

# OUR EPIC JOURNEY

## An Overview of Epic Training Requirements For Providence Regional Medical Center Everett providers

**Registration for Providence Regional Medical Center Everett Epic training is now open to the general medical staff. Training will take place between mid-March and mid-May. Here is what you need to do now:**

1. Review this document for an overview of training and answers to frequently asked questions.
2. All Epic education (e-learnings, classroom training and proficiency testing) will be assigned and tracked online via the HealthStream learning management center.
3. Access to HealthStream is available now, please login to register for classes. Classes are offered on a "first come, first served" basis. Additional classes will be offered as needed. You may immediately start viewing your e-learning modules directly through HealthStream.
4. Remember to block your schedule for your selected classroom training dates.

**Questions?** Email [EpicQuestions@providence.org](mailto:EpicQuestions@providence.org).

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Most physicians will need an average of 10 hours of training and four hours of time in the proficiency and learning lab. In some specialty areas, there may be a need for two to four additional hours, depending on what applications you will use. There will be additional training required for Providence Medical Group physicians who see patients in both an ambulatory and inpatient setting.

Providers who regularly admit or consult on patients in a Providence acute care facility, seeing an average of one or more patients a month, will need to complete classroom training unless they have significant previous experience with Epic. There are accelerated course options for physicians who have prior Epic experience and for those who infrequently admit or consult.

Here is a basic overview of how training will be delivered:

- **E-learning courses.** These computer-based online courses will be accessible through HealthStream, and will give you an introduction to Epic before your classroom training. E-learning courses must be completed prior to attending classroom training.
- **Classroom training.** These courses will give you the in-depth knowledge needed to use Epic. You will train with other physicians and have the opportunity to practice with exercises specific to your specialty.
- **Training lab.** This is where you will practice the skills you have learned and be able to customize important items that allow you to be a more efficient user. Trainers will be available to assist you and answer questions. Most physicians will have up to four hours of time in the lab. Physicians who are current Epic users consistently point out how valuable this individual optimization time is.
- **Proficiency test.** Training ends with the successful completion of an Epic proficiency test during your training lab. There's nothing to memorize here, the test is hands on. You will be asked to demonstrate the skills you learned in training, and will be given a username and password to the system upon successful completion.

## Frequently Asked Questions about Epic Training For Providence Regional Medical Center Everett providers

### **How many hours of training will be required?**

The number of training hours needed depends on your specialty and the Epic applications you will use. Most physicians will need an average of 10 hours of training and four hours of time in the learning lab. In some specialty areas, there may be a need for two to four additional hours, depending on what applications you will use. There will be additional training required for Providence Medical Group physicians who see patients in both an ambulatory and inpatient setting.

### **I have been through Epic training and I am an experienced Epic user. Will I still need to complete training?**

Providers who have extensive experience using Epic in an inpatient setting (more than six months within the last two years) or just recently completed Epic training at a non-Providence facility may opt out of the full training track, and instead choose to be assigned a curriculum of several e-learnings and proficiency test. If you choose this option, you are still required to attend the 4-hour learning lab and pass the Providence Epic proficiency test. If you are not able to demonstrate proficiency, we will then assign the entire training track with the complete curriculum required for your specialty. Send an email to [EpicClassSchedulingAndRegistration@providence.org](mailto:EpicClassSchedulingAndRegistration@providence.org) and request the "Experienced Epic User" training track. You will be notified by email of your new assignment.

### **I am not a PMG provider. I already use the ambulatory version of Epic in my office, but I am not trained on its use at the hospital. What will my training be like?**

We have a modified course for providers who are trained in EpicCare Ambulatory. This is somewhat shorter than the full inpatient provider training. [Please let us know](#) if you have previous EpicCare Ambulatory experience. Please note that PMG providers will be assigned the EpicCare Ambulatory track first and then attend the shorter inpatient training.

### **What if I am on staff but rarely see patients in a Providence facility? Will I still need to complete training?**

Providers who have practicing privileges but only infrequently admit or consult on patients in a Providence acute care facility (see less than 10 patients a year) are encouraged to take the full training track to ensure best use of the Epic system. However, infrequent providers will only be required to complete several e-learning modules and an online assessment. Information regarding frequency of rounding will be validated by the medical staff office.

