

# RRH TRAINING

Date: June 5, 2025



# AGENDA

1. Rockcastle Epic Implementation Overview
2. Project Timeline
3. Phase 0: Pre-Work / Discovery
4. Phase 1: Configuration
5. Phase 2: User & System Readiness / Testing
6. Phase 3: Training
7. Phase 4: Pre-Live & Go-Live

# SPEAKERS

## *Rockcastle Steering Team Members*



**Nick Bastin**



**Brandy Bullock**



**Ashlyn Brock**

## *UK*



**Gilian Puscas**

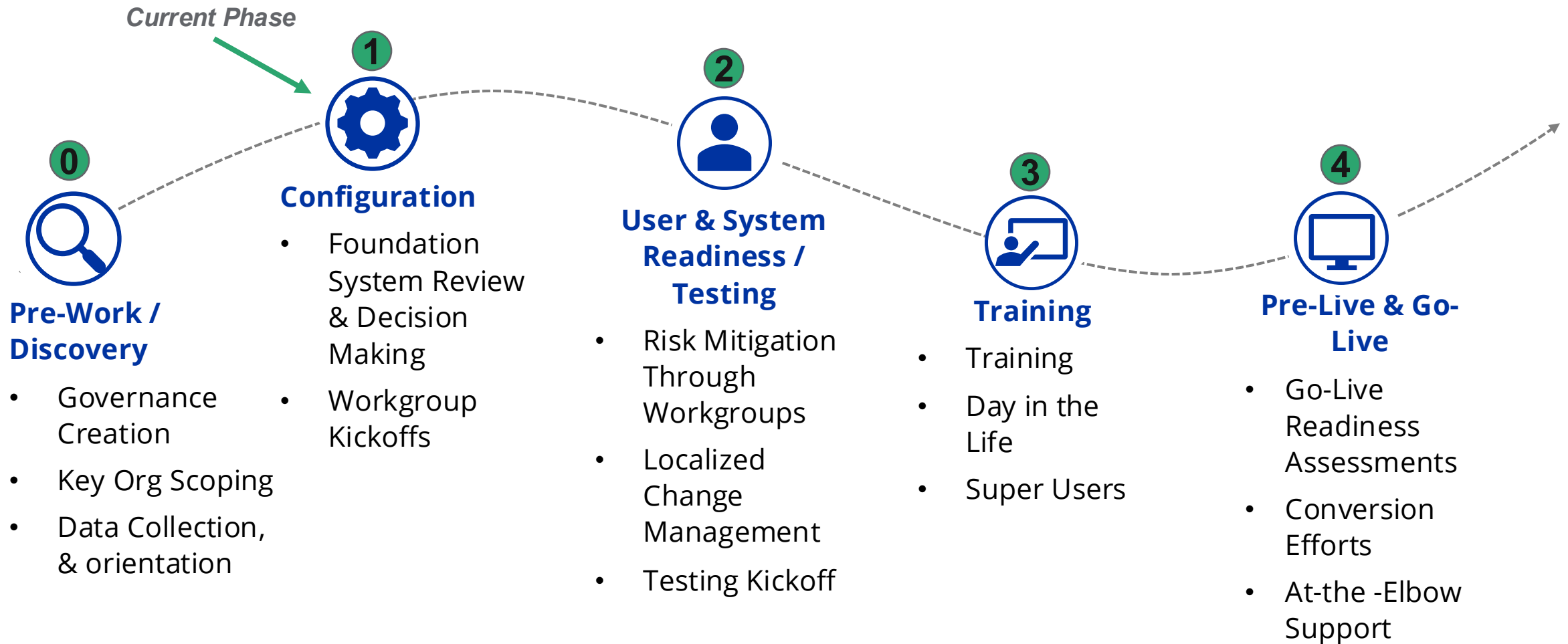


**Karla Southworth**

# ROCKCASTLE IMPLEMENTATION OVERVIEW

# ROCKCASTLE EPIC IMPLEMENTATION

RRH Epic Implementation Consists of the 5 Phases Below

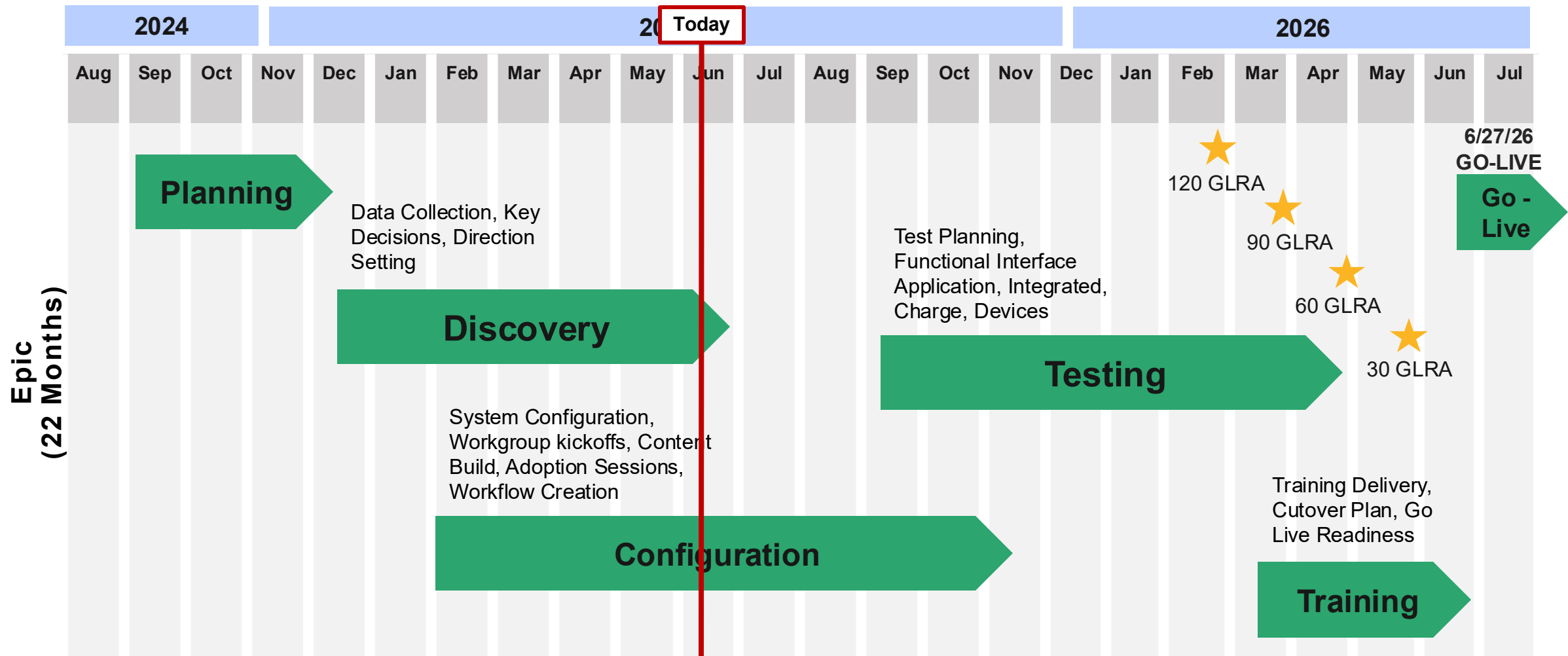






# PROJECT TIMELINE

# PRELIMINARY TECHNOLOGY TRANSFORMATION PROGRAM TIMELINE





## **PHASE 0: PRE-WORK / DISCOVERY**



## PHASE 0: PRE-WORK/DISCOVERY AT A HIGH LEVEL

During the Pre-Work / Discovery Phase, structures & processes were established to ensure a successful Epic implementation. Key activities included: setting project priorities, creating governance & operational workgroups, staffing, defining project scope, and completing third-party contracts. Below are a few of the milestones & activities that happened during Phase 0:

- Rockcastle Epic Implementation officially kicked off in October of 2024.
- Held EOW orientation week
- Created projected timelines and milestones
- Formed an Enterprise Governance
- Created Guiding principles
- Worked with vendors to get 3<sup>rd</sup> party contacts signed
- Identified workgroups, owners and SMEs
- Completed device walk through and network assessment connectivity
- Confirmed the scope of Epic applications being used at Rockcastle

# EPIC BUSINESS APPS - NEARLY EVERYTHING IS IN SCOPE!

Below is the list of Epic applications that are in scope for Rockcastle:

