

# NorthEast Regional Epic Users Group

## Agenda

March 10, 2016

- Noon – 12:30 Registration & networking
- 12:30 – 2:30 Presentations (20 minutes each – strictly enforced)
- **Proficiency Test Out Process using Exam Environment and Healthstream**  
Donna Kilcoyne, Sara Taglieri & Dave Snow – Cambridge Health Alliance
  - **High Risk management using Healthy Planet tools**  
Corey Hanson & Jackie Fantes, MD – East Boston Neighborhood Health Center
  - **RedCap Epic Dynamic Data Pull**  
Steve Reinert – Lifespan
  - **Governance and organizational issues, Project management, Implementation lessons learned**  
Jackie Cawley, MD – MaineHealth
  - **Stage-Gate process to control project intake, improve transparency and align demand with capacity**  
Douglas Gentile, MD - University of Vermont Medical Center
  - **Glooko Integration for Glucometer Remote Monitoring**  
Michael Lee, MD – Atrius
- 2:30 – 3:30 Round-table Discussions – Round 1
1. Optimization [i.e., Activities; Approach; Provider optimization including models of training; IT Governance for successful Epic Optimization; Managing messaging and ordering to reduce provider work; Key Shortcomings of the Epic System & Approaches/Workarounds to Address Them; Best practices in Epic optimization]
  2. Change Control approach
  3. Psychiatry & Behavioral Health solutions on Epic
  4. ePrescribing of Narcotics - lessons learned from live organizations
  5. Retention and Recruiting [i.e., Methodologies used to successfully enhance staff retention; how to engage our staff for retention when there is so much competition for strong Epic talent in the area; Recruitment tactics for Clinical Informatics staff]
  6. Communication [i.e., Epic System Issues & Changes to Users; Any success stories around effective communication processes, strategies or tools]
  7. High Risk patient management
  8. MyChart rollout
  9. MU [i.e., Stage 2 reporting requirements to MAPIR - how to work with Epic to make this easier for all]
  10. Work Q - best practices

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- 3:30 – 4:30      Round-table Discussions – Round 2
1. Optimization [i.e., Activities; Approach; Provider optimization including models of training; IT Governance for successful Epic Optimization; Managing messaging and ordering to reduce provider work; Key Shortcomings of the Epic System & Approaches/Workarounds to Address Them; Best practices in Epic optimization]
  2. Reporting/Analytics [i.e., Cogito/Data Warehouse; Transitioning from Reporting to Analytics; Strategies employed by organizations to make this transition; Organizational structure approaches for reporting and business intelligence]
  3. HIE [i.e., Challenges and Value in standards based HIE-real stories only; Exchanging patient data - how to address privacy concerns: CareEverywhere, MyChart for Adolescents, eReferrals, etc.; Care everywhere patient authorization]
  4. v2015 Upgrade - planning, lessons learned, etc.
  5. eVisits and Video Visits - How do you staff? How do you charge?
  6. Training users [i.e., Learning Management Systems to Support Post-Live End User Training; Workflow based vs module based]
  7. Community and patient engagement strategies
  8. Implementation (x4) [i.e., Lessons Learned; stabilization activities; Physician adoption strategies & tactics; Scheduling templates]
  9. Concurrent Provider Documentation. Transitioning from present state documentation methodologies to real time or concurrent clinical provider documentation
  10. Specific State/Region Issues & How Addressing Them with the Epic System
- 4:30 – 5:00      Networking

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### Meeting Venue

Wylie Inn and Conference at Endicott College  
295 Hale Street  
Beverly, MA 01915  
GPS: 42.553059,-70.848289