Empowerment Toolkit

July 2024

Wellstar MCG Health
MEDICAL CENTER

Toolkit Overview

July

Exciting updates this month!

Topic	What you need to know today	Where you can learn more
Secure Access	**Claim your OneID and register for multi-factor authorization (MFA)** in order to use Wellstar M365	Step-by-step instructions [Slide 5]
M365	**We are live!** Welcome to Wellstar M365!	What you need to do to use M365 [Slide 6]
Badging	**WMCGH team members: Pick up your WHS badge** starting July 22	See where and when based on your work location [Slide 7-8]
UKG	**Complete the go-live readiness checklist** for a smooth transition in August	What you need to do to prepare for go-live [Slide 9-12]
Workday		
Epic	**Ensure your team is registered** for Epic training by August 2	Steps to register for training [Slide 13-14]
Devices	**Use Virtual Desktop Interface (VDI)** to access the Wellstar intranet	Explore the Wellstar desktop experience [Slide 15-16]
Integration Resources	**Find answers to your questions** about the integration	Check out the resources available [Slide 17-18]

Wellstar MCG Health
MEDICAL CENTER

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

3 | **Enroll in 2024 Benefits***

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

Jun – 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

9 | **Enroll in 2025 Benefits***

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

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

Jun – Jul '24

2 | **My @Wellstar email**

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

Jul '24

4 | **Get My New Badge**

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

Aug '24

7 | **Check My Pay Slip**

Check my pay slip in Workday

Aug-Sept '24

8 | **Learn Epic**

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

Oct. '24

10 | **Use Epic**

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

---

Wellstar **MCG Health** MEDICAL CENTER

*Relevant to benefits eligible WMCGH employees (does not apply to team members employed by AU)

3

Key Integration Milestones

This month, pick up your Wellstar badge and complete the Workday/UKG training if you haven't yet.

Epic Class Registration

Register your team for training! People managers will be responsible for working with their teams to register them for training classes. Support is available through the registration concierge. Check out the **Course Catalog** and **Class Schedule**.

M365 Go-Live

WMCGH employed team members will move to a Wellstar email and no longer have access to AU email.

AU employed/affiliated team members will receive a new Wellstar email, while maintaining AU email.

UKG Go-Live

We will **move from TimeNet to UKG for timekeeping activities**. Clock in with your WHS badge!

Epic End User Training

Gain essential knowledge and hands-on practice! All team members who will use the Epic system will be participate in an assigned training curriculum. Completion of the training curriculum is required to gain access to Epic.

Epic Go-Live

If you work with electronic health records, you will **move to Epic for clinical and revenue cycle workflows.**

Open Enrollment

Choose your 2025 employee benefits! Benefits are effective January – December 2025.

June 24-Aug 2 for WMCGH employees
July 22-Aug 2 for AU employees

July 15

Aug 4 — We are here

Aug 5 – Sep 27

Oct 5

Oct

June 17 – July 15

June 17 – July 26

Starting **July 22** for WMCGH employees
TBD for AU employees

Aug 5

Aug for non-clinical devices
Oct-Dec for clinical devices

Welcome Enrollment

Choose your WHS employee benefits! Benefits are effective August 1, 2024.

Workday/UKG End User Training

Complete your training via HealthStream! Take your training at a time of your choosing by July 26. It will take approximately 60-90 minutes for most team members and leaders to complete.

WHS Badges

New Wellstar badges available onsite for pick up! You will need your new badge to clock in starting August 4. Later in the year, you will use it to access your designated areas and tap n go clinical devices.

Workday Go-Live

WMCGH employed team members will move to Workday as our HR, Finance and Supply Chain system.

AU employed/affiliated team members will have access to Workday for digital learning.

Device Swap

Get your WHS device! WMCG laptops, desktops, and shared clinical devices will be swapped for ones with Wellstar settings and software.

