Empowerment Toolkit

August 2024

Wellstar MCG Health
MEDICAL CENTER

Toolkit Overview

August

Exciting updates this month!

Topic	What you need to know today	Where you can learn more
UKG	**Remember to use Workday/UKG for self-service transactions** like updating your contact information.	See what transactions you can complete on your own [Slide 5]
Workday		
Epic	**Complete your Epic training by September 27.**	Know what you need to do to prepare [Slide 6-8]
Integration Resources	**Find answers to your questions** about the integration.	Check out the resources available [Slide 9-10]

Refresher! Our Moments That Matter

1 Claim My Identity

Claim my Wellstar OneID and create a strong password to use as Wellstar systems go live for me

Mar '24

2 My @Wellstar email

Use my @Wellstar.org email, view colleague availability and collaborate using Outlook, Office, Teams, OneDrive and SharePoint

Jun – Jul '24

3 Enroll in 2024 Benefits*

Select my benefits during a special open enrollment for the Aug – Dec 2024 period

Jun – Jul '24

4 Get My New Badge

Pick up my new badge in person to use as Wellstar systems go live for me

Jul '24

5 Clock-in / Approve Time

Scan my new Wellstar badge and use UKG as my new timekeeping system moving forward

Aug '24

6 Order Supplies

Order supplies for my team through Workday

Aug '24

7 Check My Pay Slip

Check my pay slip in Workday

Aug '24

8 Learn Epic

Learn all about Epic system and workflows by actively participating in training and preparing for transition

Aug-Sept '24

9 Enroll in 2025 Benefits*

Select my benefits during the annual Wellstar open enrollment period for Jan – Dec 2025

Oct. '24

10 Use Epic

Start utilizing Epic to **manage patient information** and simply tap my Wellstar badge for shared workstation access

Oct. '24

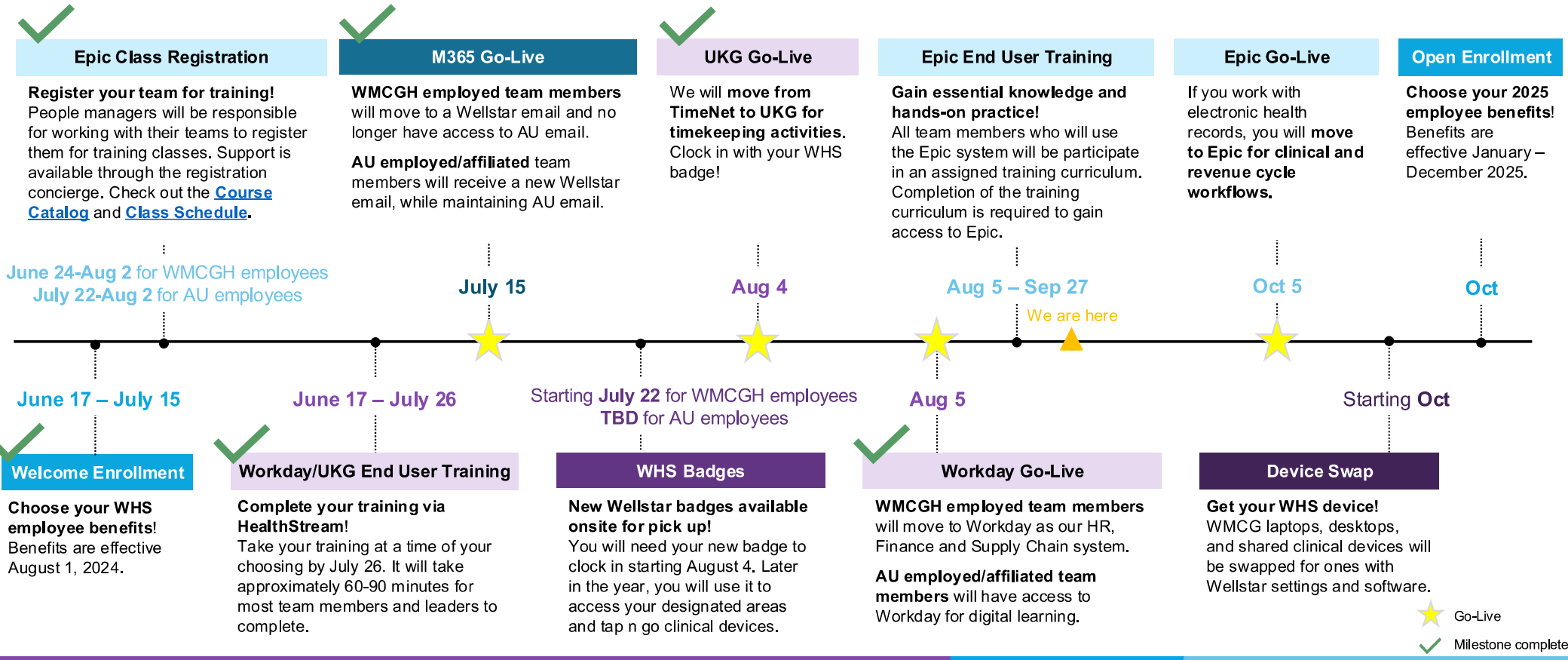
11 My Devices

Swap my computer (if have) at an onsite hub and confirm that the new device has the apps I need

Oct. - Dec '24

Key Integration Milestones

This month, make sure to attend your Epic training courses.

