

## **PTO Dates to Remember**

Learn how you can appropriately schedule any PTO time remaining in FY15.

## **View and Submit Colleague Photos**

See the LVHN colleague selfie taken at April's leader-to-leader and more photos submitted throughout the network.

## **Strut Your Stuff at the LVHN Colleague Talent Show**

Show off your skills at the June 12 event. Apply to participate before May 22.

## **A Banner Year For Babies**

Colleagues from LVH-CC's labor and delivery unit experienced a baby boom unlike any other last year.

## **20/20 Epic Insights from Wave 1 Super Users**

Get the inside scoop on Epic training and Go-Live from three Wave 1 Go-Live veterans.

# Q & A

Get answers to  
your questions

## **Colleague Forum Recap**



 **Lehigh Valley  
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health information and health network  
news.

 **Lehigh Valley  
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# PTO Dates to Remember

BY [AMANDA COE](#) · APRIL 14, 2015

The end of Fiscal Year 2015 (FY15) is approaching, and colleagues are utilizing their remaining paid time off (PTO) hours. The last day colleagues can utilize PTO for FY15 is June 20, 2015, the last work day of the fiscal year.

The maximum number of PTO hours colleagues can carry over into FY16 is 40 hours (80 hours if a colleague is absent from work due to an approved leave of absence within the last six months of the fiscal year or the first three months of the new fiscal year, per the Paid Time Off policy, HR 3002.40). Your FY16 PTO balance will be available to view in Lawson by 5 p.m. on July 3, 2015.

Be sure to appropriately schedule PTO.

Please contact benefits customer service at 484-884-3199 if you have any questions.

# Strut Your Stuff at the LVHN Colleague Talent Show

BY [TED WILLIAMS](#) · APRIL 15, 2015

You've got a special gift. You can sing like Sinatra, dance like Astaire, tell jokes like Dangerfield or perform another amazing talent. All you lack is the venue to show it off. The LVHN Recreation Committee has just the place for you and your talent.

LVHN Colleague Talent Show 2015 will take place Friday, June 12 at 7 p.m. in the LVHN–Mack Boulevard auditorium. A dress rehearsal for the show will be held Thursday, June 11 at 6:30 p.m. in the same location.

The show is a fundraiser for [LVHN Community Practices](#) and [Street Medicine Lehigh Valley](#). A panel of judges will be voting on the evening's talent, selecting the top three acts as winners. Tickets are \$7 for adult spectators and \$3 for children under 18.

All participants are asked to [complete an electronic application](#), although you do not need to pay to perform. In addition to submitting the application electronically, participants also must [print this waiver](#), sign it and email it to Samson Lu at [MedicineandMusic@gmail.com](mailto:MedicineandMusic@gmail.com).



Only one application submission per act is required. However, each participant is required to sign and email the waiver. Applications must be submitted by midnight on Friday, May 22.

# A Banner Year For Babies

BY [TED WILLIAMS](#) · APRIL 13, 2015



(L-r) Meghan Hoffman, RN, and Dylan (born April 24); Karen Saunders and Micah (born April 25); Cassandra Christiansen, RN, and Caleb (born May 23); Emily Shirk, RN, and Cole (born June 10); Lynn Welliver, RN, and Brooke (born July 18); Gessenia Becker, RN, and Harrison (born July 29); Jazzy Diaz and Xavier (born Aug. 17); and Andrea Walsh, RN, and Ava (born Oct. 1); (not pictured) Xiomara Franco, RN, and Marco (born Aug. 6)

Baby booms in LVH–Cedar Crest's labor and delivery unit are commonplace. But the boom it experienced last year was a little different. It involved the department staff.

“We kept announcing pregnancies – one of us after another,” says Emily Shirk, RN, one of seven nurses and two technical partners who delivered babies in 2014. “Patients would see one pregnant nurse, and then on the next shift they would see another. They began to ask if everyone was pregnant here.”