⭐ Go-Live

Wellstar MCG Health
MEDICAL CENTER
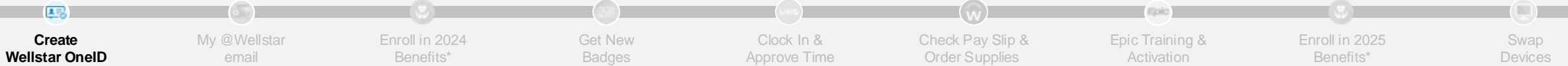
4

Let's get to 100% so that everyone can use Wellstar M365

We are so close to all team members completing these foundational steps to access Wellstar applications!

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 |

1 — Claim Wellstar OneID

Completion Rate as of 7/16

91%

Steps to Complete

1. Find most recent email from oneid@wellstar.org It may be in your spam folder
2. Follow the instructions in the email
3. Provide your personal email and cell phone number when activating

2 — Register for MFA

Completion Rate as of 7/16

83%

Steps to Complete

1. Go to welcometowellstar.com/mfa for instructions based on your mobile device
2. Install the Microsoft Authenticator app on your mobile device
3. Register for MFA on your computer from an In Private (Edge) browser window then configure your mobile device.

Wellstar MCG Health
MEDICAL CENTER

Welcome to Wellstar M365!

WE ARE LIVE! You are now able to use Wellstar Outlook, Teams, SharePoint and OneDrive.

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 |

Wellstar M365 went live on Monday, July 15

WMCGH Employed Team Members with no AU affiliation	You can use your @wellstar account for all work-related matters. You no longer have access to your AU email. → Until 12/31, any emails sent to your @augusta address will be forwarded to your @wellstar email.
AU Employed or Affiliated Team Members including active students	You now have a @wellstar email to use for clinical matters, in addition to your @augusta email to use for academic matters.

What do you need to do?

- ☐ Complete the Day 1 Instructions
- ☐ Complete items in the M365 Post Go-Live Checklist

Questions?

- Chat with WALi, the Wellstar Automated Library chatbot found in your Wellstar Teams in the left-side toolbar
- Contact Wellstar Integration Support at 470-610-0720

Wellstar MCG Health
MEDICAL CENTER

Remember to pick up your Wellstar badge!

WMCGH-employed team members can pick up their WHS badges starting July 22. If you use physical timeclocks to clock-in/out, you must pick up your badge by August 2.

You will get your badge based on your work location.

Your Work Location	Badge Pick-up	
	Where	**When**
Augusta	POB AD Lobby or CHOG Lobby	July 22-29 5:30am-1:00pm and 5:00pm-9:30pm
Roosevelt Warm Springs	Site pick up location will be provided in Aug.	Late August
Satellite locations such as: Ambulatory Care Services AU Health AirCare Columbia County Surgery Center West Wheeler Rehabilitation	A site coordinator will provide your badge directly to you.	July 22-29
Remote	Single Source – 1225 Walton Way	August 12-16 8:00am-5:00pm or After August 16 10:00am-2:00pm

Where will you use your new badge?

August
- ✓ Timeclocks

October
- ✓ 'Tap n go' shared devices (e.g., in patient rooms)

October - Early 2025 *(tentative)*
- ✓ Purchase goods thru a payroll deduction (i.e., onsite cafes)
- ✓ WMCG building, floor and door access
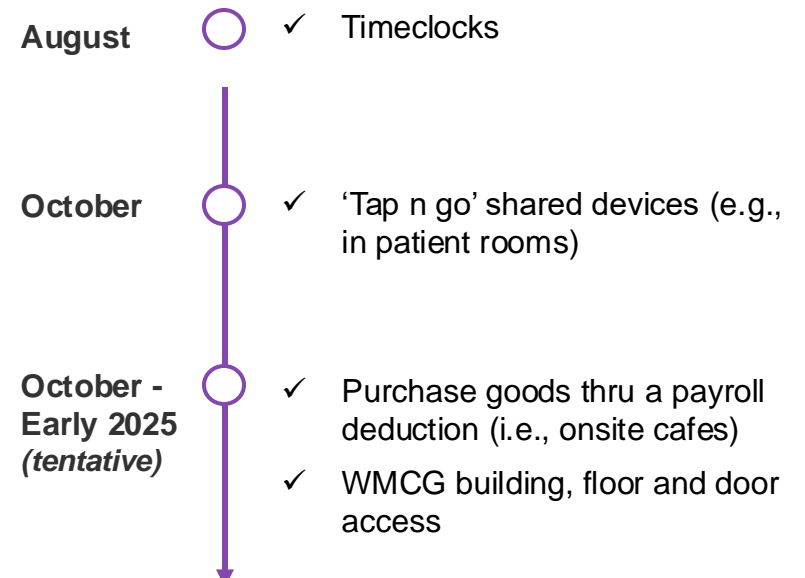
An email was sent to you on July 17 with logistics specific to you.
You will need a Photo ID and a Wellstar OneID number at pick-up.

