

There's a lot going on at LVHN. In case you didn't catch all the latest news, here's a recap of what happened this week. Here are links to Mission Central posts, the latest editions of Healthy You and Magnet Attractions, Terry's Take, and Lehigh Valley Health News, our blog on LVHN.org containing timely information and health network news.

## [What to Expect at Wave 1 Go-Live](#)

Learn who will help you navigate our new Epic EMR system on Feb. 18.

## [Lessons & Observations From Wave 1 Epic Mock Go-Live](#)

Colleagues share their observations and advice for preparing for Epic.

## [Don't Lose Your 2014 FSA](#)

March 31, 2015 is the deadline to claim reimbursement for qualified Flexible Spending Account health care or dependent care expenses incurred in 2014.

## [We're Partnering with Pocono Medical Center to Keep Families Safe](#)

Children's Hospital at LVH and Pocono are working with the Monroe County Community Safety Program to provide programming and educational materials for families.

## [Pediatric Urologic Surgery at LVHN: Meet Michele Clement, MD – VIDEO](#)

Parents typically don't know or talk much about her specialty until they need her.



Read the latest  
issue of **Healthy You**

Read the latest  
**Terry's Take**



Read the latest  
issue of **Magnet Attractions**

### **READ LEHIGH VALLEY HEALTH NEWS**

a blog on LVHN.org containing  
timely health information and  
health network news.

## What to Expect at Wave 1 Go-Live

We are less than a week away from Wave 1 Go-Live for the LVHN Epic electronic medical record (EMR) system. In the last few months, thousands of ambulatory and LVPG colleagues have collectively invested tens of thousands of hours in training classes so they could learn the new system. Outside of training, a great deal of time has been spent in individual and team practice preparing for Go-Live day. The success of Go-Live has many elements to it, but in the words of legendary football coach Vince Lombardi, "The achievements of an organization are the results of the combined effort of each individual." As end users, your efforts will make a difference in the way Go-Live is both perceived and achieved.



### Here to Help

On February 18 with the opening of each practice site, Epic will be "live." What that means is that registration, scheduling, documentation and all supporting activities will be done in the Epic EMR system and CPO will be in read-only mode. You may feel excited and ready to 'do this!' You may feel nervous and not know where to start.

But not to worry. A great deal of thought has been put into having on-the-floor, at-the-elbow support for Go-Live:

- **Super Users**

Your super user(s) have had extra training with the LVHN Epic EMR and are dedicated to one thing during Go-Live: Answering questions and troubleshooting for front desk and clerical end users.

- **Provider Site Champions**

Practice sites also have provider site champions who have had additional training. They will be on-hand to assist clinical colleagues in documenting, personalization tasks and answering questions.

- **At-the-Elbow Support**

In addition to super user and provide site champion support, each practice site will have at least one external support person who will provide at-the-elbow support. This support person is supplied by Divergent, a company that specializes in supporting go-lives. The Divergent team members have worked on at least 3, and most likely over 30, Go-Lives. They KNOW the Epic system and will stand at the side of staff to answer Epic functionality questions and to troubleshoot issues that come up. While they will not know all the workflows (super users will know workflows), they will be able to navigate the Epic system. The Divergent team member will be on-site from the time the practice opens, until the staff is finished for the day.

**Look for:** Each support person will wear a Red (non-clinical) or Blue (Clinical) lanyard with identification.

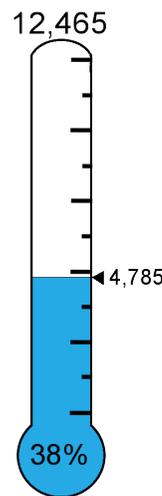
Staffing support may vary from day to day as needs arise, but each practice site will have at least one super user and one external support during business hours. This support will be there the first two weeks and will be evaluated on a daily basis.

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Many colleagues have already gotten their biometric screenings for blood pressure and body mass index.



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**Reminder:** Don't be afraid to ask for help. The support staff is going to be there to help you navigate the system.

### **Got Issues? Need Help?**

When issues occur at go-live (some will,) here's the "help" pathway you should follow, depending on your role.