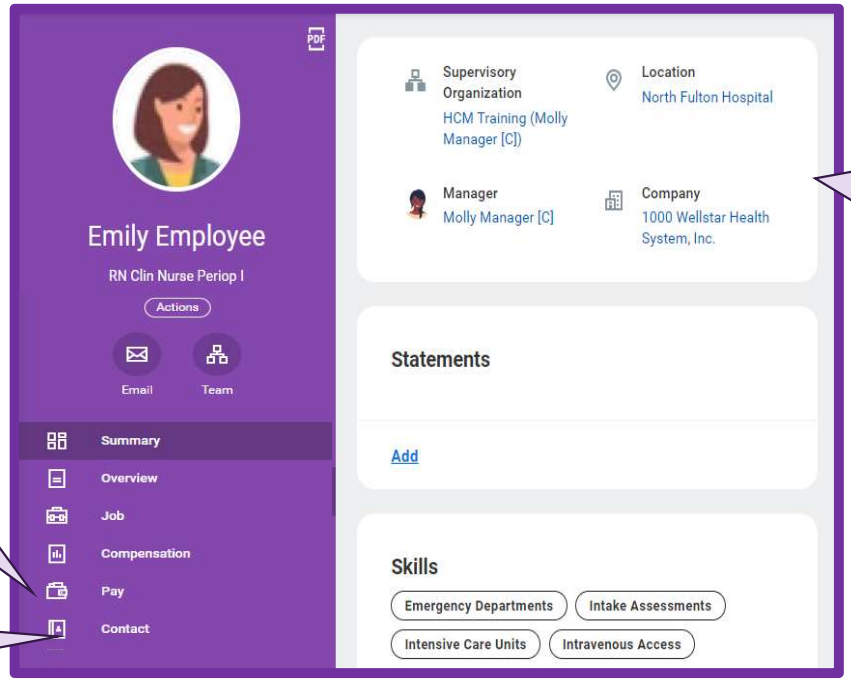


Remember… you can complete these transactions in Workday!

Workday provides many self-service transactions so you can get things done whenever you want.

Our Moments that Matter

Create Wellstar OneID | My @Wellstar email | Enroll in 2024 Benefits* | Get New Badges | **Clock In & Approve Time** | **Check Pay Slip & Order Supplies** | Epic Training & Activation | Enroll in 2025 Benefits* | Swap Devices



Update your **pay information** such as your direct deposit information, federal or state/local tax withholdings.

Update your **contact information,** such as your address, mobile phone number and emergency contacts

Confirm your **work information** such as your manager and location

Click here for resources to help you complete these actions!

What can I do to prepare for the Epic go-live?

As we approach the Epic go-live on October 5, work with your teams to ensure they are ready for the transition.

1 Learn and practice how to use Epic!

Epic training is required to gain system access at Go-Live.

→ Work with your departments to ensure all team members have registered and attend their assigned Epic training.

After you attend class:

→ Complete your required post class knowledge assessment.

→ Continue to practice and familiarize yourself with the Epic system. Epic training reference materials are available on the AU Intranet.

2 Ensure your device is set-up to access Epic

→ Make sure you are registered for Multi-Factor Authentication (MFA) with the Microsoft Authenticator app.

- Follow these instructions if you have not already set up.

→ Check for the Wellstar Virtual Desktop icon on your desktop.

- If you do not see the Wellstar Desktop icon, follow these instructions to set up your Virtual Desktop Interface (VDI).

3 Prepare for future state operational changes

→ Work with your teams to review changes to:

- Policies and procedures
- New tools and devices
- Roles and responsibilities
- User readiness activities (see next slide)

Stay tuned!

More information will be shared in the coming weeks about go-live resources and at the elbow support

Experience how Epic will be part of your daily work!

You can take part in the many user readiness activities tailored to give hands-on practice for your specific area.

