

May Epic Management Updates and Talking Points for Staff: Change Management

For this month's Epic talking points, the EpicTogether team is asking management to discuss issues related to the upcoming go-lives with their teams. Below are some examples. As a leader, it is important for you to not only help yourself during this transition to Epic, but also to support each of your team members and ensure they know their voice is being heard and their questions are being addressed.

Throughout the next several months, we encourage you to have an open dialogue with your team. Periods of change can be challenging, and having an opportunity to voice excitement and concerns can help build engagement, comfort and readiness. Also, as a leader it's important to share the information you have, even if incomplete. Sharing information builds our culture of transparency and respect.

Questions to ask yourself and your team:

Over the next several months, we encourage you to check in with your team regularly about how they're feeling about Epic. Here are some questions that you can ask today:

- How are you feeling about the Epic go-live?
- What are you excited about?
- What are you concerned or nervous about?
- What can we do to help address those concerns?

If you are unable to answer a question or address a concern, please send them to EpicTogetherNYQuestions@nyp.org and someone from the team will respond.

EpicTogether Updates

What is the EpicTogether team working on now?

The EpicTogether team is currently in the Testing phase, following over 850 test scripts to mimic different clinical and financial scenarios. Testing will be completed in three waves over the course of seven months, as the scenarios being tested become increasingly complex.

What will the EpicTogether team work on next?

The next major initiative is training. All staff who will use Epic will need to attend training prior to go-live. Over 20,000 employees will be trained for the first go-live. The training is specific to each role and is a blend of e-learning and classroom instruction. Over 200 training tracks were created by the EpicTogether team.

For NYP/Columbia, NYP/Columbia ACN, NYP/Morgan Stanley, and NYP/Allen employees, managers will be able to register all non-providers beginning on June 3. Provider (faculty, house staff, PA, NP and CRNA) registration opened on April 29.

We know time away from patient care and your day-to-day responsibilities is a big commitment, and we sincerely appreciate your support and participation.

When is the go-live?

NYP/Columbia, NYP Morgan Stanley, NYP Allen, NYP/Columbia ACN and ColumbiaDoctors will go-live on January 31, 2020.

For More Information

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