Wellstar MCG Health
MEDICAL CENTER

You or your team may notice a title change on their new badge.

This means their current role has been updated to align with current WHS nomenclature.

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

Wellstar

FIRST NAME
FIRST + LAST NAME

TITLE
TITLE DESCRIPTION

E: 123456   B: 987654321
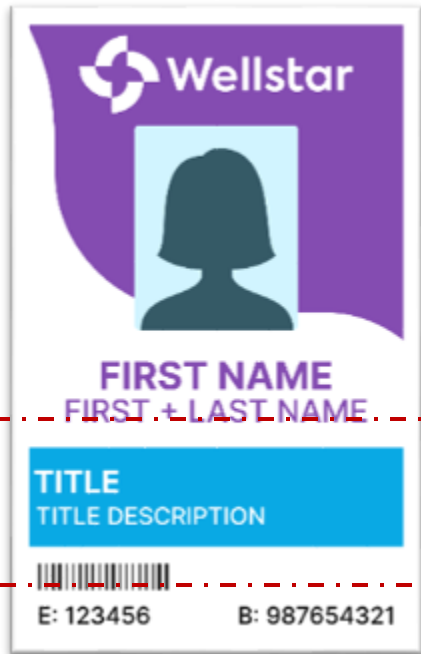
Part of our integration includes updating some job titles to the Wellstar standard. **If you notice a change, it means your role has been adjusted in name only**. You should not expect any material change to your role and responsibilities.

Examples may include:

Former Job Title	Updated Job Title*
HIM Specialist	Data Integrity Specialist WMCG
Coder 3 – Coding	Coder 3 PRN – Coding WMCG
AVP Health System HR	AVP HR WMCG

*Updated job titles are for illustrative purposes only.

Wellstar MCG Health
MEDICAL CENTER

UKG and Workday go-live is approaching!

UKG will be used for timekeeping. Workday will be our new HR, Payroll, Finance, and Supply Chain system.

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

UKG goes live on Sunday, August 4 at 12:01 am

→ Employees whose shift starts on August 3rd and crosses over to August 4th will finish their shift by clocking out in the current TimeNet system.

Workday goes live on Monday, August 5

What do you need to do?

All WMCGH Team Members:

❑ Pick up your Wellstar badge

❑ Complete your assigned training(s) in HealthStream by July 26

❑ Complete the Go-Live Readiness Checklist

WMCGH Managers, Timekeepers, and Requisitioners:

❑ Complete additional items in the Specialized Role Go-Live Readiness Checklist

❑ Participate in an optional refresher webinar between July 22- August 2

Questions?

• Reach out to your department CyberSTAR

• Contact Wellstar Integration Support at 470-610-0720

Wellstar MCG Health
MEDICAL CENTER

Workday/UKG Cutover: Slow down or pause activities

You must complete certain transactions now for them to become effective before go-live in August.

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 |

You can no longer:

x   Change/add cost centers or job codes

x   Add new suppliers / vendors

x   Submit job or position changes

x   Hire new external candidates with a start date prior to August 3 (unless offer already accepted/ planned)

x   Request critical new job requisitions (new positions and backfills)

x   Complete self-service transactions, such as updating contact or banking information

New requests will be possible in Workday after go-live

Actions pausing soon include:

- **July 30:** Final day for routine (non-patient care) supplies requisitions.

