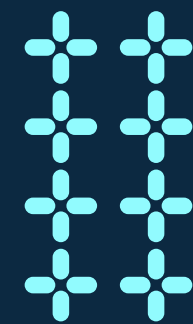
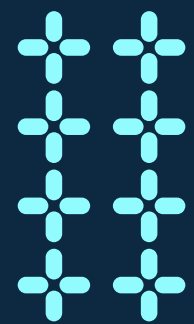
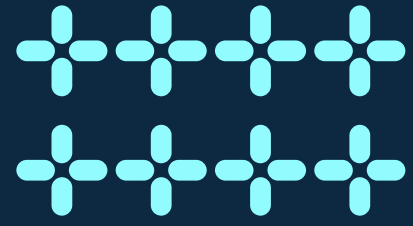
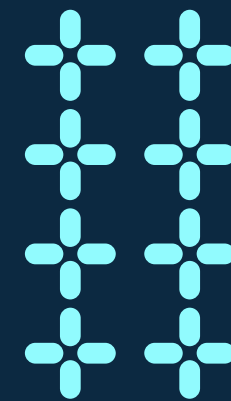


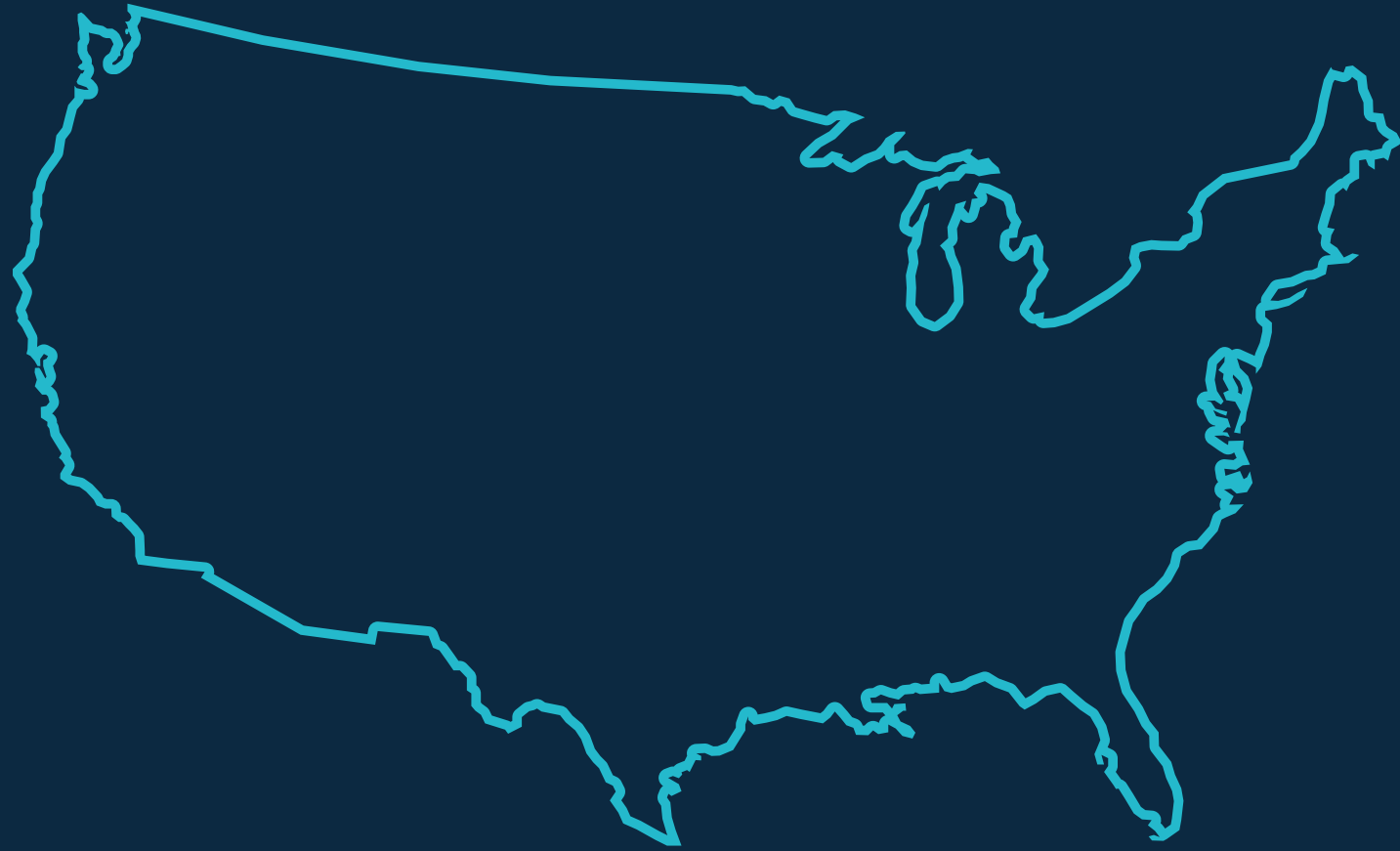
IT SERVICE &  
SUPPORT LESSONS  
LEARNED FROM  
OUR LARGE EPIC  
DEPLOYMENT



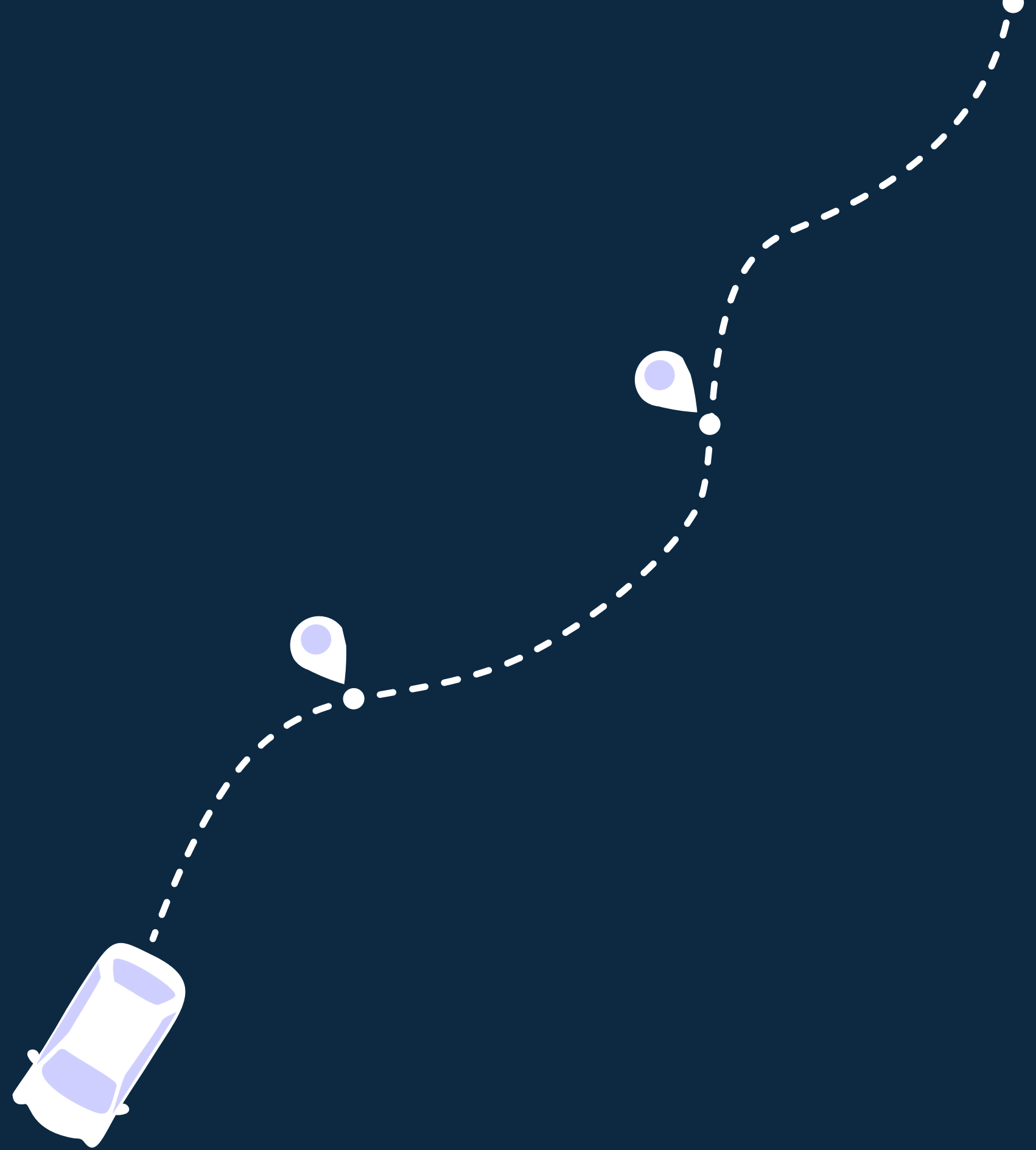


THE HARDEST PART  
OF OUR EPIC  
IMPLEMENTATION  
WASN'T EPIC

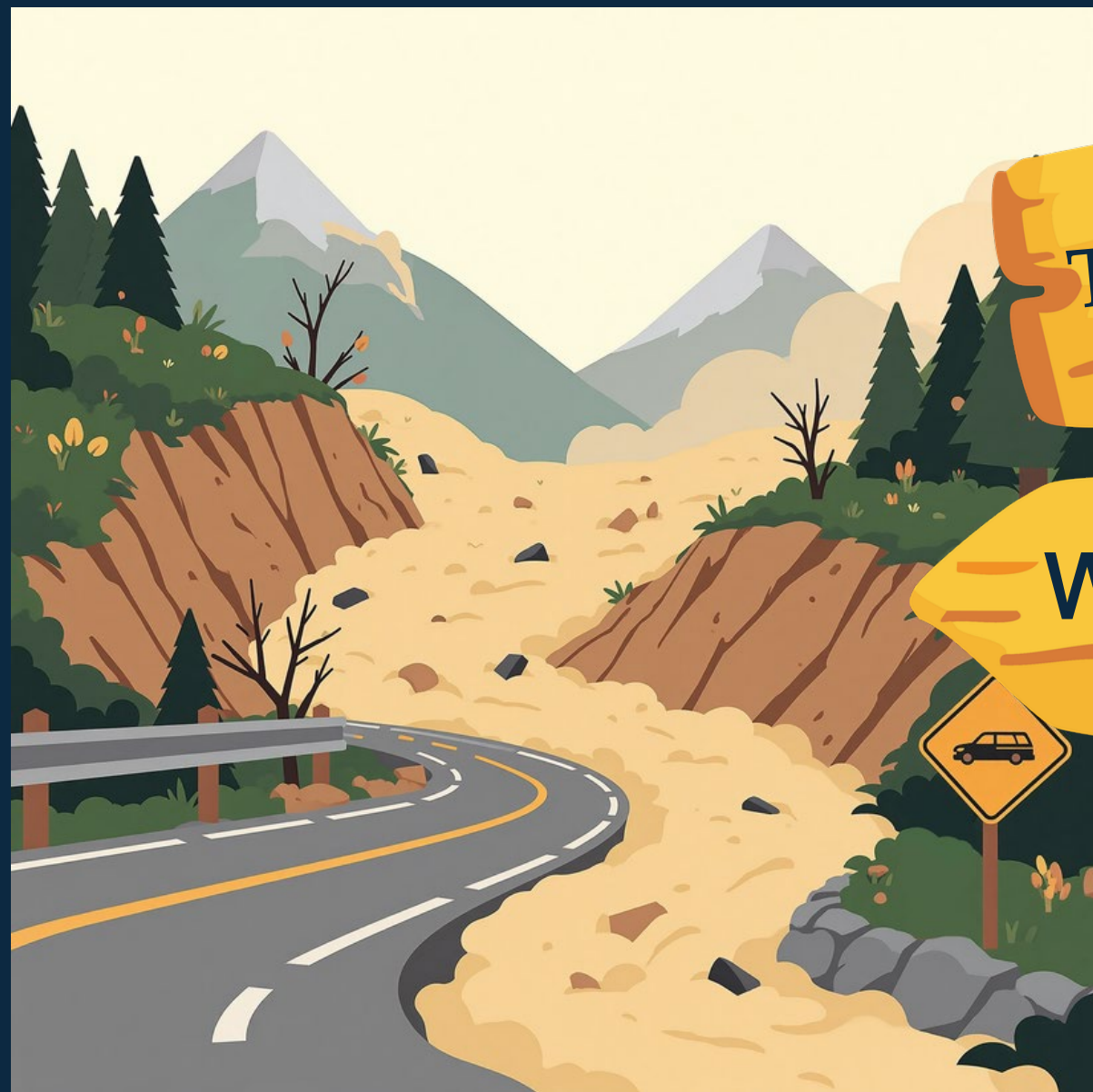




WE THOUGHT WE  
WERE DEPLOYING  
SOFTWARE; TURNS  
OUT WE WERE  
NEGOTIATING WITH  
ABOUT 10,000  
ASSOCIATES MUSCLE  
MEMORY.



# TRAINING BEHAVIOR CHANGE





YOU CAN REQUIRE THE TRAINING

