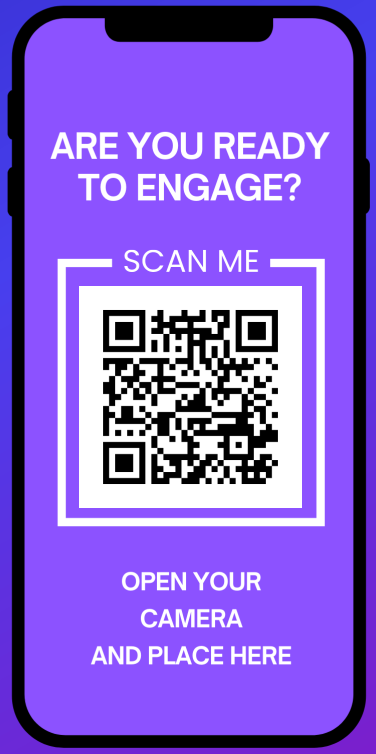
SO YOU THINK YOU CAN UPGRADE?

Aisha Ahmed

Daisy Alvarez

Lamar Parker



ARE YOU READY TO ENGAGE?

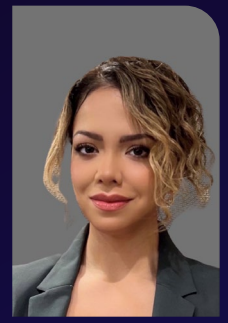
SCAN ME

OPEN YOUR CAMERA AND PLACE HERE

XGM 2023

Presenters

Aisha
Ahmed



Daisy
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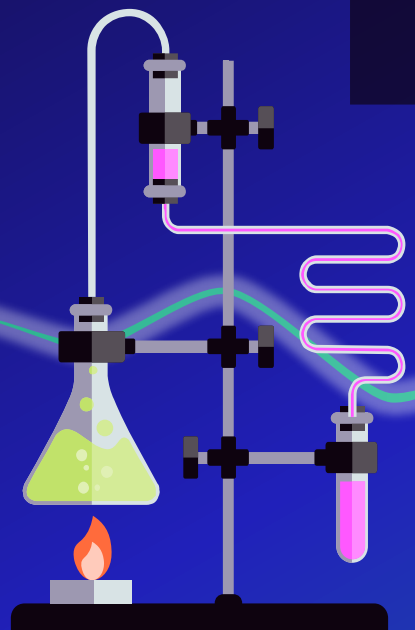