From late April until Oct. 1, colleagues were delivering babies and taking their entitled 12 weeks to tend to their newborns. Managing so many new moms at once began to create scheduling problems for Karen Groves, RN, the unit's patient care manager.

“August and September were rough,” Groves says. “I created a pregnancy calendar to map out who would be out when. Everybody pitched in.”

Teamwork continues to be the key. All nine moms have been breast-feeding, and some continue to take turns at a pumping station set up on the unit to accommodate them during their shifts. “At LVHN, we promote and support breast-feeding through immediate maternal/ neonatal bonding,” Shirk says. “Obviously we practice what we preach.”

However, not everybody on the unit is in a rush to join the baby boom. “The rest of us thought maybe we should avoid drinking the water around here,” Groves says. “Nine new moms on one unit at one time – that's plenty.”

## 20/20 Epic Insights from Wave 1 Super Users

BY [JENN FISHER](#) · APRIL 16, 2015

There's nothing like an insider perspective when you are about to do something new. If your dream is to be a parachute jumper, it stands to reason that you would benefit from some sage advice provided by a person who has already taken that first (or hundredth) jump. For Wave 2 super users and end users, we asked three Wave 1 super users to share their insights about training, Go-Live and more to help prepare you for that first leap with Epic. Not only are these colleagues “Epic Go-Live Survivors”, they are now achieving proficiency in the EMR and are ready for the next phase.

### Meet the Insider Panel

Our three Wave 1 super users represent a range of practices and populations:

Claudia Santiago, practice director, Centro de Salud, LVH–17<sup>th</sup> Street (CS)

Erica Reccek, office coordinator, LVPG Internal Medicine, LVH-Muhlenberg (ER)



Michele Grietzer, clinical coordinator, Lehigh Valley Family Health Center at LVH–17<sup>th</sup> Street (MG)

Each trained in December 2014 with other super users and then again in January 2015 with their department colleagues.

### **What is Epic training like?**

**CS:** It is intense, but gives you a good snap shot of the system and its abilities.

**ER:** At first it is overwhelming but the more you go the easier it does become.

**MG:** The pace was slower in the first 1-2 hours of reviewing of content, but fast during the last 30-40 minutes of content when the new information was given.

### **What is a “must” super users and end users should bring to training?**

**CS:** Come with enough time to find parking! Definitely come with an open mind and realize that the trainers know Epic, not specific workflows related to your specific department. Don't go in with the expectation that they will know how to answer specific questions. They will give you the tools to do things but then as team, within your department, it's important to discuss how you want to utilize those tools to work into your processes.

**ER:** I would recommend a notebook to jot down information. There is a lot of information they give you and it is a good idea to write down some notes that would help yourself remember the information. You do also need some patience and understanding. The trainers are there to help and different people learn and understand things at different levels. It is challenging for them to make sure everyone in the class understands.

**MG:** A must for me was snow boots for the walk – I'm sure the weather will be better for Wave 2! A positive attitude will go a long way. A negative thought is very contagious and spreads much faster than positivity.

### **How beneficial is the Epic Playground?**

**CS:** Very beneficial. That's how we got to feel more comfortable with the system. It was definitely advantageous and you could tell who actually went in and “played” and who didn't. Also, do it with your team. We had mock exercises that were extremely helpful and brought the team together.

**ER:** The Playground is beneficial because even though some of the functionality is different in Playground than in the live system, it gets you familiar with where the different buttons are and where you need to be in the system to do different tasks. You should try and go into the Playground every day, even for just 10 minutes. I work in a very busy practice and we took time each day to do a “mock” office visit with a provider and clerical and clinical staff.

**MG:** It's helpful to review exercises in class and navigate and explore the program without “messing” with a real chart. At the Health Center, I would provide time in my colleagues' work schedules to make sure they had time to practice.

