

April Epic Management Talking Points for Staff #2

In preparation for the upcoming Epic go-lives, the EpicTogether team is releasing talking points with important information for management to discuss with their staff. The first set of talking points was released on April 18 and gave you and your team a high level overview of the project. The set below is a more detailed look into the project. Going forward, one set of talking points will be distributed to managers per month.

Communication to all staff members is critical to the success of this project. The EpicTogether team thanks you for your help and support! If you have any questions about the information below, please email EpicTogetherNYQuestions@nyp.org.

What has the EpicTogether team finished so far?

The EpicTogether team finished the core build, which is the foundation of the system. The team continues to work on the system customization to meet our needs and workflows. Customization includes order sets, preference lists and more.

What is the EpicTogether team working on now?

The EpicTogether team is focused on testing. Testing is key to the success of the project, both to ensure the delivery of a stable, reliable environment and to minimize issues during go-live. Testing will be conducted in several waves from April 2019 – November 2019.

What is a Super User?

The Super Users' most critical role is providing at-the-elbow support for their team members during and after go-live. The Super Users will answer questions from their peers and work with the EpicTogether project team to resolve any issues. Approximately 2,000 Super Users were recruited in preparation for the first go-live in January 2020, and will be engaged from November 2019 – February 2020.

For More Information

Please visit www.EpicTogetherNY.org for more information about the project including timelines, testimonials, and additional FAQs.