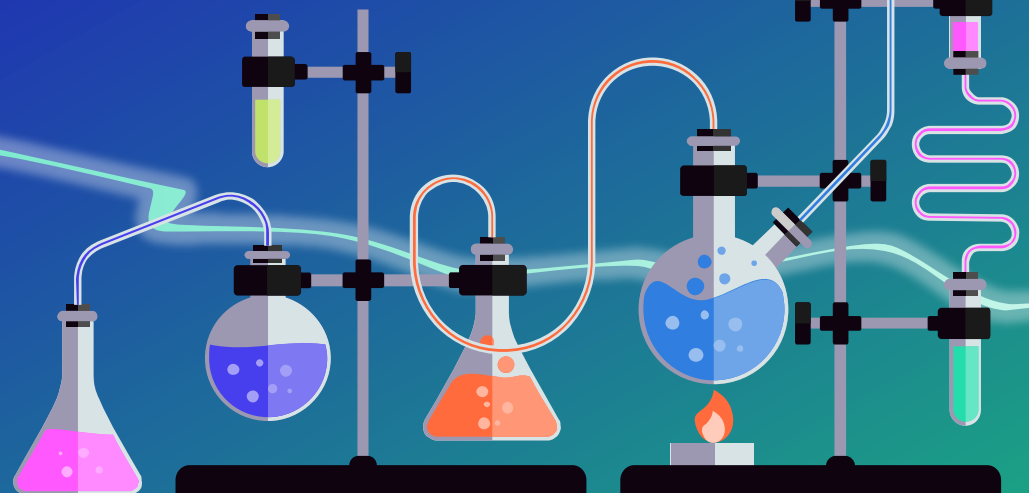

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1. CONSTRUCT

3. MAINTAIN

2. PREPARE

UTHEALTH'S LEARNING OBJECTIVES

UTHealth Houston | UT Physicians

Academic | Greater Houston area | Hyperdrive May 22

2 BEHAVIORAL HEALTH HOSPITALS	**100+** CLINICS	**2,000+** CLINICIANS
538 BH BEDS	**2 Million** OUTPATIENT VISITS	**1 Million** PATIENTS

UTHealth Houston is an academic university that includes McGovern Medical School, a behavioral health campus, and the clinical practice of UT Physicians (UTPhysicians.com). Founded in 1972, the university focuses on education, patient care for the whole family, and research.

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UT Physicians

Agenda

SO YOU THINK YOU CAN UPGRADE?

UTHEALTH'S UPGRADE TRAINING ROLL-OUT STRATEGY

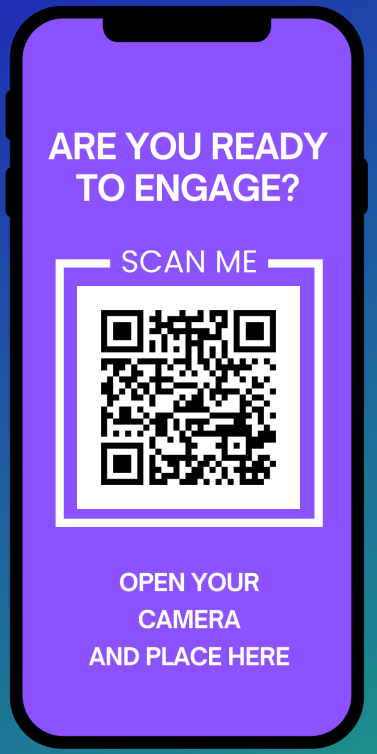
SUCCESSFUL TRAINING/COMMUNICATION ROADMAP

POST-TRAINING INITIATIVES

UTHEALTH'S UPGRADE TRAINING ROLL-OUT STRATEGY

Audience Poll

- How frequently do you participate in Epic quarterly upgrades?
  - Every quarter as Epic recommends
  - Every 6 months
  - Once a year
  - We don’t have time for upgrades!
  - Would love to do Upgrades but have limited resources.



UTHEALTH UPGRADE TIMELINE

1 MAY 2021
EPIC GO LIVE

2 AUGUST 2021
VERSION MAY 2021

3 JUNE 2022
VERSION JUNE 2022
+ FEB 2022

4 SEPTEMBER 2022
VERSION MAY 2022

5 APRIL 2023
HYPERDRIVE

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What is an upgrade? Search

upgrade

/ˈəpˌgrād,ˌəpˈgrād/

verb Taking the good, the bad, the ugly and converting to a new version.