#### **End user "Help" pathway –**

- **Step 1:** Ask your super user for assistance.
- **Step 2:** If not resolved, super user will ask the at-the-elbow support person for help.
- **Step 3:** If not resolved, super user or the at-the-elbow support person will call the LVHN Epic Help Desk for assistance.

#### **Provider "Help" pathway –**

- **Step 1:** Ask your provider site champion for assistance.
- **Step 2:** If not resolved, provider site champion will ask at-the-elbow support person for help.
- **Step 3:** If not resolved, provider site champion or at-the-elbow support person will call the LVHN Epic Help Desk for assistance.

### **LVHN Epic Command Center**

Supporting all of the practice sites is the LVHN Epic Command Center, located at the 1247 office building. The Command Center will be staffed from before the practices open until after all practices have closed each day. At the Command Center, analysts who built the LVHN Epic system will be on-hand. Once an issue is called into the Help Desk, that issue is logged and a ticket is created. That ticket is sent to the analyst team and they will begin working on resolving the issues.

At first, there will be some security issues such as no access, incomplete access etc. Those tickets will be given a high priority, and sent to a team focused on security issues. There will likely be some printer issues, e.g. things not printing where they are supposed to. No matter what the issue, it will be logged and it will be sent to the appropriate team to resolve. NOTE: Issues will be prioritized, so ones concerning patient safety will be prioritized as a critical issue and will take precedence over less critical issues.

### **Keep the Conversation Flowing**

Each day, twice a day, super users and practice managers will participate in conference calls to go over the issues and the resolutions. If you see or experience a problem, pass the information along to your super user so it can be shared on the call or escalated to a Help ticket.

Critical updates throughout the day will be sent directly to the super nova, a super user who carries a pager for Go-Live. The super nova will then pass any communications onto the practice managers, other super users, the at-the-elbow support and colleagues at the practice.

### **Keep Calm and Epic On**

You play a crucial role in the success of our Go-Live. Right now, there's still time to practice in the Epic Playground (PLY on your SSO Toolbar) to increase your familiarity with your workflows.

When we reach Go-Live, remember the attitude you show patients about the EMR is what they will recall. Be positive about it so they know this change is a good thing. And remember: you and your colleagues are about to achieve something that will transform the way we, and our patients, interact with their health information. As a team, let's make this happen.

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### **Your Epic Calendars**

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**Now:** Register for Wave 1 end user training on TLC **and** [complete your prerequisite courses](#)

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< Lehigh Valley Health News Digest: Feb. 2 – 6

Epic Ambassadors Meeting for Monday CANCELLED >

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## Lessons & Observations from Wave 1 Epic Mock Go-Live

Several Lehigh Valley Physician Group (LVPG) practices located within the 1250 S. Cedar Crest Boulevard building participated in a Mock Go-Live exercise on January 28 to test readiness for Wave 1 Go-Live. Think of this as a dress rehearsal on steroids. For Mock Go-Live the system as well as the participants were challenged: the LVHN Epic electronic medical record system was accessed simultaneously and repeatedly as will occur when the system is 'live,' the practice participants navigated a variety of patient encounter scenarios to test their knowledge of the system and all of this was done while the participants were being observed by invited members of LVPG, including medical directors, division administrators, practice leaders and practice managers. While the Mock Go-Live provided another opportunity for colleagues to practice workflows and processes, it was also a chance identify any potential issues that might crop up when we Go-Live with LVHN Epic on February 18.



One of the observations relayed over and over was the importance of practicing both in the Epic Playground (PLY) environment, as well as having practice sessions in practices to run-through patient encounters. Learn more from colleagues who share their observations about Mock Go-Live and the ways they are preparing for Wave 1 Go-Live in their practices.

**Jesica Dingler**  
**Super User**  
**Front Desk, LVPG Urology**

### About Mock Go-Live

I anticipated the experience to be a good thing, yet scary. Getting hands-on with the system was/is a great experience overall. I anticipated that questions we had after training would be answered or addressed as we went through the steps. (A lot were.) With any new system there are worries that we would still have some flaws or hiccups, but that is what a Mock Go-Live is all about.

We learned that as an office we need to establish new workflows and we need to have more communication about what will change and how to prepare for that. It showed us the importance of practice and the Epic Playground exercises.