### **What is the 4-hour learning lab and proficiency test? Do I have to stay for the entire session?**

The 4-hour learning lab is where you will get hands-on practice with the Providence Epic system. Providers with previous Epic experience who choose to move straight to the Epic proficiency course may spend as little or as much time as they need in the lab. However, please note that you only have one chance to "test out" of Epic training. Providers who are not able to demonstrate proficiency will be assigned the entire training track with the complete curriculum required for their specialty.

All providers who are scheduled for the learning lab are free to go when they have passed the proficiency test. Please note that the learning lab is a valuable opportunity to customize important

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items that allow you to be a more efficient user, including optimizing your preference lists, favorites, smart phrases, macros, etc. Physicians who are current Epic users consistently point out how key this individual optimization time is. This is also the time where providers will receive their Epic user IDs and practice logging in.

### **Will CME credit be available for Epic training?**

Yes, continuing medical education will be offered for most provider courses at a rate of one credit per hour of training for CMEs and one credit per 50 minutes for CEUs. CME will be provided at no cost to physicians. We are working on a process for providing you with course completion certificates.

### **Will Epic training be available online?**

A portion of your training will be online through HealthStream. Most e-learning assignments will be 5 to 15 minutes. However, the majority of training will take place in person at one of our training facilities.

### **How long are the online e-learning courses?**

Most e-learning assignments will average 15 minutes.

### **How much time do I need to reserve for classroom training and playground time?**

It depends on your course assignments. There are typically three sessions (two classes and one lab) each of 4-5 hours in duration.

### **How will I sign up for training?**

Providence will use HealthStream to schedule and track Epic training. You should receive an email with detailed instructions.

### **Where and when will the classroom training take place?**

Training will be available on both the Pacific and Colby campuses at Providence Regional Medical Center Everett. We are committed to providing options that are convenient for physicians at a variety of dates and times. Evening and weekend options will be available.

### **Is training required for everyone? What will happen if someone doesn't complete training?**

Access to Epic will only be granted to those who have completed their training track and passed a proficiency assessment with at least an 80 percent pass rate. Physicians must complete training and demonstrate proficiency prior to go-live in order to practice at the hospital.

### **How will priority be determined in scheduling physicians for training?**

Training is now open for physicians at PRMCE. Slots will be filled on a "first come, first served" basis. We encourage you to sign up as soon as possible to get the dates that work best with your schedule. If all classes fill up, we will determine additional dates that may need to be added.

### **Who do I contact if I have questions about my assignments or need help with HealthStream?**

Please submit your questions to [EpicClassSchedulingAndRegistration@providence.org](mailto:EpicClassSchedulingAndRegistration@providence.org).

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### **We've heard about new and upgraded workstations at PRMCE, but what about monitors?**

Every workstation that will be used for Epic will be upgraded to a 20-inch monitor. This will make it easier for providers to work efficiently without extra scrolling and clicking, and standardizes the user experience when you work in various locations across the hospital. You will see more installed through the go-live at the hospital.

### **Will there be additional training and support available after go-live? I may not know what questions to ask until after I'm using the system.**

There will be ample support available for physicians for several weeks after go live. It is important that you plan to round in the hospital in the 2-3 weeks after go-live so you can take advantage of this support. Support will also continue after the initial implementation, but at reduced levels.

### **I've heard about physician "super users" – how do I get involved?**

Super users will play a critical role in helping their colleagues and their clinic experience a smooth implementation. Super users may be asked to help with training, provide at-the-elbow support, test out the Epic system and more. Please contact the Epic team through

[EpicQuestions@providence.org](mailto:EpicQuestions@providence.org) for more details.

### **I have access for reviewing patient records, but do not admit patients to the hospital or write orders for inpatients. Will there be an option for some kind of "read-only" access to Epic? What will the training be like?**

Yes. The details are still being worked out, and it will likely require some online learning and will be available from your home or office.