DON'T WORRY
I HAVE A PLAN

THINK OUTSIDE THE BOX?
I LIKE TO THINK
INSIDE THE BOX

UTHealth's Training Upgrade Roll-out Strategy

EASY MEDIUM HARD

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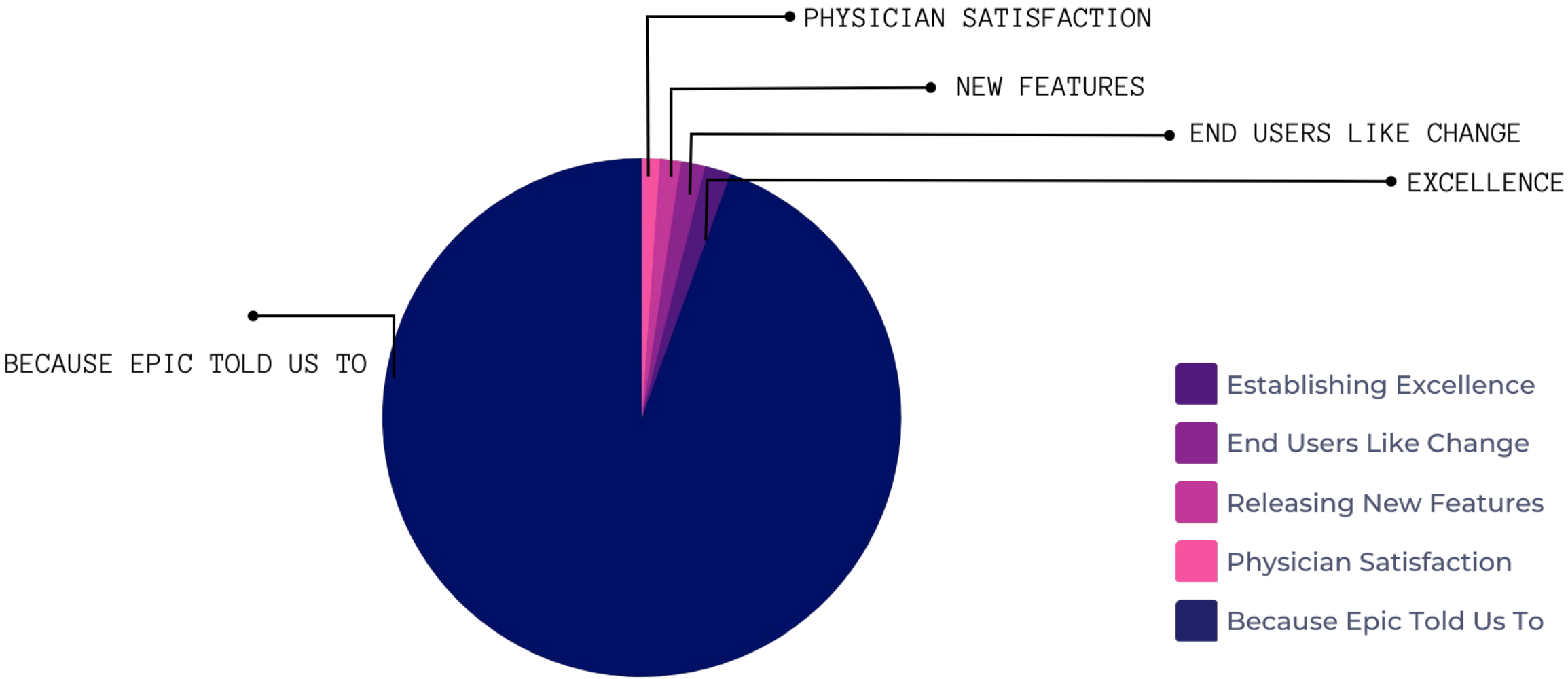
There is no one-size fits all approach for an upgrade.

WHY ORGANIZATIONS KEEP UP WITH EPIC UPGRADES?



Benefits of Epic Upgrades

1. Constant Improvement
2. Providing Excellence
3. Happiness

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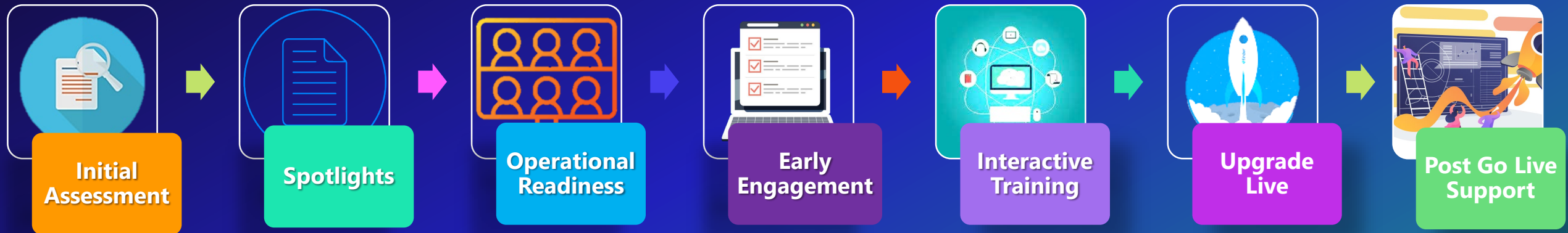
SUCCESSFUL TRAINING/COMMUNICATION ROADMAP

Training Roadmap for Upgrade

- Customize your roadmap to meet the needs of your organization and program.
- Key milestones.



