**October 1, 2017**

The purpose of *Go-Live Insight* is to provide a status update on the Epic implementation. The communication will be distributed (electronically) daily for the first several days of go-live and as needed thereafter.

Visit the **Go-Live** page of IS/Epic Central for printable versions of *Go-Live Insight for Leaders* and *Go-Live Insight for Providers*.

We're Live!
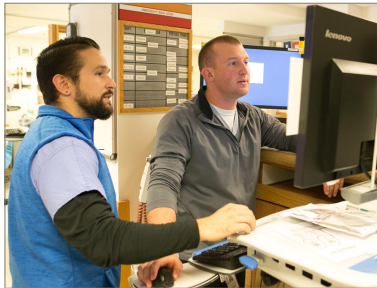
Super User assists end user during our Epic Go-Live at the Leominster Campus of HealthAlliance-Clinton Hospital.

Overall, we have had a very good first day on Epic—even with a high census. While many issues have been reported, we have been working diligently to rapidly address them.

Top Issues

Reported issues are addressed in the order of severity and the resolution is communicated back to the individual who reported the issue. While all reported issues are being actively addressed, the following have been identified as the highest priorities:

TOP ISSUES		
Application/Area	**Overview**	**Mitigation**
Access/Security	Some end users reported having issues logging into Epic and which Epic PRD icon to use	End users are asked to look for a "green vest" (technical support) or call the IS Support Center and select option 1. Communication was distributed regarding the appropriate Epic PRD icon
Beaker (Lab)	Beaker unit based labels are not printing or printing to incorrect printers; unit/lab collection not defaulting to user expectation	Troubleshooting open tickets (Orders, ClinDoc, Beaker)
HealthAlliance Anesthesia	HealthAlliance Anesthesia carts having significant response issues. Anesthesia physicians are currently on paper	Anesthesia physicians are on paper while issue is being addressed
Willow (Pharmacy)	Pyxis interface errors, missing patients, inbound and outbound	This issue is being actively addressed.
Beaker (Lab)	Not all critical results populating to the Lab call list	Epic Technical Support and build teams actively addressing
Willow Ambulatory & Willow Inventory (Pharmacy)	Ateb, the outpatient pharmacy IVR vendor, cannot be reached and the IVR is not working. The IVR lines have been routed directly to the University and Memorial pharmacies until this issue can be resolved. Ateb support is expected at 8:00 a.m. on October 2 to address the issue.	Epic Project Team will work with vendor and when a resolution is confirmed, team will work with Telecom to reroute the telephone numbers back to the IVR.
ASAP (Emergency Department)	Multiple WOWs are not mapped correctly and lab labels are not printing correctly - they are either not printing to the right printer or are printing without a barcode to scan.	Epic Project Team is remapping printers as requested by end users. Change implemented into Epic to correct label printing issues from lab.

RESOLVED ISSUES		
Application/Area	**Overview**	**Mitigation**
Citrix (Infrastructure)	Citrix—remotely hosted by Epic—was not working properly, preventing end users from logging in.	This technical issue has been resolved.
AGFA (PACS)	Radiologist could not view images	Technicians must complete their workflow in order for physician to view image
Willow Inpatient (Pharmacy)	Delay in processing and dispensing medications from the main pharmacy at University and Memorial Campuses	Vendor (Swisslog) restarted services; not related to Epic cutover
Willow Inpatient (Pharmacy)	Delay in Pharmacy Medication orders due to orders entered during downtime period (12 to 4 a.m.)	Pharmacy manual entered orders for University and Memorial Campuses and HealthAlliance Hospital
Radiant (Radiology)	Some radiologist professional charges are not routing appropriately.	Some radiologists were not labeled as billing providers. Epic Project Team corrected the issue to route appropriately.

To Know
- There is a lack of understanding of new workflow between Emergency Department and Blood Bank. A job aid is being created as well as further education and communication.
- Ensure your staff **does not** use their cell phones to take screenshots of patient charts to include with IS Support Center tickets. Confidential patient information on an end user's phone can be viewed as a HIPPA violation.
- Be mindful that the location of RFID on WOWs causes it to log off the user and log on another staff member who is nearby. Staff should wear their ID badge above waist-level to help prevent this from occurring.
- Per Epic, UMMHC has experienced routine issues both in quantity and type. Epic indicated that there were no surprises regarding day one issues.

Reminders
- Remind your staff to ensure their patients are wearing Epic wristbands. Soarian and Epic wristbands look very similar. The positive patient ID (date of birth and name) is working for the new Epic wristbands.
- Remind your Super Users to provide a cell phone number when signing in at the Epic Go-Live Support Centers for their at-the-elbow support shifts.
- Operating Rooms are not following the correct collection/packing list workflow for lab specimens. The lab is receiving specimens from the OR that do not have pathology labels, and that were not sent on packing lists. If the OR does not print HSC labels in the OR, the lab cannot process the specimen. OR users have job aids on completing this workflow.
- Remind your staff that verbal orders for nutrition orders cannot be accepted by Clinical Nutrition staff. If there are registration issues and the patient is not in Epic, they can send via fax/downtime protocol. Once in Epic, please ensure dietary orders are reconciled as soon as possible.
- Include as much detail as possible when submitting tickets. If submitting the ticket via IS Self-Service portal, include a screen shot, if available.

Job Aids

Job Aids are available on the Epic Learning Home Dashboard and in the **Job Aid Repository**. During go-live, select Job Aids may also be distributed to end users via at-the-elbow support. The following Job Aids were recently created.

- **Order Entry for Nursing**
- **Patient Photo**
- **Homeless Patient Demographics**
- **Department Crosswalk for Memorial Labor & Delivery**
- **Code Status/Limitations of Treatment in Epic**
- **View Only Users: Checking for Available Beds**
- **Critical Result Communication**
- **Release of Information to Medical Examiner or New England Organ Bank**
- **Quick Disclosure for Financial Institution Clearance**
- **Submit a Request for Chart Correction**
- **Activate A Disabled myChart Account**
- **myChart - Patient Message Review**
- **Point-of-Care Authorization**
- **Collect Prospective Authorization**
- **Hybrid Lab – OR Procedure with Imaging**
- **Hybrid Lab – Supply and Implant Revenue**
- **Outside Film Workflow**
- **HVIL EP Equipment**
- **Pharmacy Preference**
- **Print Out Tracking Report and Identifying Failed Faxes**
- **Anesthesia Coding: Partially Cosmetic/Epidurals & C-Sections**
- **Resolute Professional billing UNOS Charge Entry**
- **Adding New Inventory Items**