### **What is it like to be an Epic super user?**

**CS:** The first time we took a picture of a patient at registration was so exciting. We had never done that before. Every time you were able to figure something out or get the answer to something it felt so great—like you truly accomplished something; very fulfilling.



**ER:** There were and still are many instances when I am called on to be the “expert.” It is a great feeling to be able to help them and then they know they can come to you for help in the future. I think it makes other people feel at ease knowing that someone is able to help if needed.

**MG:** We have a few people in the office that have become experts in certain Epic workflows. When I connect someone who is struggling with that particular work flow with the right resource person, the resource person has a sense of pride that I see. They have been complimented that they are the “expert” on this particular work flow – it’s very rewarding.

### **Can you explain how important a positive attitude is during this EMR transition?**

**CS:** Team work and a positive attitude made all the difference. Even through the stressful times, we relied on one another to get us through the days. Looking back, Epic truly brought the team together and the way we orchestrated everything was phenomenal. I’m so proud of my teams.

**ER:** You do need a positive attitude. Everyone is overwhelmed and if you keep positive it does reflect onto them.

**MG:** Soooo important. It’s like you are Columbus and your crew needs to see land after a certain time period or they get negative. We had to make it fun: snacks, pizza lunches and goofy stuff to help cheer up staff. We also made time for debriefing at the end of the day so staff members were heard.

### **How do you show that ‘positive spirit’ when you use Epic or help someone with it?**

**CS:** With a smile, with a calm tone of voice, reiterate that if you cannot figure it out, you will find out the answer from someone else. My practices had a running big post-it sheet where we kept the issues, ticket numbers and tip sheets. That way, we knew who had called in what tickets, what had been resolved and what the helpful tips for the day were.

**ER:** I try and calm them down and we work the problem out together.

**MG:** I kind of just state that we are all struggling with the same tasks, let work together to figure it out.

### **How are things going with Epic now?**

**CS:** Much more smoothly. We find a lot of efficiencies now. The providers really like it. As a manager, you have access to monitor so much. Now we are on the end where we have to work our work queues and figure out processes for that and work flows, but day to day is much smoother.

**ER:** Epic is going good. We learn new things every day. I think in about six months when most of the information from CPO is into Epic it will be smooth sailing.

**MG:** Every day presents struggles and triumphs as we continue to use the system. Optimization is something we all look forward to occurring.

Our thanks to Claudia, Erica and Michele who, on “Throwback Thursday,” took time to look back and benefit all Wave 2 super users and end users with their 20/20 Epic insights.

### **Training Reminder**

If you are an inpatient colleague and do not schedule and complete Epic training prior to Wave 2 Go-Live on

August 1, you **will not** have access to the system. Work with your director/manager to get enrolled in the course track you should attend and be sure to sign up for ALL the courses in the **correct** order. This means: take 100 level courses before 200; 200 before 300, etc.

If you need help, use these resources:

- o [Training Wheels Course Catalog](#)
  - o 610-402-EPIC
    - Option #3: Leave voicemail regarding the super user or provider champion programs.
    - Option #4: Leave voicemail regarding end user training (such as – you or your staff does not have courses listed on TLC. Call to request them.)
  - o [Super User Sharepoint site](#) for questions about super user program **as well as** end user training questions.
  - o [Wave 2 Management Toolkit](#).
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## Your Epic Calendars

### ***Wave 2 Inpatient***

**Now:** Wave 2 inpatient equipment delivery and set-up

**Now through May 1, 2015:** Wave 2 testing

**May 11–31:** Wave 2 super user training

**June 1–July 26:** Wave 2 end user training

**July 20, 2015–Aug. 14, 2015:** PTO restrictions in effect for Wave 2 (inpatient) colleagues

**Aug. 1, 2015:** [Go-live for Wave 2, inpatient settings](#)

### ***Wave 1 Ambulatory***

**Mid-2015 and beyond:** [Optimization](#)

Keep up with news about the LVHN Epic transformation on the [LVHN Epic intranet site](#).