Assessment & Spotlights

Complete your internal review by reviewing Nova Notes.

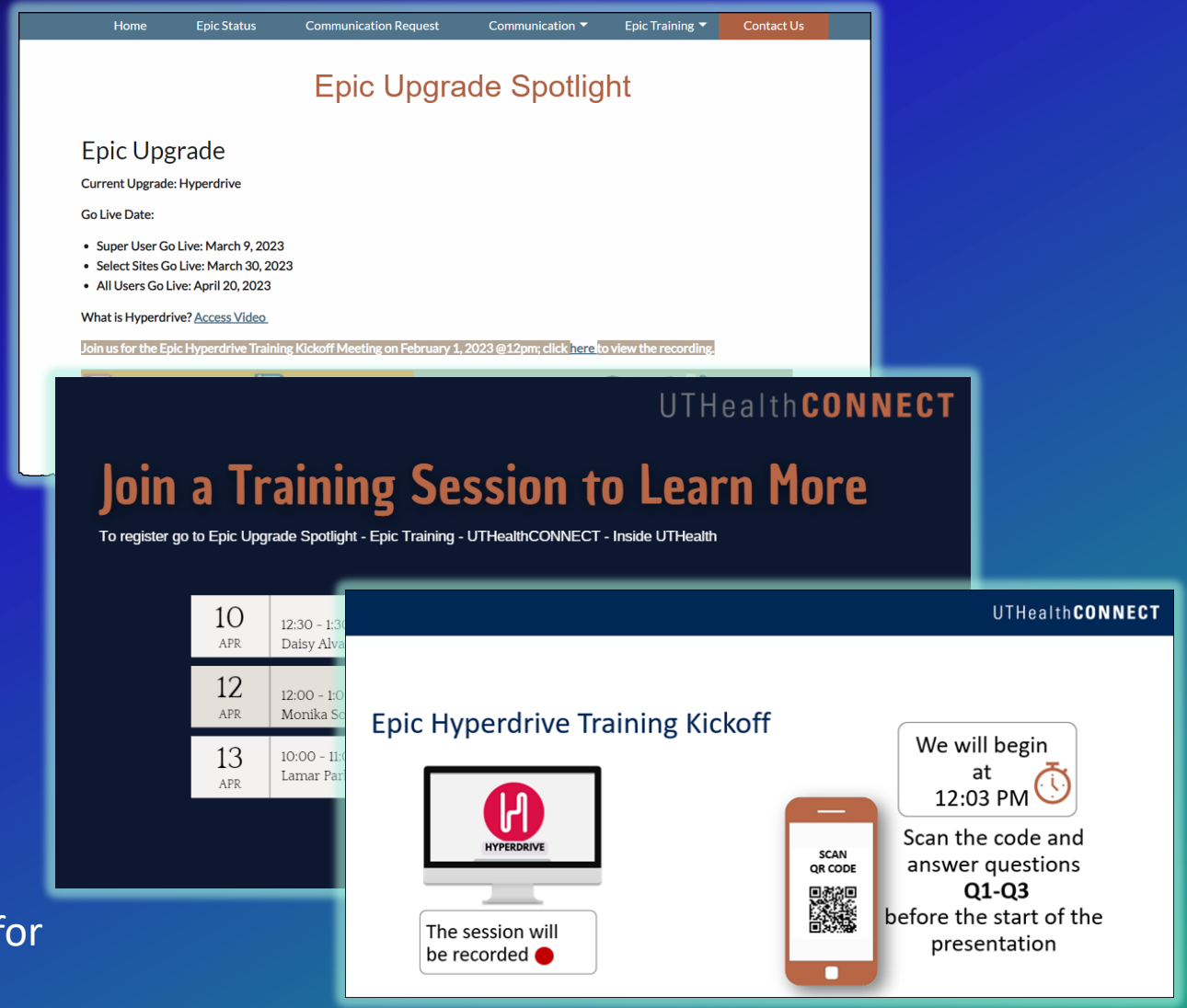
Create communication related to upgrade with timeline.