- **July 31**: All service, contract and standing orders in Allscripts will end

- **Aug 1:** Final day for all patient care related supply orders

- **Aug 3:** Submit and approve expense reports

Requests made after this time will need to be initiated and approved in Workday or UKG after go-live

Find more details in the Workday/UKG [Cutover Handout](#).

Wellstar MCG Health
MEDICAL CENTER

Complete Workday/UKG training by July 26

You, your timekeeper and those who order supplies and services must complete training to have access needed to manage staff, review, edit and approve time, and/or submit orders upon go-live on August 4 and 5.
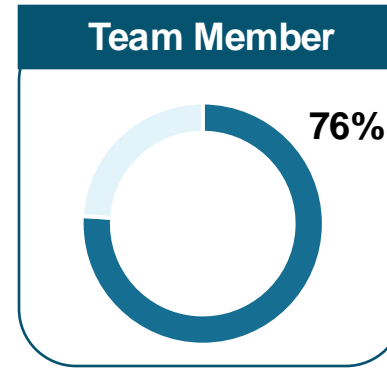
Workday Training
Completion as of 7/23

UKG Training
Completion as of 7/23

Team Member	People Leader	Requisitioner*
75%	87%	72%

Team Member	Timekeeper
76%	56%
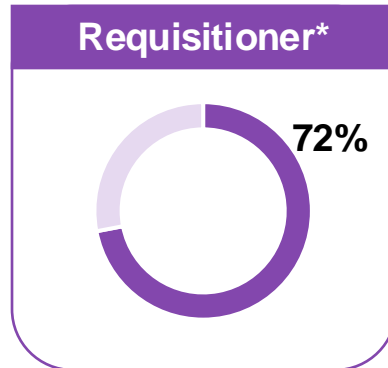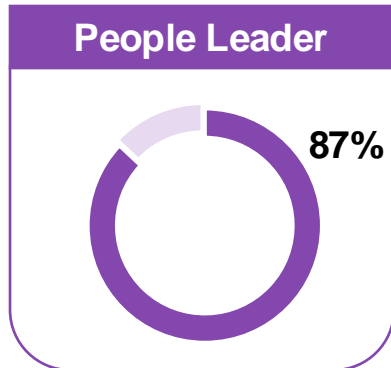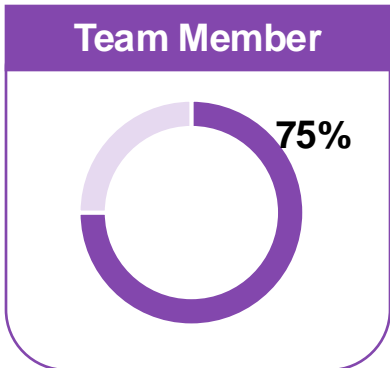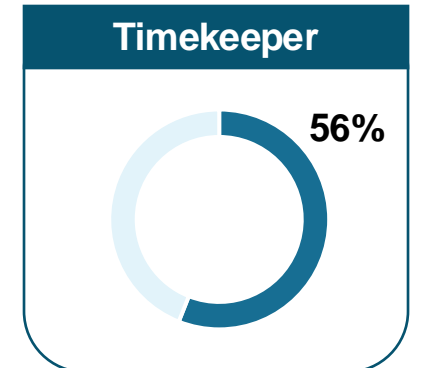
*Requisitioners, team members who order supplies or services, must complete **both** the Requisitioner Fundamentals course and the exam. Currently, **88%** of Requisitioners successfully completed the exam but only 72% have completed the course.

Steps to Complete

1. Log into HealthStream and navigate to the "Courses" section
2. Complete courses assigned based on your role by **July 26**

Self-assign courses or reach out to workdaytraining@wellstar.org if you or your team members are missing Workday or UKG training assignments in HealthStream

Wellstar MCG Health
MEDICAL CENTER

Smart Square will replace Clairvia on August 4

Smart Square is a schedule management tool that will be used by ~2500 team members, primarily in nursing.