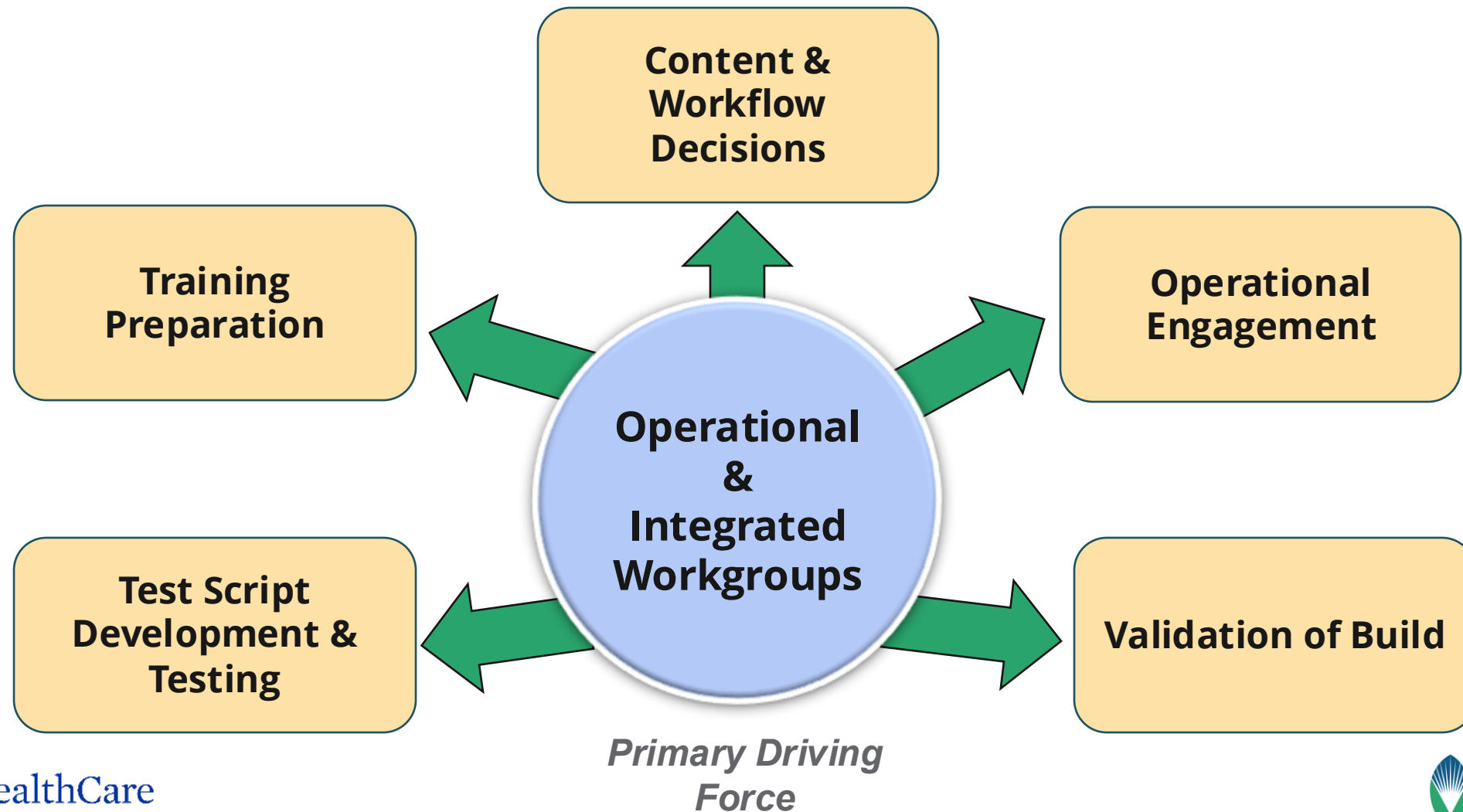
Epic App Name	App Function	Epic App Name	App Function	Epic App Name	App Function
Anesthesia	Anesthesia	EpicCare Inpatient ClinDoc	Inpatient Documentation	Rehabilitation	Rehabilitation Therapy
ASAP	Emergency Department	EpicCare Link	Access Portal	Resolute Hospital Billing (HB)	Hospital Billing
Beacon Oncology	Oncology (Outpatient)	EpicCare Orders	Orders	Resolute Professional Billing (PB)	Professional Billing
Beaker LIS	Laboratory Services	EpicCare Urgent Care	Urgent Care	Rover	Clinician EHR Smartphone App
Bedside	MyChart Bedside	Grand Central	Bed Management	SecureChat	Secure Messaging
Behavioral Health	Mental Health/Psychiatry	Haiku/Canto	Mobile Applications	Share Everywhere	Share EHR Info
Bridges	Interfaces	Health Information Management (HIM)	Medical Record Management	SlicerDicer	Data Exploration & Reporting
Bugsy	Infection Control	Healthy Planet	Population Health Management	System Pulse	Heath & Performance of Epic EHR
Caboodle	Data Warehouse	Hello World	Communication Service Platform	Telehealth/Video Client	Video Visits
Cadence	Scheduling	Interconnect	Web Services / API's	Welcome	Check In Tablet System
Care Everywhere	Interorganizational Transfers	Kuiper	System Upgrades	Willow Ambulatory	Outpatient Pharmacy Management
Cogito Analytics	Analytics / Reporting	MyChart	Patient Portal	Willow Inpatient Inventory	Medication Inventory
Cupid	Cardiology	Nurse Triage	Telephone Triage	Willow Inpatient	Inpatient Pharmacy Management
Digital Signing	E-Signature	OpTime	Operating Room	Wound Care	Wound Assessment
EpicCare Ambulatory	Outpatient/Clinic	Payer Platform	Payer/Provider Platform	Long Term Care Module	Long Term Care
EpicCare Case Management	Case Management	Prelude	Registration		
EpicCare Beans	Dialysis	Radiant	Radiology		



## PHASE 1: CONFIGURATION

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Workgroup kickoffs take place during the configuration phase. These workgroups serve as the primary decision-making bodies, are responsible for approving workflows, and play a crucial role in driving other implementation activities.



# OPERATIONAL WORKGROUPS

Operational Workgroups											
Outpatient		Critical Core	Long Term Care	Nursing & Allied Services		Surgical Services	HIM	Pharmacy	Provider	Quality/Risk/ Pt. Safety	Revenue Cycle
Oncology	Population Health	Lab	LTC Module	Respiratory Therapy	Wound Care	Surgical Services	Demographic Conversion	Inpatient	Order Sets	Quality / Risk / Pt. Safety	Registration
Ambulatory	Outpatient Rehab	Radiology & Imaging	MDS	Dietary	Dialysis	Endoscopy	ROI	Retail	Physician Document		MDS
Dental	Behavioral Health	Cardiology	LTC Rehab	Chaplain	Nursing	Anesthesia	Hospital Coding & CDI		Discharges		Coding & Billing
Scheduling	Referral/ Intake/Pre-Auths			Inpatient Rehab	Infection Control	Periop			Inter-operability		Material Management & Supplies
						ER Services					
						Emergency					

Integrated Workgroups						
Cutover Planning	Role Mapping: User and Security	EMPI and Conversions	Data Stewardship – Clinical and Revenue Cycle	Facility Structure	Training & Communications	Technology ➢ Interfaces   ➢ 3 <sup>rd</sup> Parties ➢ Devices