### How I am Preparing for Go-Live

#### Here's what I do:

- Review my training notes
- Take 5-10 minutes a day to go on the Epic Playground (PLY) and practice an exercise or just take a look and play in it.
- I printed training information to keep as a resource. (Note: LVHN Epic Sharepoint link is found on the Resources page on the Epic Transformation intranet site:

<http://lvhwebcontent.lvh.com/?id=4539&sid=1>

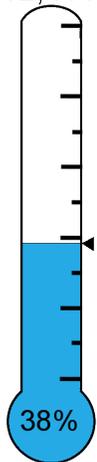
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You can also access the LVHN Epic Sharepoint here:

<http://lvhsharepoint4/etrp/Shared%20Documents/Forms/AllItems.aspx?RootFolder=%2Fetrp%2FShared%20Documents%2FTraining%20Documents&FolderCTID=0x1144-4685-8897-131A73AA5544>

### Here's what my office is doing:

- Our practice has set aside one hour, twice a week, that's dedicated to Epic training.

During this time, our clinical and provider staff work in pairs and go through their exercises on the Epic PLY. The medical assistant rooms a patient, then the physician visits the patient. Our front desk staff uses that time to practice registering and reviewing items we have concerns over.

### Go PLY!

The Epic Playground has been a huge benefit. It allows us to practice everything we have learned and to practice our office workflow. It reinforces what I know and what I needed to concentrate on.

### Epic Wisdom

If you are still in training, play in PLY between classes and ask questions at your next class.

**Amy DePuy, MD**

**Provider Champion**

**LVPG OB/GYN—1245 Cedar Crest**

### How Our Department is Preparing for Go-Live

The department of OBGYN has been working very hard for the upcoming go-live.

- We have Grand Rounds several Friday mornings in January and February to demonstrate Epic workflows that are standardized throughout our department as well as view video demonstrations of how to get through the most common clinical scenarios.
- We have worked on designing step-by-step clinical scenarios as exercises in PLY for the providers to practice.
- We scheduled Epic "help sessions" modeled after the Apple Genius Bar, a place in some Apple retail stores where you can go for tech assistance. In our case, providers sign up and have the opportunity to work one-on-one with a provider champion on playground exercises, OB chart abstraction, etc.
- Our provider site champions group meets twice a month to prepare to offer at the elbow-to-elbow support for our entire department.
- Finally, we have dress rehearsals scheduled in all of the large OBGYN practices for the week prior to Go-Live in order to boost confidence of the staff and providers, as well as to identify areas of concern that can be fixed prior to Go-Live.

### Epic Wisdom

Epic is like playing a musical instrument or playing a sport: The more you practice, the better you become. Play in the Epic Playground and get comfortable with the system. Even becoming familiar with something as simple as screen set up is helpful.

**Scott Rice, MD**

**Provider Site Champion**

**LVPG Pediatrics—17th Street**

### About Mock Go-Live

My practice transitioned to CPO from paper less than 2 years ago and, as part of that process, we had walk-throughs of different patient scenarios that, I thought, were helpful at the time. My hope was that this would be similar.

What I learned:

- I realize that there a lot of people around who understand Epic and are willing to help
- I am gaining a better understanding, myself, of the "flow" of a patient visit in Epic
- Practice helps better define deficiencies in workflows

Insights:

I realize that there is still so much in Epic that I need to work on

### How My Practice is Preparing for Go-Live

I am providing support in my own office on an individual basis and to groups (staff members, providers). In addition:

- We have already walked-through patient visits with me “at the controls.” Next, we will walk through visits with staff “driving.”
- We recently reviewed how to do an abstraction encounter.

As a pediatric group, we have been meeting every Tuesday night (led by Deb Carter, MD and Matt Saltz, MD) to work on workflows. These meetings have led to conversations and the development of workflows. Dr. Saltz just finished a comprehensive guide for staff and providers on office encounters.

In the last week, LVPG Pediatrics also gathered during a normal provider meeting time to work on personalization. Additionally, Dr. Saltz will have “open” personalization times to help colleagues.

### Epic PLY

A lot of the Epic Playground experience is about “exploring” and seeing what happened when I did different things. It was helpful to get the “feel” for the system and how it functioned.