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Activity	Description	Example Areas Covered	Example Applications	How to get involved
Exploration	Self-paced, guided exercises for practice in Epic Playground environment	ED, BMT, Oncology, Pathology, Phlebotomy, UM, Care Mgmt, Planners, Nurse Manager, RT, Transplant, Pharmacy	ASAP, Beacon, Beaker, Clinical Case Mgmt, Compass Rose, Grand Central, Inpatient-ClinDoc, OpTime, Phoenix, Rehab, Stork, Willow	Find your classroom Exercise Booklet or Exploration Exercises
Shadow Charting	Onsite, multi-system charting	Anesthesia, Cardiology, Procedural Nurse, Radiology	Anesthesia, Cupid, OpTime, Radiant	Select procedural departments will participate in Shadow Charting beginning in September. Work with your department leader to get involved.
Workflow Dress Rehearsal	Onsite, multi-team simulation of common workflows	Oncology, Behavioral Health, PACE, Dermatology, Clinic, Fertility, Hospital at H, Pulmonary, Inpatient Rehab	Beacon, Behavioral Health, Bones, Compass Rose, Dermatology, EpicCare Ambulatory, Fertility, Inpatient-ClinDoc, Kaleidoscope, Rehab	Select departments or locations will participate in Workflow Dress Rehearsal in September. Additional scheduling details to come.
Patient Flow Day	Virtual demo and discussion of high-volume patient flow workflows	ED, Inpatient, Med Surg, Surgery, ICU	Grand Central	If you are involved in patient transfers and movement documentation, please attend one of the Patient Flow Days: • Mon, 9/9 9-10a: Link • Thu, 9/12 10-11a: Link Meeting Recording to follow
Charge Reconciliation	Virtual, demo and discussion of Charge Reconciliation report	Nurse Managers reviewing departmental charges	Rev Cycle	If you are a department leader involved in reviewing departmental charges, please attend the Charge Reconciliation Session in September. Additional scheduling details to come.

You must complete Epic training by September 27.

Failure to complete your training on time may result in delayed access to Epic – avoid disruptions to your daily work!

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Common questions about Epic that we've received so far.

I now have a conflict with the training class I registered for. Can I reschedule?

Yes. If you can no longer attend your current class time, please sign up for another class time directly in HealthStream.

I have previously used Epic. Do I still need to take Epic training?

Yes. All users are required to complete their assigned Epic training class(es) and post-class knowledge test to receive Epic access at go-live.

I think I'm missing an Epic training assignment. How can I update my assignments in HealthStream?

Please work with your manager to contact the Epic training team, or feel free to reach out to Epictraining@wellstar.org.

How can I continue practicing in the new Epic system?

You can access Epic training reference materials on the AU Intranet, including instructions for how to access the Epic playground environment (PLY) and Epic exercise books.

Will there be support for my department if we have questions during the Epic go-live?

Yes! Each department will have CyberSTARs and At the Elbow (ATE) resources available to answer questions and provide hands-on guidance. More information will be shared soon!

Reach out to Epictraining@wellstar.org if you have any questions

Need support?

Resources are available to you!

CyberSTARs

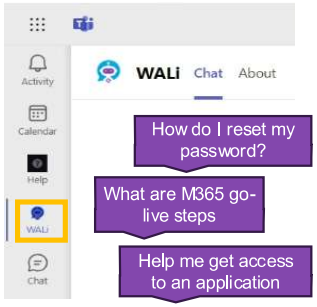
CyberSTARs are your peers who are trained to provide support and guidance for their department.

Ask your manager who your CyberSTAR is – or look for the team member wearing a red shirt during go-lives.

WALi Wellstar Automated Library chatbot

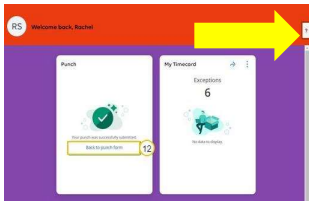
Chat with WALi with your technical questions.

To access WALi:
- Open Wellstar Teams
- Click on the WALi logo in the left-side toolbar



In-App Guidance

In Workday and UKG, click on the ? at the top right to be taken to online guidance.



ServiceNow

Submit help requests for Wellstar applications.

To access ServiceNow:
- Click on the Wellstar Desktop icon on your desktop
- Go to esource.wellstar.org
- Click on the ServiceNow link

servicenow

Wellstar Integration Support

Contact for questions or issues related to IT (e.g., system access, applications) or requisitions for supplies or services.

470-610-0720

Wellstar HR Service Center

Contact for questions or issues related to HR, time management or payroll.

Employee Resource Portal

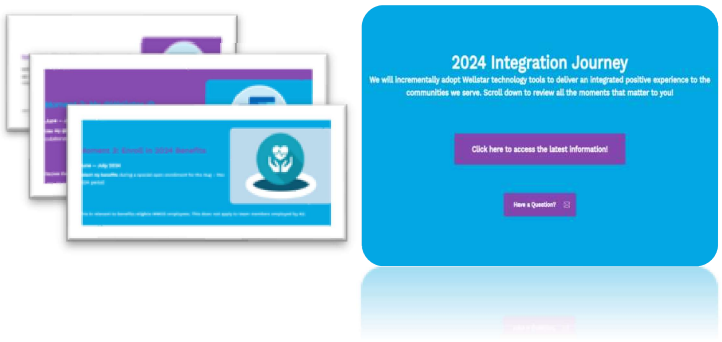
470-267-1234

Looking for information about the integration?

You have several ways to stay informed and ask questions!

Welcome to Wellstar MCG Website

Check out what's new at
https://welcometowellstarmcg.com/



You can find resources along our journey, such as ongoing communications and readiness checklists

slido

Have a question?
Scan the QR code and ask away!

We will review your questions and provide answers as they are available!

Frequently Asked Questions (FAQs)

Find the latest FAQs
HERE!

The FAQs will be updated regularly to address key questions we've received about the Wellstar MCG Integration.