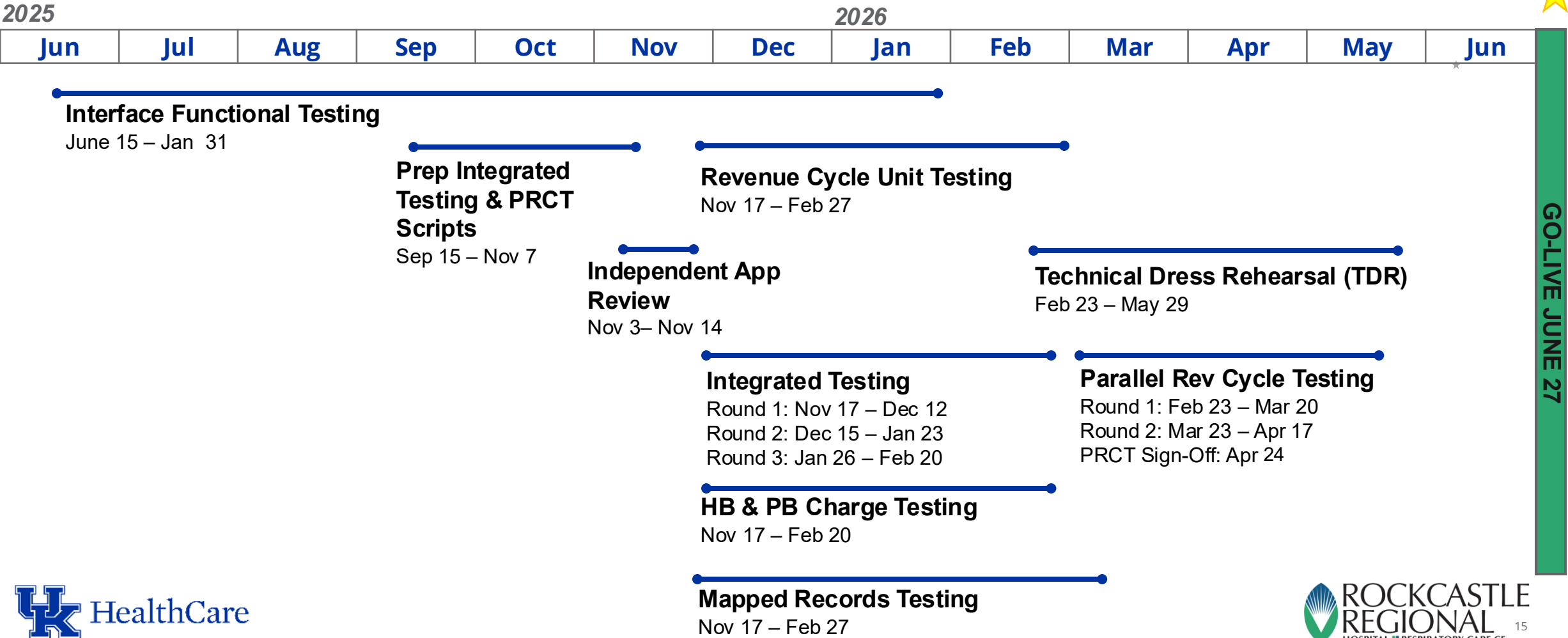
## **PHASE 2: USER & SYSTEM READINESS / TESTING**



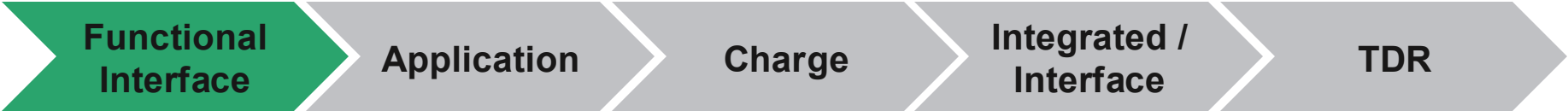
# PHASE 2: USER & SYSTEM READINESS / TESTING

During the readiness and testing phase the focus will be around completing functional interface, application, charge, integrated, and conversion testing activities.

User & System Readiness / Testing: June 15, 2025 – April 23, 2026

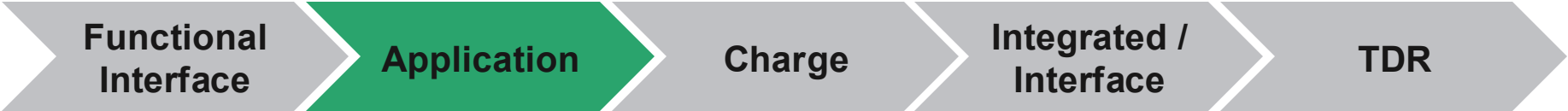


# TYPES OF TESTING: **FUNCTIONAL INTERFACE**



What is it?	<ul style="list-style-type: none"><li>Performed in the Epic TST test environment and validates the information flow between Epic and all systems as per the interface specifications.</li><li>All systems will be tested</li></ul>
Why is it important?	<ul style="list-style-type: none"><li>Required to ensure that Rockcastle will be able to order and receive results for tests in Epic</li><li>Subsequent test phases depend on functional interfaces and workflows</li></ul>
Who is involved?	<ul style="list-style-type: none"><li>UK Analyst (Interface and Application Buddy)</li></ul>
<b>**Testing takes place in the TST environment**</b>	
<i>Testing is scheduled to take place from June 2025 – January 2026</i>	

