Epic Transition FAQs for Physicians

What is the Epic Transition project?
- The Epic Transition project is an effort to move the Northwest Region onto the same electronic health record system as the rest of Northwestern Medicine. Epic will help us improve the way we coordinate care across the Northwestern Medicine system to improve patient safety and care outcomes.
- It transforms the way information about a patient's care is shared across all settings, improving quality, safety and efficiency.

What are the guiding principles for the Epic Transition project?
- Patients first, safety always
- Extend and utilize the NM Standard workflows
- Training for all staff and physicians is mandatory
- Prioritize the use of Epic and NM applications already integrated with Epic
- No historical clinical data will be converted into Epic
- Legacy systems will be accessible after Epic go live

What is the Epic Transition timeline?
- **For Centegra Physician Care, now part of the Regional Medical Group (RMG)**
  - Centegra Physician Care, now part of Regional Medical Group in the Northwest Region) went live May 1, 2019
- **For Northwest Region hospitals**
  - Project teams are conducting NM Standard Workflow Demonstrations November 2018 to January 2019
  - Training runs from November 2019 through the end of January 2020.
  - Northwest Region hospitals will go live February 2020

What are benefits the Epic Transition brings to our patients, physicians, staff, and health system?
- One patient record
- Improved multidisciplinary team collaboration and patient care hand-offs
- Improved engagement with patients
- Improved efficiency of regulatory compliance and reporting
- Overall efficiency with elimination of manual tasks and rework
- Ability to use the mobile tools - Haiku on iPhone/Android to access patient information, and Canto on iPads to view patient information and update documentation

What will change for our patients?

- Patients will have one consistent experience across all Northwestern Medicine facilities.
- The MyChart patient portal engages patients in their care and provide personalized experiences.
- One point of coordinated scheduling and one consolidated bill will improve efficiency.
- Enhanced clinical collaboration will provide more advanced care and improved access to research.

Process Questions and Answers

What type of information is being converted from our current system to Epic?

- Data conversion from NextGen and Paragon will be limited to patient demographic information from current systems.
- Teams are researching possibly loading Continuity of Care Documents (CCD) from Paragon and NextGen into Epic, more to come on this.

Will I have access to NextGen and Paragon after we go live with Epic?

- Yes, users will continue to have read only access to both NextGen and Paragon.

What will change because of this Epic Transition?

- With an integrated Epic system, content and workflows are optimized for clinicians in all regions.
- Increased use of Dragon for voice recognition over full dictation and transcription to improve timeliness of documentation and to streamline Epic navigation
- Ability to use additional tools such as Haiku on iPhones/Android to access patient information, and Canto on iPads to view patient information and update documentation when not on campus or near networked device

What other applications will we be using with Epic?

- See a detailed list of [applications that will be available](#) with the Ambulatory Go-Live on May 1 and with the NWR Hospitals in February 2020 on NM Interactive (NMI)

How will private practice physicians use Epic?

- Private practice physicians can log in remotely to place orders, check on patient's results, etc. If a provider would like Epic functionality for all aspects of care at their private office, Epic Community Connect can be considered. Community Connect allows in-network providers that are not part of NMG or RMG and have contracted with NM to use Epic. The timeline for Community Connect expansion has yet to be determined. Physicians who are interested should reach out to their physician leaders for additional information.

Where can I submit questions or concerns?

- You can reach out to any of the clinical leaders ([Dr. Tom Moran](#), [Dr. Steve LoBue](#), [Dr. Irfan Hafiz](#), [Dr.Timothy Havenhill](#) and [Lea Ann Arnold](#)) or send an email to the Northwest Region Epic Transition project team (nwrepictransition@nm.org)

What are the training requirements?

- Physicians, fellows, residents and APPs are required to participate in Epic training in order to access Epic

When are personalization labs?

- Personalization Labs are hands-on training sessions for physicians that demonstrate how to customize views and information (orders, preference lists, documentation). For CPC these Labs will be held April 8 - April 29, 2019. Hospital dates are TBD.

How will physicians be engaged in the Epic Transition?

- Physicians from all regions have been engaged at all levels to help develop the NM Standards through Project One. The Epic Transition project involves aligning to those standards and has included all members of the care team, including nurses and APPs**.**
- Physicians will be involved at the Medical Director level and will participate in physician governance structures to provide feedback. Additionally the project team will provide updates and review workflows at Physician Steering committees and workgroups.

Will each region need to follow the same workflows?

- We will align workflows across regions where possible. Situations with unique workflows will be accommodated in accordance with the Epic Transition guiding principles and goals.

Epic Transition Leadership:

- ***Executive Sponsors:*** *Mike Eesley*
- ***Physician and Informatics Leaders:*** *Dr. Tom Moran, Dr. Steve LoBue, Dr. Irfan Hafiz, Dr. Timothy Havenhill and Lea Ann Arnold.*
- ***Training Team:***
  - *Angela Giannese – Project Manager, Epic Training*
  - *Gloria Almanza – IT Training Manager*
- ***Project Leadership:***
  - *Kali Arduini, Director PMO Strategic Growth*
  - *Siv Velanthottu, Project Director, PMO Northwest Region*
  - *Teresa Incesti, IS Director, Business Relationship Management*
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