epic (e.g. AGFA, Dragon)
- In Basket Management
- Provider Personalization
- And much more!

Think of the Clinical Help Desk as your virtual “at-the-elbow support.”

THE CLINICAL HELP DESK HAS BEEN WONDERFUL IN HELPING TO SOLVE EPIC ISSUES IN THE CLINIC. THEY ARE FRIENDLY, PATIENT AND SUPER HELPFUL! I RAVE ABOUT THEM TO STAFF.”

Susan Begley, Ambulatory Manager, Barre Family Health Center

NEW NUMBER! 508-334-Epic (4-3742)  NEW HOURS! 7 a.m. – 9 p.m.

ENTERPRISE CYBERSECURITY

Now, more than ever, it’s critically important that we have solid security measures in place to protect patient, employee and UMMHC information. A third-party firm recently evaluated UMMHC’s security vulnerability and provided several recommendations – one of which, is to strengthen caregiver logins/passwords requirements. At the request of the IS Committee of the Board, REQUIRED changes to user logins/passwords will be implemented in the coming months. Watch for more information.

EPIC OPTIMIZATION

Refining Epic functionality and related workflows continues as part of the Epic stabilization period. However, some Epic optimization requests (approximately 1,800 received) are underway. The prioritization of these requests to optimize Epic to improve organizational outcomes and performance is as follows:

- Strategic requests from the Enterprise Clinical Oversight Group (e.g., Sepsis)
- Epic Double Upgrade (see Upgrades and Go-Lives section)
- Partnership Council and Integrated Work Group priorities pending resource availability

HIMSS ANALYTICS STAGE 7

UMass Memorial Health Care reached HIMSS Stage 6 in November 2017 and is now on a quest to achieve HIMSS Stage 7, the highest level. In preparation for the HIMSS Analytics visit in June, a mock site visit (April 3 & 4) and dress rehearsal (May 1 & 2) will take place in selected departments across UMMHC. For more information on HIMSS Stage 7, including the criteria UMMHC must meet, the case studies being presented and the visit schedule, go to the HIMSS Analytics Stage 7 page on IS/Epic Central.

IS/EPIC CENTRAL IS YOUR SOURCE FOR ALL EPIC AND IS-RELATED INFORMATION.
You can get to IS/Epic Central by following http://www.ummhcepiccentral.org
IS LEADERSHIP CHANGES
Cliff Hohban’s duties have expanded beyond Epic to include accountability for all IS applications, and therefore, he has accepted the position of Associate Vice President (AVP), IS Applications.

Mike Bosselman, formerly the Director of IS Service Delivery, has accepted the position of Associate Vice President (AVP) of Infrastructure. Mike is responsible for executing UMass Memorial Health Care’s IS infrastructure strategies and operational excellence.

TAKE ADVANTAGE OF THE EPIC REPORTING WORKSHOPS!
Reporting workshops take place the first and third Wednesdays of the month through April 18 via WebEx or in person at 100 Front Street, room 231. Topics include inpatient, radiology, ambulatory, billing/revenue and more. To learn more about these workshops and view the schedule, visit the Reporting and Analytics page on IS/Epic Central.

UPGRADES AND GO-LIVES 2018

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<th>Month</th>
<th>Event Description</th>
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| April 23 | Qualifacts Pilot Go-live  
|         | Community Healthlink (CHL) which provides UMMHC patients with comprehensive behavioral health, addiction and homeless services, will pilot Qualifacts, an electronic health record (EHR) system starting April 23 at five locations. Qualifacts was chosen because the Epic system did not meet the unique needs of CHL. The Qualifacts rollout will continue through early August at the remaining locations. |
| Spring  | Dragon Upgrade  
|         | Dragon, our voice recognition application that is integrated with Epic, will be upgraded spring 2018. This latest version of Dragon is more compatible with Epic and will fix known issues, including freezing and the cursor disappearing. Training, if necessary, will be minimal (i.e., Job Aids). |
| Aug 1   | Academic Electronic Medical Record (AEMR) Go-live  
|         | The AEMR is a copy of the Epic production environment with no patient data, but with real-life patient scenarios that can be used by students at the University of Massachusetts Medical School, Graduate School of Nursing and the Graduate School of Biomedical Sciences. The AEMR will provide a robust learning environment and teach students appropriate and practical use of the EMR ordering tests and services, how to document the patient’s condition and care plan, and essential patient and team communication skills.  
|         | If you have questions about the AEMR go-live, please contact Melissa A. Fischer, MD MEd at Melissa.Fischer@umassmed.edu |
| Nov 3   | Epic Double Upgrade  
|         | Planning for the Epic Double Upgrade to versions 2017 and 2018 is underway. See key milestones below.  
|         | Several changes forthcoming with the upgrade will fix known issues. UMMHC is required by Epic to implement some functionality. The Partnership Councils and Integrated Work Groups will help determine what optional functionality will be included in the upgrade. Watch for more details – including some of the new Epic features you can expect to see in November! |

<table>
<thead>
<tr>
<th>Testing</th>
<th>Training</th>
<th>System Freeze</th>
<th>GO-LIVE</th>
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<tr>
<td>July 9 - Sept 28</td>
<td>Aug 1 - Oct 19</td>
<td>Oct 1 - Nov 3 (no Epic-specific changes)</td>
<td>Nov 3</td>
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