What Your Smart Square Users Can Expect

Before Migration (Now – August 3)	After Go-Live (August 4)
• Schedules through 10/26 are viewable • Team members will use Clairvia as usual during this time	• Scheduled time published by department leaders will be visible in Smart Square • Team members will be able to request shift swaps and time off in Smart Square • Self-scheduling will be available to the departments that use the feature on 9/8 for the 10/27-11/23 schedule period *Need help?* → Attend virtual/onsite office hours to ask questions (*managers/schedulers only*) → Take the Smart Square training in Workday (available starting 8/5) → Review the user guide available in the web version of Smart Square

Actions Needed on August 4

❑ Check your access to Smart Square

❑ Confirm that your schedule is aligned with what you had in Clairvia

Questions?

❑ Reach out to your house supervisor, schedule administrator, or manager

❑ Contact Wellstar Integration Support

❑ Use Wellstar ServiceNow to report any issues that cannot be resolved by your house supervisor, schedule administrator, or manager

Wellstar MCG Health
MEDICAL CENTER

12

Register your team for Epic training by Friday, August 2

Managers and leaders are accountable for ensuring their team members are registered for Epic training.

STEPS TO REGISTER YOUR TEAM FOR EPIC TRAINING

1. Attend Office Hours, as needed

- Office hours are being offered as continued registration support.
- People managers received an email on 7/9 with details on office hours dates/times.
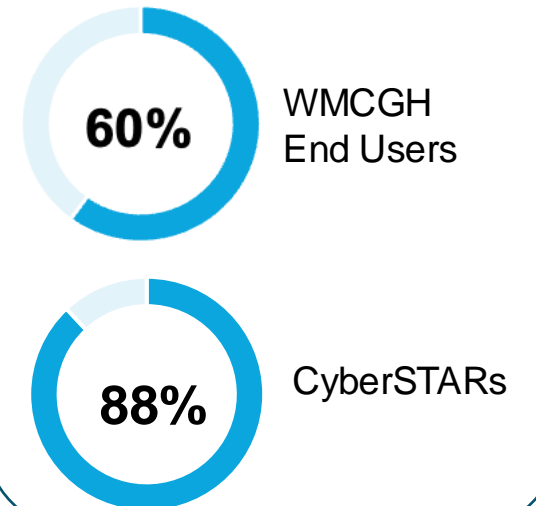
2. Prepare for registration

- Review the **End User Training Assignment List** you received via email to understand the current training assignments for each of your team members.
- Review the **Epic Training Course Catalog** for more information on the Epic courses and training tracks for each department and role.
- Review the **Epic Training Class Schedule** for the full schedule of dates and times that each course will be offered.

3. Work directly with staff to register for training

- Work directly with your staff to register themselves for classes in HealthStream
- Please ensure your team members are balanced across available class times to maintain adequate coverage for business / clinical operations during the training phase.
- Managers are responsible for ensuring training registration is complete for all members of their team.

### WMCGH Employees Registered for Epic Training

As of 7/23

60% WMCGH End Users

88% CyberSTARs

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

Wellstar MCG Health
MEDICAL CENTER

Epic Training Registration for AU-Employed Providers[*]

Department Administrators will be responsible for registering AU providers, APPs, residents and fellows, by Friday, August 2.
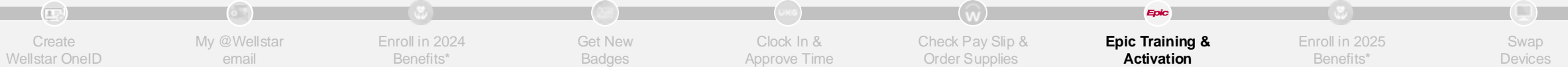
Department Administrators – Steps to Register Your Team for Epic Training:

1 **Understand your Team's Training Needs**

- Review the **Epic Training Course Catalog** for more information on the Epic courses and training tracks for each department and role

2 **Participate in a Registration Concierge Session**

- Sign up for a 1:1 virtual session with a registration specialist when you receive the invitation
- In the session you will:
    - Review each user's Epic role and training assignments
    - Identify any necessary changes
    - Begin registering users for specific class times

3 **Register AU Teams for Training**

- Complete registration for all remaining team members in HealthStream

---

Members of the training team will attend department meetings to review the plan and answer questions.

