Top-Ranked Health System Completes Complex Master Training Environment Rebuild, Improves Provider Satisfaction

bluetree

Background and Challenge

Two years after completing its system-wide Epic EHR implementation in the fall of 2018, our client's master training environment (MST) was out of sync with the live production environment and needed to be rebuilt prior to an Epic version upgrade and the launch of Storyboard, Epic's new vertical workspace layout.

The health system's massive EHR implementation and sophisticated clinical patient scenarios meant the training environment was in high demand and in need of continuous tweaking and new patient build. While largely unavoidable, the infrastructure build was not consistently updated as they went live, resulting in missing or broken build, erroneous patients, and obsolete patient scenarios. The client's Clinical Systems Education team wanted to invest in improving MST and improve their relationship with the providers, but some of its Instructional Designers (IDs) were experiencing an MST rebuild for the first time and needed targeted support.

Goals & Solution

Our client needed experts that intimately understood the Epic-provided tools and processes and knew how to adapt those processes to fit their unique build and organizational structure. They needed experts who could both drive the rebuild planning and provide guidance and support for the build and troubleshooting in order to allow the system to hit their upgrade and Storyboard deadlines.

The client wanted to reduce patient numbers, decrease patient refresher time (Mitosis), efficiently synchronize their training environment with PRD, and create a master patient library within a 2.5-month timeframe. With a successful upgrade and Storyboard transition at stake, the client wanted to take advantage of this "reset" and enter 2020 with sustainable solutions for its entire training program.

Execution

Pre-Copy Tasks and Rebuild Strategy

The client needed a phased approach to accommodate build that stretched across three time zones and multiple system locations. They also needed sufficient analysis of the master patient needs and pre-copy task management in order to educate the training team before the rebuild got underway.

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- Conducted check-ins with each ID to assess readiness for MST build
- Reviewed identified patient needs and issues
- Tracked pre-copy task understanding and completion
- Provided education on MST build tools as needed

Rebuild Execution

As the training environment rebuild took shape, the client needed to build and verify the vast amounts of associated training curriculum in a short timeframe. They also needed a strong content management foundation to ensure documentation/Cookbook maintenance was feasible and user friendly for various position types.

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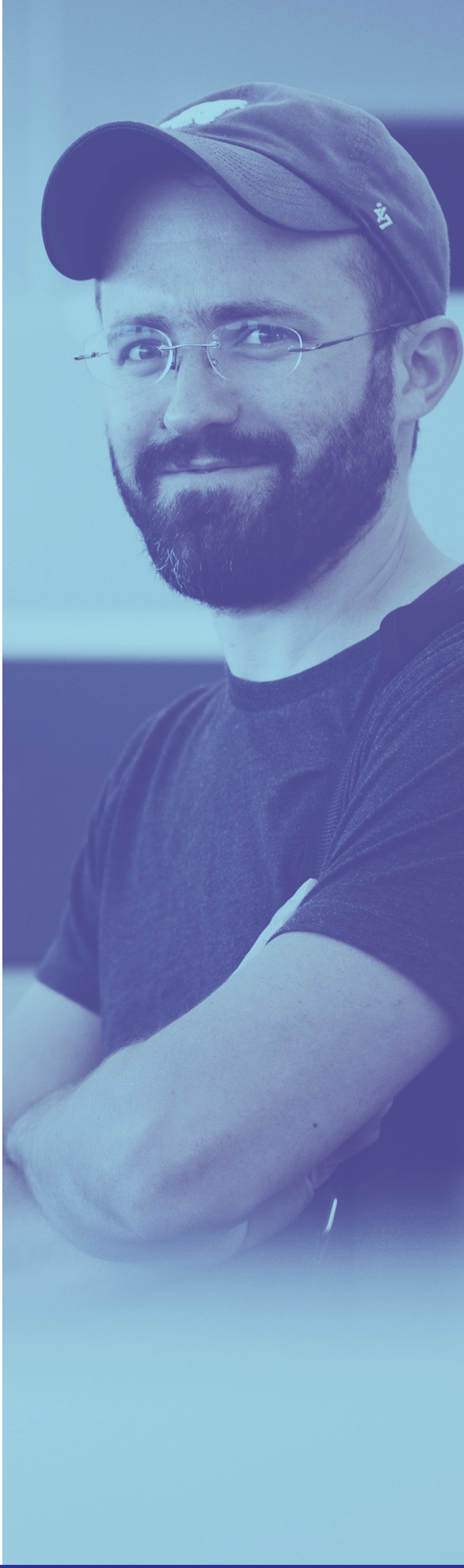
- Established testing best practices for issue logging and resolution
- Provided support for MST stream as it goes live
- Worked with the client's communications to educate staff on the new Playground environment experience and the new Patient Library
- Guided rapid escalation of any issues
- Fully transitioned ownership of processes and documentation to identified Environment Lead



Outcomes Summary

In addition to hitting key upgrade deadlines and solving costly server environment issues, our client's MST rebuild in 2019 served as a catalyst for aligning their curriculum, training environment, and educational needs while providing more site-specific training scenarios across the enterprise.

Outcomes:

1. **Provided location-specific test patients across all three geographic regions without inflating the number of master patients or patient load time**
2. **Reduced master patient count by more than 150 patients**
3. **Reduced patient duplicates by more than 15,000**
4. **Reduced Mitosis server refresh time in half**
5. **Delivered updated Application Cookbooks, a new Master ANN, Mitosis Minor spreadsheets, an MST Rebuild Tracker, and a Rebuild Issue Tracker**
6. **Created a public, searchable Patient Library to identify all patient scenarios available in the PLY**