# TYPES OF TESTING: APPLICATION



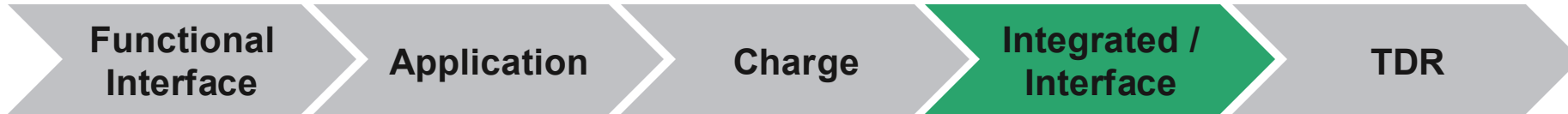
What is it?	<ul style="list-style-type: none"><li>Validates application specific functional workflows, security, code translations</li><li>Testing will include workflows for <b>all</b> in scope Rockcastle applications</li><li>Includes all Epic applications and uses toolkits / test cases</li></ul>	
Why is it important?	<ul style="list-style-type: none"><li>Verifies build and application workflows are correct before moving to integrated testing</li><li>Any defects not found will be duplicated in the next environment</li></ul>	
Who is involved?	<ul style="list-style-type: none"><li>UK Analyst</li></ul>	
		<b>**Testing takes place in the TST environment**</b>
		<i>Testing is scheduled to take place from May 2025 – October 2025</i>

# TYPES OF TESTING: CHARGE/CLAIMS



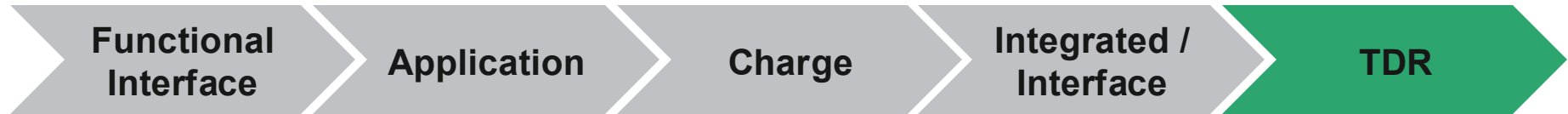
What is it?	<ul style="list-style-type: none"><li>• Confirms charges incorporated in Epic build can be triggered from end-user workflows</li><li>• Verifies future state Epic workflows result in claims consistent with / better than legacy</li><li>• Ensures that expected reimbursement calculations are accurate</li></ul>
Why is it important?	<ul style="list-style-type: none"><li>• Validates that all clinical charge capture, fee schedules and cost center assignment build is accurate and appropriate.</li><li>• This is a critical piece to ensure successful revenue stabilization at go-live</li></ul>
Who is involved?	UK Analyst
**Testing takes place in the TST environment**	
Testing is scheduled to take place from November 2025 – February 2026	

# TYPES OF TESTING: **INTEGRATED/INTERFACE**



<b>What is it?</b>	<ul style="list-style-type: none"><li>• An end-to-end test of all Epic modules application integration points and workflows for Rockcastle</li><li>• This is where we ensure all application interfaces involved in a clinical “real-world” scenario are working as expected.</li><li>• Includes Revenue Cycle Unit Testing, Mapped Record Testing (MRT); verification of performed tests (Orders, results, billing)</li></ul>
<b>Why is it important?</b>	<ul style="list-style-type: none"><li>• This is the phase of testing where end-to-end patient scenarios and interfaces are validated for accuracy of workflows and clinical content</li></ul>
<b>Who is involved?</b>	<ul style="list-style-type: none"><li>• UK Analyst (Interface and Application Analyst)</li></ul>
<b>**Testing takes place in the TST environment**</b>	
<b><i>Testing is scheduled to take place from November 2025 – February 2026</i></b>	

# TYPES OF TESTING: **TECHNICAL DRESS REHEARSAL (TDR)**



What is it?	<ul style="list-style-type: none"><li>• Technical Dress Rehearsal (TDR) gives the technical teams and application teams a chance to verify all end user devices are deployed and configured correctly for use with Epic.</li></ul>	
Why is it important?	<ul style="list-style-type: none"><li>• The technical team will complete testing to ensure all hardware functions as expected during go-live, and will test hardware configuration for devices, including:<ul style="list-style-type: none"><li>• Epic access</li><li>• Workstation and login scenario setups</li><li>• Printers</li><li>• Peripherals (e.g., barcode scanners, document scanners, cameras, dictation devices)</li><li>• Business Continuity Access (BCA) application</li></ul></li></ul>	
Who is involved?	<ul style="list-style-type: none"><li>• UK Analyst (Technical and Application Analyst)</li></ul>	
		<b>**Testing takes place in the PRD environment**</b>
		<b><i>Testing is scheduled to take place from February 2026 – May 2026</i></b>



