



HEALTHCARE
IT LEADERS

OSHU-Tuality Healthcare

Our preparation, experience and highly-qualified training and support resources lead our client through their first-ever Epic Go Live.

Challenges

As part of its new affiliation with Oregon Health & Science University, Tuality Healthcare of Hillsboro, Oregon undertook a comprehensive EHR conversion to Epic.

The health system chose to Go Live on all Epic modules at once, requiring expanded resources for training and support, so they turned to Healthcare IT Leaders.

Solution

Our VP, Epic Training, was assigned to work with Tuality and ensure client success. Drawing on her experience as a leader of 20+ Epic Go Lives, she helped assess Tuality's training and resource plan making recommendations to improve their preparation for the EHR switch.

Healthcare IT Leaders provided 4 Epic certified and credentialed trainers to round out the hospital's internal training staff in the lead up to Go Live. Each of our contract resources was vetted and hand-selected by our VP, choosing from our deep database of highly experienced training personnel.

Given the scope of the project, we recommended— and received approval for— an additional resource to serve as the Training Coordinator. This critical role helped ensure a seamless training experience for staff, clinicians and providers by handling all of the support logistics for classes, registration and scheduling.

Client Profile



TUALITY HEALTHCARE
An OHSU Partner

OHSU Tuality is a nonprofit, community-based organization with a hospital in Hillsboro, Ore. and numerous physician and outpatient clinics. Tuality has a medical staff of over 400 doctors and other health care professionals and is one of the region's largest employers with a staff of over 1,200.

Project Details

- 15-week training engagement and 2 week Go Live for Epic EHR conversion
- Epic modules supported: Clindoc, ASAP, Stork, Optime Anesthesia, Radiology
- Healthcare IT Leaders resources: Epic Training SME, 4 Epic Trainers, Training Coordinator, 2 Go Live PMs, 40 ATE Go Live support specialists

Preparing for Go Live

Three days prior to Go Live, we brought in our team of 40 At-The-Elbow (ATE) support specialists for onsite badging and orientation.

Our PMs used the time to reinforce project goals, train the team on client-specific workflows, and to tour the facility and the Command Center, giving our ATEs ample opportunity to ask questions and get oriented for the Go Live event.

Results

The two-week Go Live went off as planned and our resources received high marks from Tuality leadership and staff.

Our ATE resources effectively answered questions at the main hospital and Tuality clinics, and helped users learn shortcuts and best practices to encourage adoption.

Onsite PMs held twice daily meetings to troubleshoot and realign resources as needed and issued written status reports daily to keep Tuality leadership informed of progress and key milestones.

In the end, our preparation, experience and highly-qualified resources helped over 500 Tuality users make a seamless transition to their new Epic EHR.

“We are still receiving raves about the ATE folks we engaged during Go Live. We had a very positive experience working with Healthcare IT Leaders. I would strongly recommend (their firm) for any Epic implementation.”

Terry Moede, Program Manager,
Implementation Services