Epic Updates for Wave 3 Physicians

Wave 3 of the Epic electronic health record and revenue cycle launches October 6 at Scripps Mercy and Scripps Laboratory Services.

Physician Training
Online training and enrollment for classroom training is now open. Instructor-led classroom training starts July 23.

Who needs to register for training
All Wave 3 physicians need to be trained in Epic. Patient safety and quality of care are our top priorities, so this training is required to ensure every clinician has the skillset needed to navigate the new system.

Physicians who received Wave 1 or Wave 2 training might need additional training for Wave 3. Please check the LMS to see if additional training requirements have been added to a new Core Learning Plan for you. Physicians who took the Dragon/personalization lab in Wave 1 or Wave 2 won't be asked to repeat it.

If you have been assigned a learning plan for Wave 3 Epic training and you believe you do not need additional training, please contact Epic Training Questions, and we will follow up in having the learning plan removed from your training assignments. For all other registration questions, contact the LMS Help Desk at 858-435-7113, option 1 or lms@scrippshealth.org.

Components of Epic physician training
Incorporating best practices from around the country, Scripps developed a plan for Epic physician training. The training is divided into 3 components that will take physicians an average of 15-17 hours to complete, depending on specialty. All 3 components of training must be successfully completed before physicians are given password access to the go-live version (production environment) of Epic. The 3 components are:

1. eCourses (Epic Prerequisite Learning Plan) – Self-directed Learning Management System (LMS) prerequisites that provide a basic orientation to Epic software.
   a. Each eCourse takes 5 to 15 minutes to complete.
   b. Physicians will take an average of 20 eCourses.
   c. Everyone must pass the online proficiency test in the Prerequisite Learning Plan to demonstrate that they have acquired a basic knowledge in how to use Epic. (Physicians with Epic experience can skip the eCourses and go directly to the online proficiency test.) The successful start of classroom training is dependent on every physician’s grasp of Epic basics, which the eCourses provide. Otherwise, classroom time will start with some individuals struggling and others in the class frustrated that their colleagues are wasting class time due to unprepared learners.

2. Instructor-led classroom training with proficiency assessment (Epic Core Learning Plan) – Specialty-specific customized training involving content, screen configuration, workflow exercises and clinical scenarios.
   a. Each class is 2 or 4 hours in duration.
   b. Physicians will take different classes, based on their specialties. For example, surgeons will take a different curriculum than hospitalists, and classes for physicians with an ambulatory practice will differ from those for intensivists.
   c. Physicians will take an average of 8 to 12 hours of classes with some specialties requiring up to 16 hours. The typical physician will have 3 to 5 classes to complete.
   d. Physicians will need to pass a proficiency exam, which will require additional time. To ensure patient safety, each clinician must demonstrate that he or she can properly use this new technology by passing this required exam. (Note this exam is different from the prerequisite proficiency exam.)
3. Personalization lab – The mandatory lab’s purpose is to set up Epic and the applications each physician will use so that the configuration he or she sees when signing on is personalized to meet their individual needs.
   a. Lab takes up to 4 hours to complete.
   b. Physicians will verify that key Epic functions are accessible and working correctly in Epic.
   c. Mobile Dragon dictation, authentication of electronic controlled substances (EPCS), Haiku (Android/iPhone) and Canto (tablet) mobile applications will be addressed.

Training registration
The Physician LMS is the tool for taking the eCourses and to register for the required instructor-led classroom training. The Prerequisite Learning Plan and online proficiency test must be completed before attending classroom training, but those classes can be scheduled immediately.

All classes must be scheduled in the order listed in the Epic Core Learning Plan. Classes will be filled on a first-come basis, so early registration will offer the best chance of getting the class time and location that best matches your needs. There are 3 options to register for classes:

1. Direct registration in the LMS – Physicians can register for the classes themselves.
   a. Log in to a Scripps computer or to Citrix (http://remote.scripps.org) from an off-site computer.
   b. Open the ScrippsMD icon to launch an internal Scripps virtual desktop.
   d. Enter your Scripps ID into the Username field.
   e. Enter your Password. Use 12345678 if this is your first time in the new LMS. The LMS will prompt you to answer security questions for future password resets. Previous users who have forgotten the password can click “Forgot password?”
   f. Click “My Learning Plans” from the “Quick Links” section.
   g. When the My Learning Plans page opens, all of your assigned learning plans will display.
   h. Refer to the front page of the LMS for further instructions.

2. Onsite registration – Registration staff will visit sites to enroll physicians in the classes with direct input from the physician or their designee.

3. Phone registration – Physicians, or their designee, can call the Epic registration help line at 858-435-7113.
   a. Open to all providers or their designee.
   b. Plan 15 minutes and have your schedule available.
   c. Hours are 6:30 a.m. to 6 p.m., Monday to Friday.

Training logistics and monitoring
The instructor-led classroom training has been planned to be as non-disruptive of physicians’ schedules as possible, while still addressing the skillset needed to work in Epic. For physician convenience and to avoid interrupting time needed to see patients, classes are being offered after hours and on weekends. Every effort has been made to offer classroom training in locations convenient to physicians, but some percentage of travel will likely be required. Training enrollment and participation will be constantly tracked and reported to leadership to help ensure every physician is trained in time for go-live.

For More Information
If you have any questions about training, please contact the LMS Helpdesk at LMS@scrippshealth.org or 858-435-7113 (tie line 315-7113). To keep informed about the events and all matters related to Epic, please visit InsideScripps.org/EpicMD or Scripps.org/EpicMD.