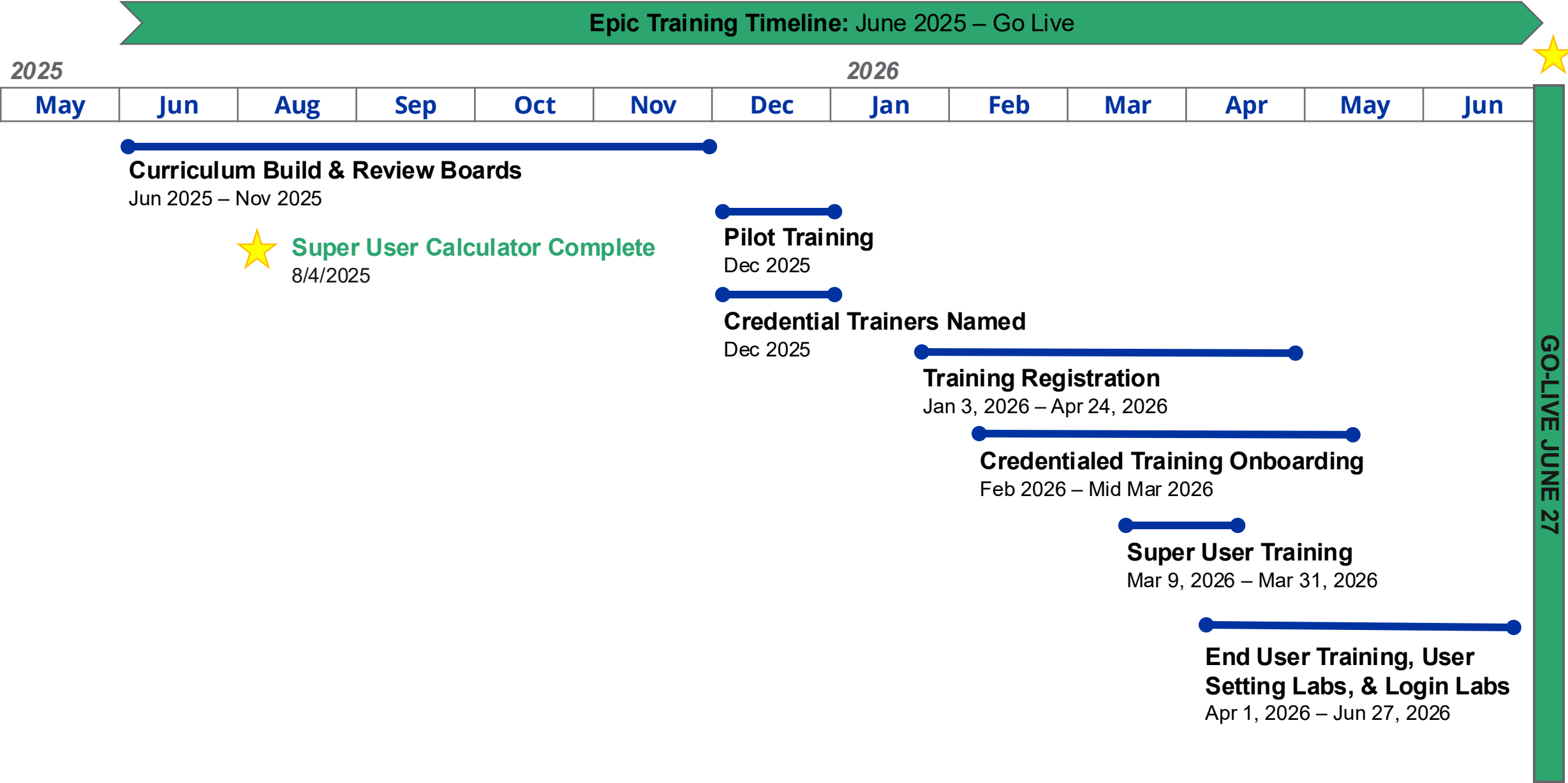
## PHASE 3: TRAINING

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During the training phase, RRH staff will be trained on their new workflows ensuring they are ready for Go-Live

1. Training Timeline
2. EHR Training & Epic's Path
3. Training Guiding Principles
4. Training Phases

# TRAINING TIMELINE



# EHR TRAINING

## Current EHR Training

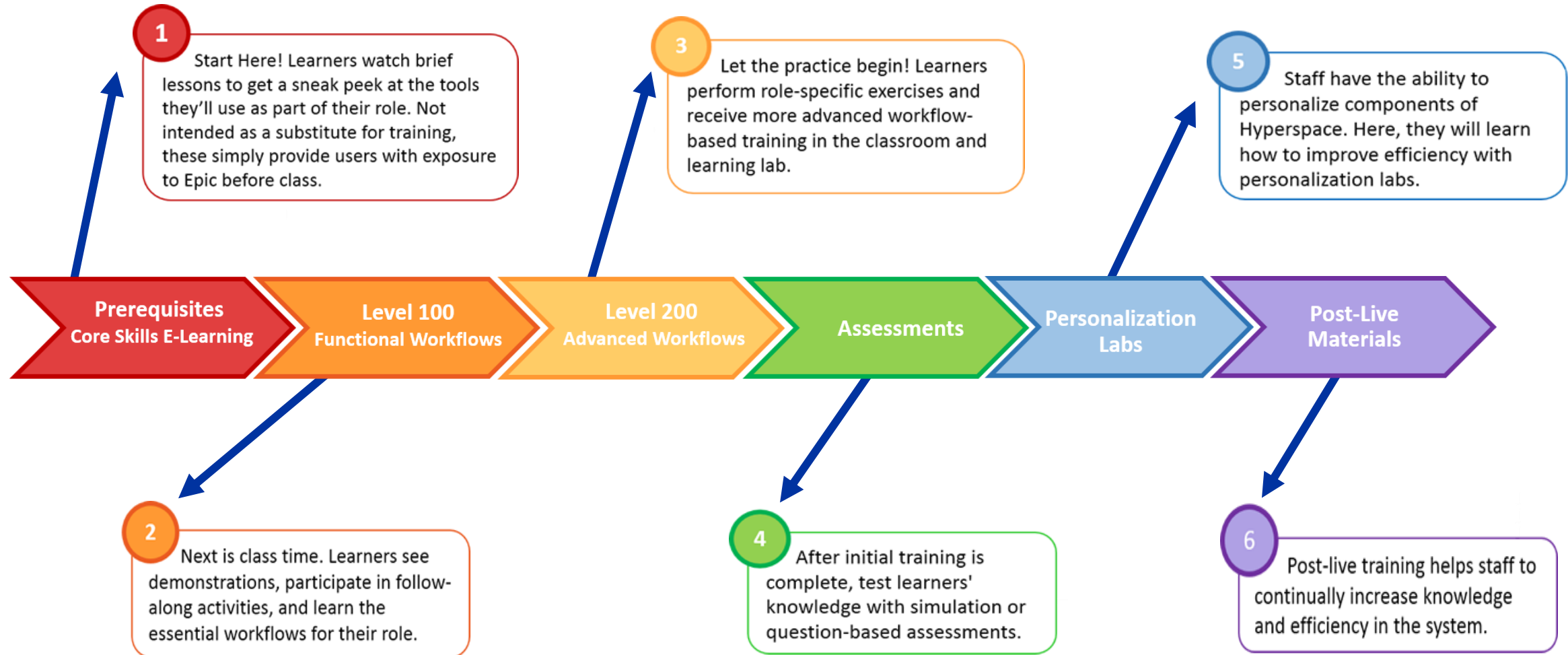
- System function based
- Not specialty specific
- IT led

