

TopLine – NYP LEAD Physician Capstone Update June 2019

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Title/Topic: Operational and Logistical Readiness for Provider Training in Anticipation of the NYP/CU/WC Epic Implementation

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Summary

NewYork-Presbyterian (NYP) is one of the most comprehensive integrated academic healthcare systems in the country and is comprised of 10 hospitals and four medical groups, and is affiliated with two medical colleges and physician organizations. Currently, multiple electronic medical records (EMR) and third party systems are used on the various campuses. As one of the largest health care networks in the U.S., it has become paramount for standardization and integration of these EMRs into a single, reliable platform in the form of Epic. This endeavor has required a significant allocation of resources, time and planning.

One of the most significant challenges in preparing for a successful go-live is training a large number of end users across multiple locations in a short period of time. The goal of this capstone project was to develop and operationalize an effective training program that would allow for minimal loss of productivity and revenue.

Comprehensive Overview

Tens of thousands of end users across the enterprise will undergo Epic training prior to their respective 'go-lives' which are scheduled between 2020 and 2022. More than 20,000 individuals (including 5,000 providers) at the Columbia campuses will require training prior to the first go-live on January 31, 2020.

More than 240 role-specific training tracks will be offered to end users who will take classes in 50+ classrooms across 17 locations. Providers and staff will be trained by peers who have been recruited from within the enterprise. Peer trainers for the Columbia go-live are comprised of 141 Specialists Training Specialists (STS) who are providers that train peers within the same specialty, 96 Credentialed Trainers (CT) who are staff trained by applications that provide classroom training, and ~2,500 Super Users (SU) who deliver “at-the-elbow” support during and immediately after the go-live.

The EpicTogether Training Advisory Group (TAG), a multidisciplinary group of stakeholders, was created in the fall of 2018 and meets weekly to strategize and operationally plan for the training program. Drs. Elaine Barfield and Tarah Pua serve on TAG on several deliverables including provider role validation, training space allocation and preparation, STS and SU recruitment from the departments, development of compensation plans for trainers, applying for Continuing Medical Education credit for specialist trainers, and developing communications to send to Department Chairs, Program Directors and Graduate Medical Education leadership.

Columbia campus provider registration opened in April 2019 and all end user registration opened in June 2019. Training will take place between November 2019 and January 2020 with the anticipated go-live on January 31, 2020.

Next steps include:

- Columbia go-live: mapping trainer schedules and planning for ‘Thrive After Go-Live.’ ‘Thrive’ provides supplemental efficiency training sessions post go-live based on user analytics and best practices from other Epic implementations. The goal is to build efficiency tools and personalize the system further to teach clinicians to be more efficient with Epic.
- Weill Cornell go-live: Developing and planning for a training program in preparation for the second go-live scheduled for October 31, 2020. This training program will differ in certain ways from Columbia’s as Epic is already utilized at Weill Cornell in the ambulatory setting for clinical, access, and revenue cycle functions.