Engage with analysts to confirm items for Spotlight.

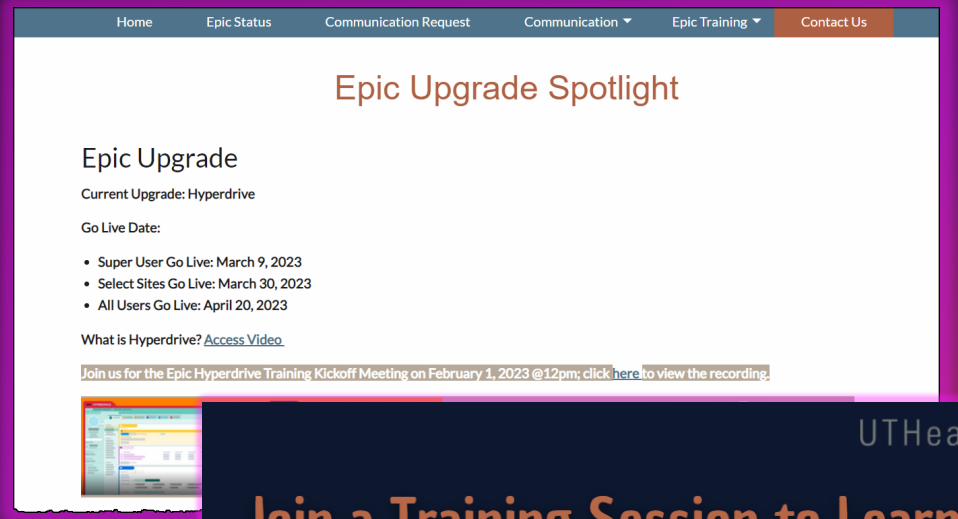
ORM & Early Engagement

Spotlights & Operational Readiness

- Plan and develop Operational Readiness sessions.
- Training is available for staff to attend prior to Go Live.
- All Sessions are recorded, and a video will be available for viewing 24hrs post session completion.



ORM & Early Engagement



Spotlights & Operational Readiness

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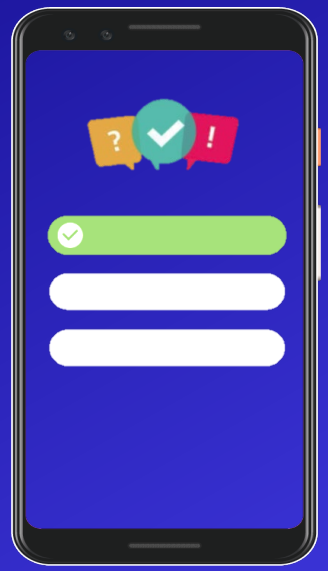
Interactive Training

Interactive Training

Pulse Checks

Early Engagement

Pulse Check



"It was just me and the Instructor felt like a date lol"

"The level of engagement and great examples and workflow."