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## Don't lose your 2014 FSA

It will be here sooner than you think – **March 31, 2015**. That's the deadline to claim reimbursement for qualified Flexible Spending Account health care or dependent care expenses incurred in 2014 through December 31, 2014.

Keep in mind incurring expenses is not the same as submitting a claim. In order to be reimbursed with 2014 funds, claims must be incurred in 2014 and submitted to Populytics by March 31, 2015.

To view your available FSA balance, please visit [MyPopulytics.com](http://MyPopulytics.com) and log in. Click on WealthCare, then My Accounts, then Benefit Account Summary. If you have questions about your 2014 funds or any FSA issue, please call Populytics at 484-862-3505 or email at [Service@Populytics.com](mailto:Service@Populytics.com).

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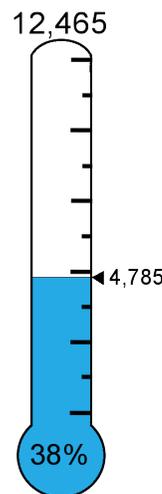
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## Lehigh Valley Health Network and Pocono Medical Center Partner to Grow Monroe County Community Safety Program's Services



A teen uses Lehigh Valley Health Network's distracted driving simulator to see the effects of texting while driving.

Pocono Medical Center (PMC) in East Stroudsburg, Pa., and the Children's Hospital of Lehigh Valley Hospital (LVH) are teaming up with the Monroe County Community Safety Program to provide more programming and educational materials for families.

PMC and Children's Hospital at LVHN have committed \$20,000 along with their partnership with the safety program, which has been serving the community for nearly 27 years. Since its inception, the Monroe County Safety Program has safely secured thousands of children in car seats,

instructed families on how to properly install the seats in their vehicles and taught about the importance of distracted driving and accident prevention.

Among new programming planned, the Children's Hospital at LVH will deploy driving simulators at Monroe County schools, activities and events to help educate families and children on the importance of safe and not distracted driving.

"This partnership focuses attention and resources to make a meaningful difference to one of the major community health issues facing Monroe County and aligns perfectly with PMC's and LVHN's partnership since November 2008 to establish the Trauma Center at Pocono Medical Center," said Jeff Snyder, president and CEO of Pocono Medical Center.

"As an emergency room physician for the last 25 years, I've seen what trauma does to patients. I've seen the effects of trauma on families. It never gets any easier," LVHN president and CEO Brian Nester, DO, said. "We need to do everything and anything we can to get trauma prevention messages out to the community. This partnership is another tool in our belt to make that happen."

The Monroe County Community Safety Program also will have programmatic support from PMC and LVHN's trauma, pediatrics, and community health and outreach teams.

See media coverage of the news:

- [LVHN and Pocono Medical Center partner yet again](#)

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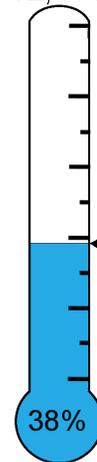
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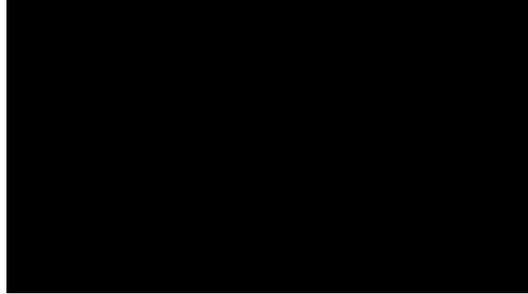
## Pediatric Urologic Surgery at LVHN: Meet Michele Clement, MD – VIDEO

A great day for [Michele Clement, MD](#), is one she spends in the operating room.

"You start with a problem, you solve the problem, and you wind up with a child who you know is going to be better going forward because of what you've done," she says.

Clement is one of only 325 fellowship-trained pediatric urologists in the country. Parents typically don't know or talk much about her specialty until they need her. The surgeries she performs on children as young as one day old can ensure they grow up to enjoy normal urinary and reproductive function. Learn more about her expertise in this video.

Meet more of our surgeons at [LVHN.org/surgery](http://LVHN.org/surgery).



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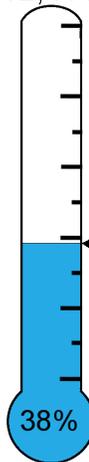
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