## Epic Training

- Workflow based
- Curriculum developed with Operational input
- Operationally Led

We're taking what we learned **to implement a training model for success**

# EPIC TRAINING PATH FOR END USERS



*\*Access to PLY is granted.*

# TRAINING GUIDING PRINCIPLES

## 1 Training Class Attendance

Trainees must attend classes and are not allowed to miss the majority of class time

## 2 Epic System Access

Access is granted only to end users who have attended their complete training track **AND** passed a proficiency assessment with at least an 80

## 3 Manager Responsibilities

Managers are responsible for ensuring their staff receive training required to perform their job prior to go-live



# EPIC TRAINING PHASES

## Curriculum Build, Review & Pilot Training

- Write/modify curriculum
- Curriculum Review Board (CRB) reviews
- Curriculum Designers incorporate feedback
- Curriculum Designers will train portions of their curriculum in the training environment
  - First opportunity to see lessons trained out loud
  - Final opportunity to make suggestions for curriculum modifications

## Train the Trainer – Credentialed Trainers

- Credentialed trainers (CTs) come from operations
- 6-week CT program
- Training of CTs led by UKHC Curriculum Designers (CDs)

## Super Users Training

- Identified individuals attend training before others
- Receive additional onboarding to teach them how to provide effective support
- Participate as in-class room support during end user training for additional exposure to materials
- Continue in this role post Go Live as an expert in their area

## End User Trainer, User Setting Labs & Log In Labs

- All staff requiring access to Epic attend their role-based classroom training
- Will consist of prerequisite eLearning's, instructor led training and the completion of an end user proficiency assessment (EUPA)
- Post class users will complete a Log in lab to ensure correct access prior to Go Live
- Some roles, like provider, also require users to attend User Setting Labs where they will have the ability to personalize their Epic Workspace prior to Go Live

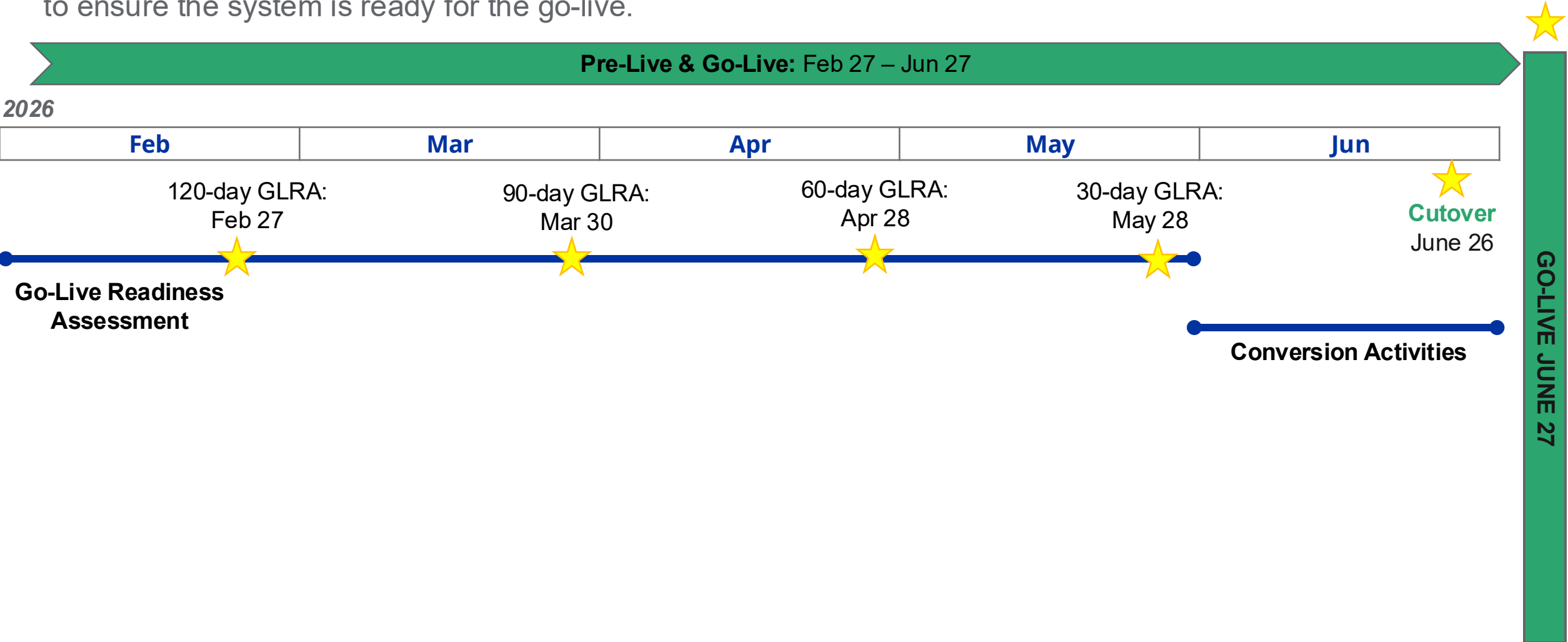
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## PHASE 4: PRE-LIVE & GO-LIVE