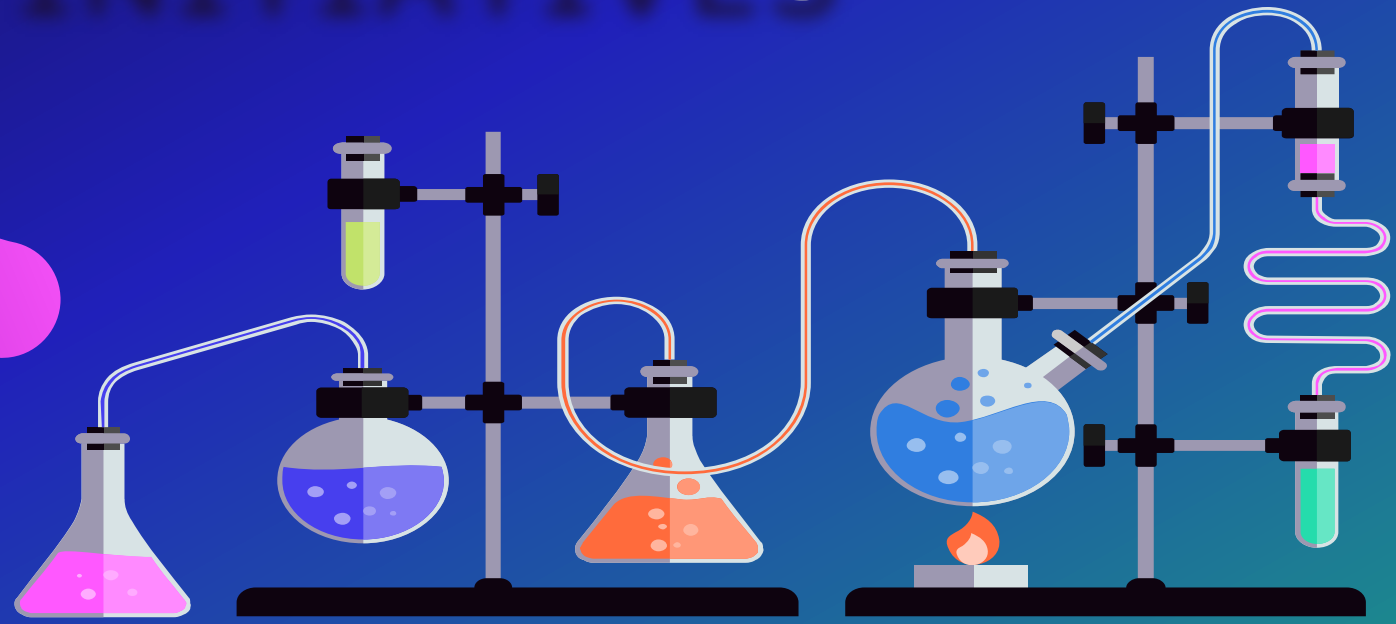
"Recordings to go over again!"

"Games were fun! Instructor is hilarious"

Upgrade Go Live

- Super User program to support areas.
- Provide At-The-Elbow go-live support.
- Epic Resources Page.
- Track issues and workarounds.
- Troubleshoot and report issues with designed support structure.
- Communicate changes that affect a specific workflow.

POST TRAINING INITIATIVES



Anything is possible when you have the right people to support you.

MISTY COPELAND

Post Go Live Initiatives

- The final piece of the puzzle is ensuring the Post Go Live support system is developed and ready to deploy.

The secret of getting ahead is getting started.

MARK TWAIN

Support Structure

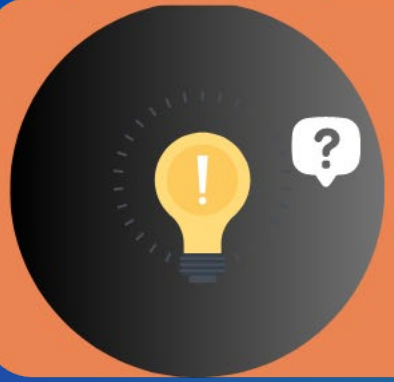
GO LIVE SUPPORT

- Bridge Live Support
- At the Elbow Support

RESOURCES

- Recordings for our sessions
- Learning Home Dashboard
- Lunch & learns, Thrive sessions

HOW TO'S



- Facilitator's Guide
- Issues & Workarounds
- Newsletter & Updates

Go Live Support

Bridge Live Support

- Live virtual support via Teams and Chat to handle issues that may occur on site.