YOU CAN PLAN THE ROLLOUT

BUT YOU CAN'T PLAN THE USER

# USER INNOVATION LAB

The In Basket Request

Epic Go Live- Analog Edition

Break the Glass

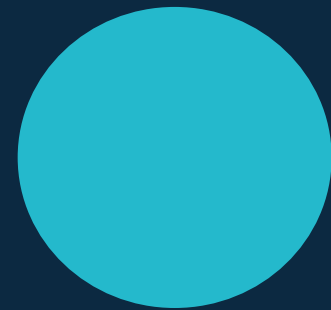
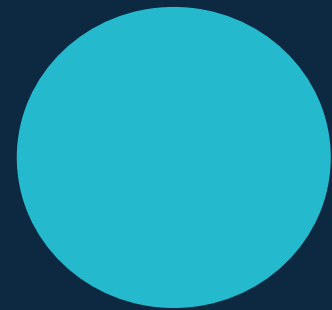
SERVICE & SUPPORT TEAMS

are

**100%**

NECESSARY FOR SUCCESS

COMMUNICATE



SUPER  
USER



@THE  
ELBOW  
SUPPORT



SUPER  
DUPER  
USER



# Week of Go

Live

5000




Your paragraph text

# SURVIVING... BARELY

Stay calm and composed- be your teams ROCK

Know your strengths and where you can make the  
biggest impact

Encourage playfulness in your Team's chat



The Epic go-live reminded me what leadership is: removing barriers, lifting the team, rallying them— and unexpectedly, discovering who I am under pressure.

CHEAT SHEETS  
ARE NICE  
REAL KNOWLEDGE  
IS BETTER



Cardiology



Cadence

REAL KNOWLEDGE  
IS BETTER  
(THIS WAS A REAL TICKET)



SER

EPIC  
USER  
PROVISIONING



Medical Assistant

Non Clinical Patient Service Representative Template

Scheduling Template for Scheduling Provider Procedures

Medical Assistant Template to assign rooms, start visit and document vitals

Plus training for each template and for the Epic Ambulatory Module

# ITSM

Build Templates that ask pertinent information  
PRIOR to go live. (MRN#, CIS#, Sample ID)

Work with Epic Software Module Analysts to identify key words that  
indicate what software module the ticket should be assigned to-  
and automate where you can!

Ticket Prioritization  
Incident or Service Request  
Set a DATE and STICK TO IT!

Nothing can fix broken processes

Training alone doesn't mean users are ready

The Service Desk is your early warning system

Volume spikes are inevitable

Communication beats perfection

Simplicity Wins



# Questions

?