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

---

*AU-employed team members who are not providers will register themselves for training in consultation with their managers

Wellstar MCG Health
MEDICAL CENTER

14

Preview the Wellstar desktop and Intranet experience

Starting July 29, WMCGH employees will be able to access a Wellstar virtual desktop and intranet (eSource)

What is Virtual Desktop Interface (VDI)?

VDI allows you to access and use a Wellstar desktop environment remotely. It enables you to run applications, access files and perform tasks as if you were working on a traditional physical desktop computer.

- Once you sign onto the virtual desktop, single-sign on (SSO) will seamlessly log you into many Wellstar applications (like Workday, UKG and OnBase).

- You will be able to access the Wellstar intranet (eSource) where you can access links to Wellstar tools as they go live for you.

- You will use this method to access Epic in October until you receive a Wellstar device.

Wellstar MCG Health
MEDICAL CENTER
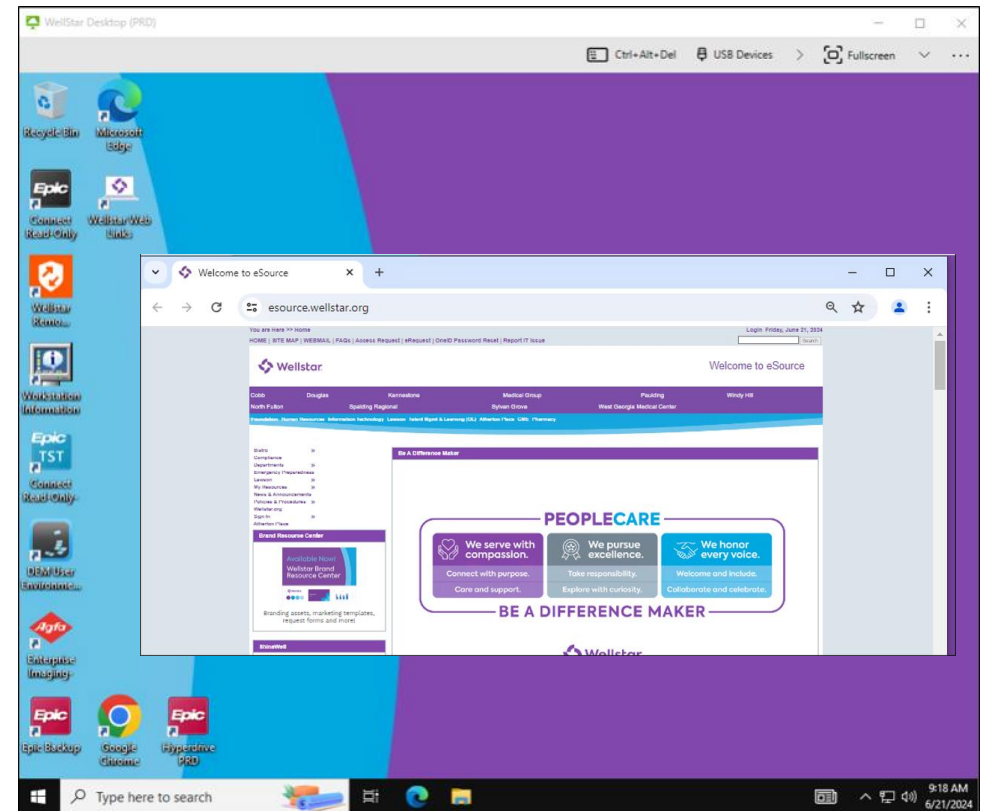
Individually assigned phone numbers will change in September

You will be notified of your new phone number 45 days before it changes.

We are establishing an independent telephony system separate from Augusta University.