At the Elbow Support

- In person support to provide assistance with issues that arise. Providing support for front desk and clinical staff.

Resources

Recorded Sessions

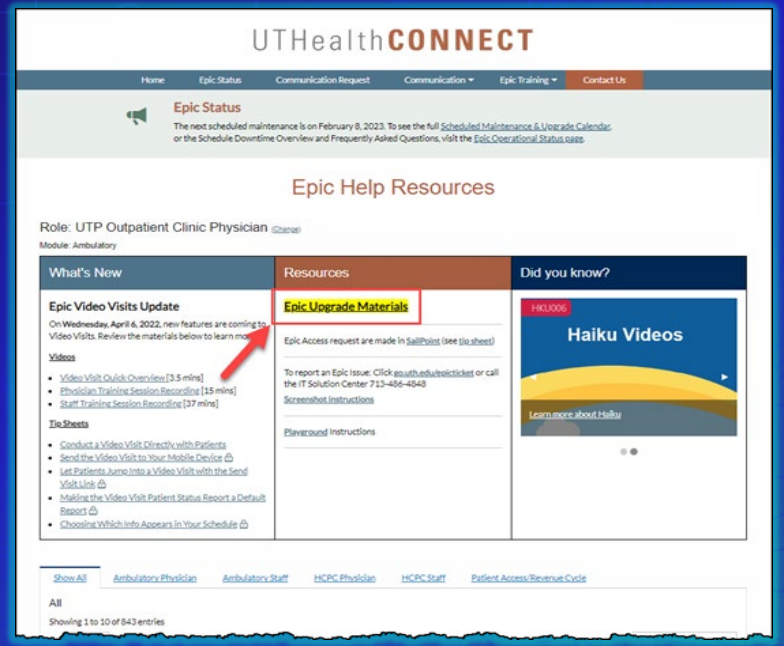
- All Thrive and Super User sessions are recorded for future reference

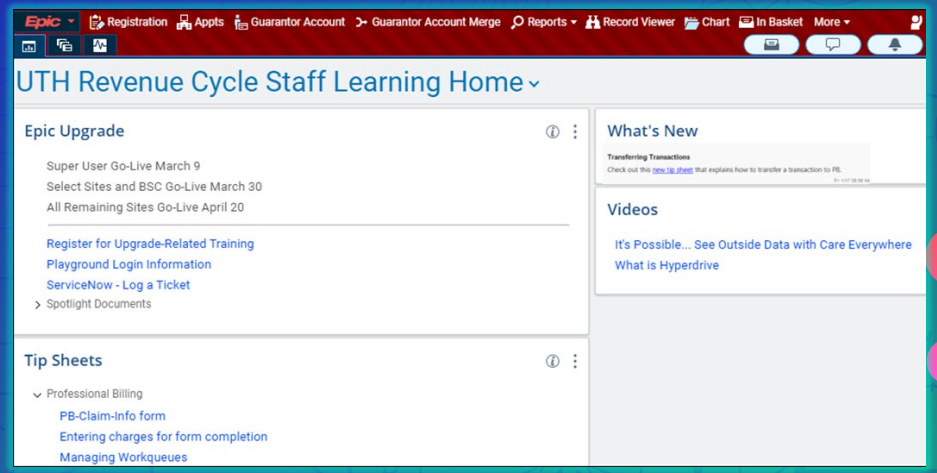
Learning Home Dashboards

- Over 800+ resources available including tip sheets, quick start guides and videos.
- Role Specific e-learnings available in one convenient place.

Lunch & Learns and Thrive Sessions

- Refresher trainings for end users to review workflow knowledge and updates.