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# PHASE 4: PRE-LIVE & GO-LIVE

During the pre-live phase staff will report out on overall readiness and participate in conversion activities to ensure the system is ready for the go-live.



# PRE-LIVE EVENTS

## Go-Live Readiness Assessments

- Tool used 120, 90, 60, and 30 days before go-live to evaluate project readiness

## Conversion Activities

- Manually transitioning all future appointments, orders, cases, and treatment/therapy Plans, from MedHost / eClinicalWorks to Epic

## Abstraction

- Staff manually enter patient historical data into shell patient records in anticipation of go-live

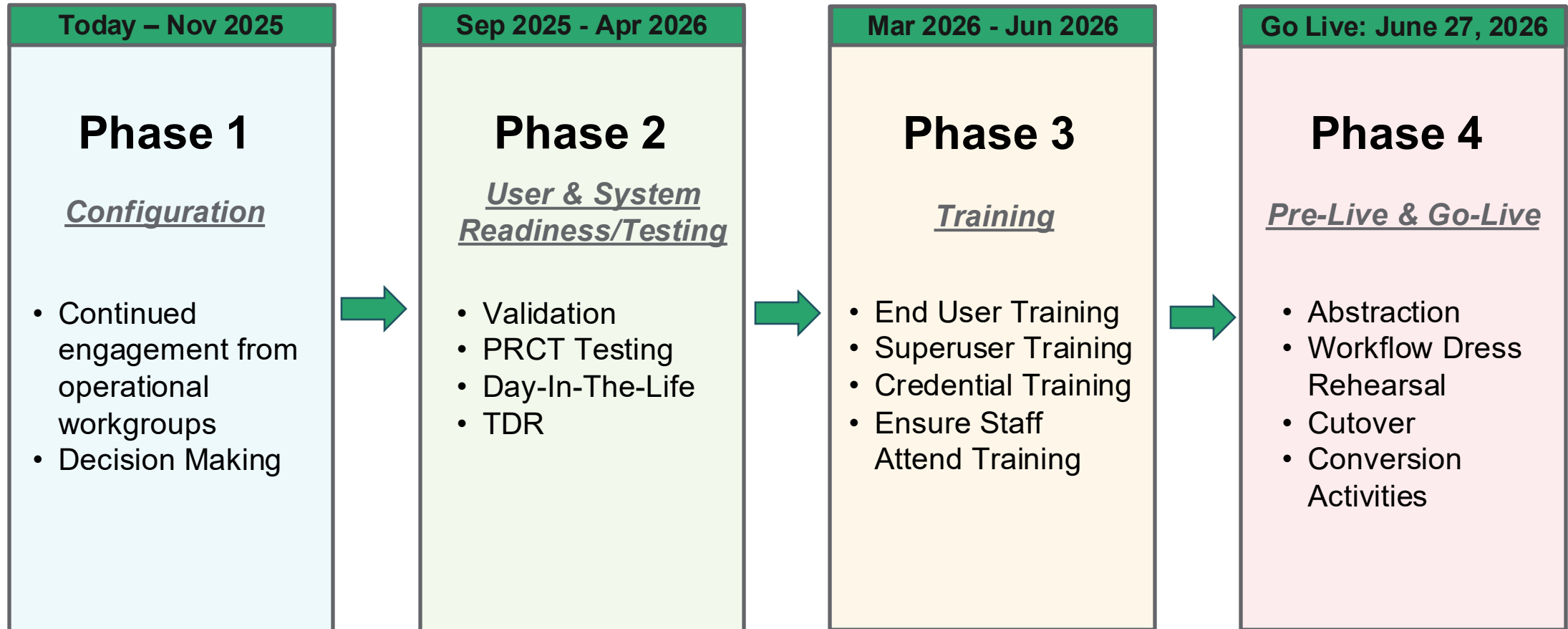
## Cutover

- Process of transitioning workflows and data from legacy to Epic for all bedded patients

## Soft Go-Live

- Schedulers are live in Epic before go-live

# WHAT WILL THE NEXT 12 MONTHS LOOK LIKE



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**QUESTIONS?**