→ *Individually assigned phone numbers* will change. The new numbers will move to the 762 area code.

→ *Published main phone numbers* will <u>not</u> change to prevent disruption to external communications.

Actions Needed When You Receive Your Number

- ❑ Communicate your new phone number to your contacts

- ❑ Update your contact details in relevant places, such as your email signature, business card, and any directories where your number is listed

Questions?

- ❑ Contact Wellstar Integration Support at 470-610-0720

Wellstar MCG Health
MEDICAL CENTER

Need technical support?

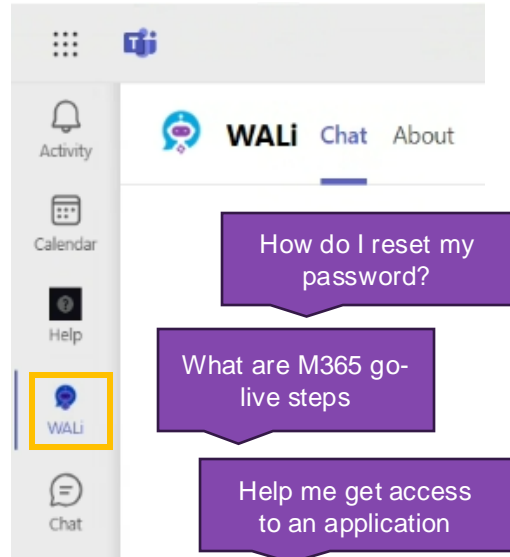Resources are available to you!

WALi
Wellstar Automated Library chatbot

Chat with WALi to find answers to your technical questions.

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

How do I reset my password?

What are M365 go-live steps

Help me get access to an application

Wellstar Integration Support

Call if you have any questions or need technical support.

470-610-0720

Starting August 5

servicenow

Submit help requests for Wellstar applications.

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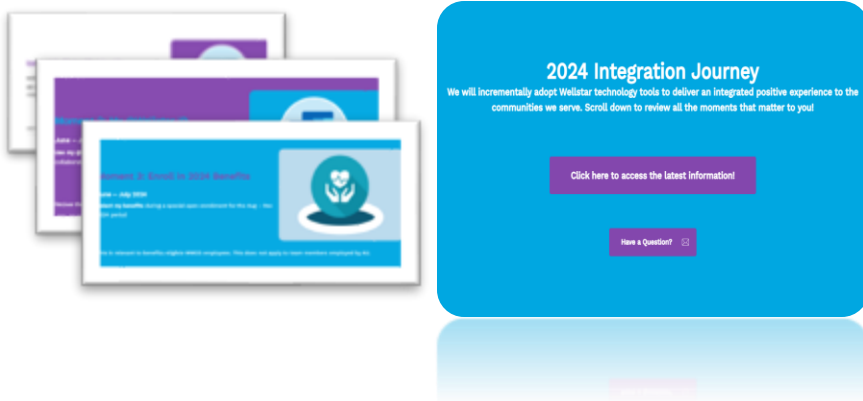- Click on the ServiceNow link

Wellstar Desktop

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/

2024 Integration Journey

We will incrementally adopt Wellstar technology tools to deliver an integrated positive experience to the communities we serve. Scroll down to review all the moments that matter to you!

Click here to access the latest information!

Have a Question? ✉

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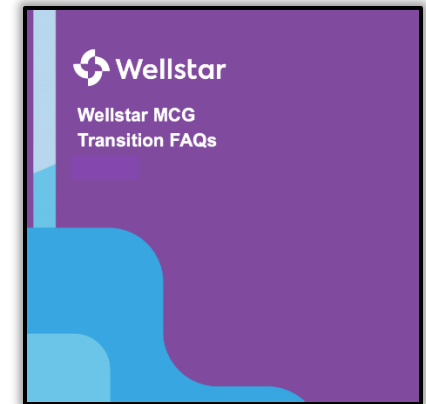
slido

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!

Wellstar MCG Transition FAQs

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

Wellstar MCG Health
MEDICAL CENTER