How To's

Facilitator's Guide

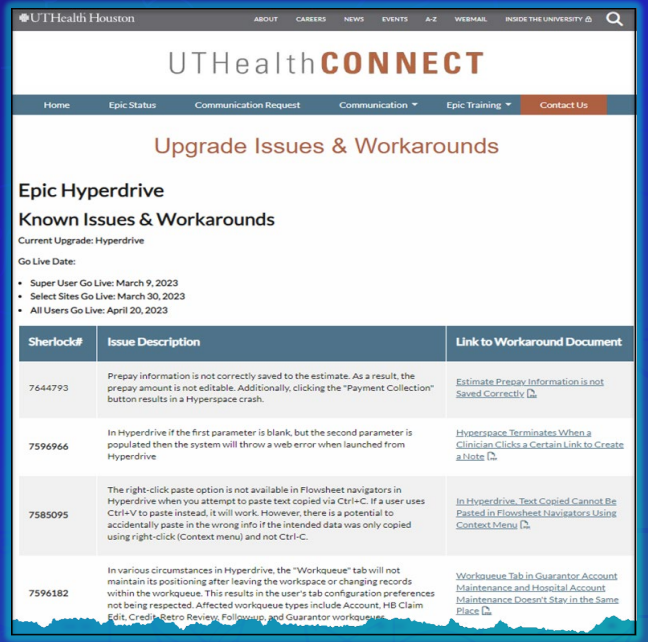
Super User Guides are provided to all Super Users for support when ATE is not available.

Issues & Workarounds

If an End User wants to see any known issue and if there is a work-around for it, they can visit our UTHealthConnect page.

Newsletter & Updates

Newsletters are sent out weekly with updated information and Our End Users can also visit our UTHealthCONNECT dashboards to get additional Epic Help.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ABOUT CAREERS NEWS EVENTS A-Z WEBMAIL INSIDE THE UNIVERSITY

UTHealth CONNECT

Home | Epic Status | Communication Request | Communication | Epic Training | Contact Us

Upgrade Issues & Workarounds

Epic Hyperdrive

Known Issues & Workarounds

Current Upgrade: Hyperdrive

Go Live Date:

- Super User Go Live: March 9, 2023
- Select Sites Go Live: March 30, 2023
- All Users Go Live: April 20, 2023

Sherlock#	Issue Description	Link to Workaround Document
7644793	Prepay information is not correctly saved to the estimate. As a result, the prepay amount is not editable. Additionally, clicking the "Payment Collection" button results in a Hyperspace crash.	Estimate Prepay Information is not Saved Correctly
7596966	In Hyperdrive if the first parameter is blank, but the second parameter is populated then the system will throw a web error when launched from Hyperdrive	Hyperspace Terminates When a Clinician Clicks a Certain Link to Create a Note
7585095	The right-click paste option is not available in Flowsheet navigators in Hyperdrive when you attempt to paste text copied via Ctrl+C. If a user uses Ctrl+V to paste instead, it will work. However, there is a potential to accidentally paste in the wrong info if the intended data was only copied using right-click (Context menu) and not Ctrl-C.	In Hyperdrive, Text Copied Cannot Be Pasted in Flowsheet Navigators Using Context Menu
7596182	In various circumstances in Hyperdrive, the "Workqueue" tab will not maintain its positioning after leaving the workspace or changing records within the workqueue. This results in the user's tab configuration preferences not being respected. Affected workqueue types include Account, HB Claim Edit, Credit Retro Review, Followups, and Guarantor workqueues	Workqueue Tab in Guarantor Account Maintenance and Hospital Account Maintenance Doesn't Stay in the Same Place

Week of April 3, 2023 | Epic video visit appointment reminders | New DAR column: eCheck-in status | Learning Home Dashboard Training | Philips ISCV upgrade

EPIC UPDATES

A Weekly Publication by the EHR Governance Task Force

UTHealth Houston | UT Physicians

Epic video visit appointment reminders

Patients or their proxies will be sent automated reminders on upcoming appointments. These video visit reminders will be sent 60 minutes and 15 minutes before an appointment is scheduled to start.

By default, these notifications are sent via email but can also be sent via text message, if the patient or proxy has opted in to receive notifications/reminders via text message.

For technical assistance, submit a Service Now ticket, or call the IT Solutions Center at 713-486-4848.

Q&A

WRAP-UP

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