

EpicTogether Credentialed Trainer Assignment

The EpicTogether project is offering an excellent new assignment leading into, and during, the January 2020 Epic go-live: Epic Credentialed Trainer. The successful Credentialed Trainer will be essential in delivering classroom-based training to thousands of end-users, facilitating readiness labs (i.e. system practice, personalization, and simulations), and may also provide support to colleagues during go-live to ensure effective system adoption.

Responsibilities

Credentialed Trainers (CTs), will train and support end-users with the curriculum, lessons, and materials developed by the EpicTogether project team. CT's may also stay on the project through go-live in order to support their peers and provide just-in-time training.

Credentialed Trainers must complete the credentialing program, a six week full-time intensive education program, in preparation for leading classroom training.

The Credentialed Trainer accepts this temporary assignment in lieu of his or her current duties.

Before Go-Live

Complete the Credentialed Trainer Program:

- Complete Epic's e-learning courses for the application(s) you will teach and support.
- Attend instructor-led training on the Epic application(s) and EpicTogether's validated workflows they will teach.
- Learn about adult teaching strategies to apply in the classroom.
- Pass a credentialing examination, with a minimum score of 85%.
 - The examination consists of multiple sections, including: knowledge of Epic application(s), EpicTogether workflows, policies and procedures, and adult teaching approaches.
- Present an Epic lesson for the application(s) they will teach to a panel including EpicTogether Principal Trainers, project team members, and staff members from Epic Systems Corporation. The panel will determine if the candidate is credentialed.

Deliver Classroom-Based Training and Labs:

- Lead classroom training for Epic end-users in their respective application(s), leveraging the curriculum developed by the EpicTogether project team.
- Maintain accurate record keeping in the Saba learning management system, entering learners' final assessment scores and attendance information.
- Report training environment and/or curriculum issues to the respective EpicTogether Principal Trainer.
- Document class questions which require follow-up, and communicate back findings to end-users.

EpicTogether Credentialed Trainer Assignment

- Facilitate lab-based education activities including practice, personalization and simulation labs.
- Serve as a project advocate to generate enthusiasm and excitement for the change.

During Go-Live

- May provide go-live support for end-users within assigned areas; be an approachable and available resource.
- Lead, reinforce, and validate standard workflows and best practices.
- Identify and report workflow or application issues to the EpicTogether project team.
- Prioritize patient care and safety at all times.
- Attend daily issues meetings, report back outcomes to your assigned departments, and distribute daily communications (e.g., tip sheets).

Requirements

The ideal Credentialed Trainers come from within the organization, and have background in the roles that they will teach. They must be approachable, knowledgeable, and responsible members of the staff, as well as be in good standing with attendance and performance for their current roles.

Specific Skills and Traits of Successful Credentialed Trainer Candidates Include:

- Detailed understanding of clerical and/or clinical workflows
- Exhibit understanding of the workflow changes with the EpicTogether implementation
- Detailed understanding of institutional policies and procedures
- Strong verbal communication and public speaking skills
- Experience in adult education (recommended, not required)
- Able to break down complex concepts
- Adaptable and able to evaluate situations and pivot quickly
- Creative problem solver
- Accountable and organized
- Respected by peers as a go-to person in the department
- Competent in basic computer skills
- Has a desire to learn and improve job skills
- Approachable, enthusiastic, friendly, and personable
- Patient when faced with stressful situations and difficult staff
- Positive about one's workplace and the EpicTogether project
- Has a track record of success in one's current position

EpicTogether Credentialed Trainer Assignment

Time Commitment

The time commitment for Credentialed Trainers is a minimum of **five months**.

Responsibility	Duration	Dates
Credentialing Program	Six weeks	9/23/2019 – 11/1/2019
Super User Training	Two weeks	11/4/2019 – 11/30/2019
End-User Training	Eight weeks	12/2/2019 – 1/30/2020
Go-Live Support and Just-In-Time Training	Three weeks	1/31/2020 – 2/21/2020

Epic Credentialed Trainer Commitment

All Credentialed Trainers must have the ability to work variable shifts and travel within the tristate area to conduct end-user training and act as go-live support:

Ambulatory Practice Training	Hospital Department Training
Training will be tentatively offered Monday-Saturday during the following windows: <ul style="list-style-type: none"> • 8:00am-12:00pm • 1:00pm–5:00pm • 6:00pm-10:00pm 	Training will be tentatively offered Monday-Sunday during the following windows: <ul style="list-style-type: none"> • 4:00am-8:00am • 9:00am-12:00pm • 1:00pm–5:00pm • 6:00pm-10:00pm • 11:00pm-3:00am

Epic Credentialed Trainer Program Benefits

Staff that become Credentialed Trainers benefit from the program as follows:

- Advanced knowledge and expertise in the respective Epic application(s)
- Strong rapport with end-users they teach
- Working knowledge of adult teaching strategies
- New skills and demonstrated success for future career growth