Wellstar MCG Health: Empowerment Toolkit

June 2024

Wellstar MCG Health
MEDICAL CENTER

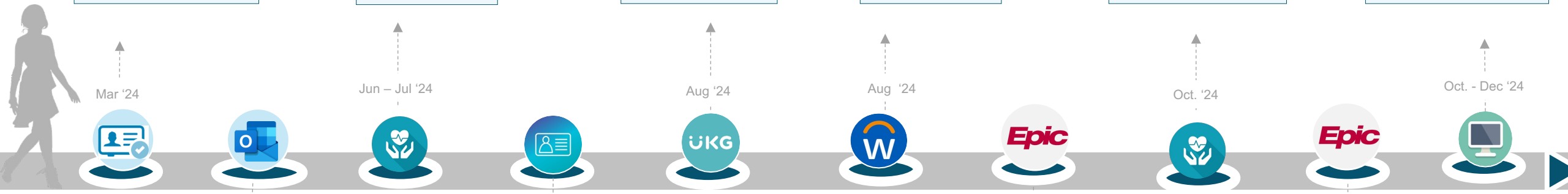
Toolkit Overview

June

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)** for secure access to Wellstar apps	Step-by-step instructions and resources [Slide 5-6]
M365	**Complete the go-live readiness checklist** for a smooth transition in July	What to expect before, during and after the migration [Slide 7-8]
UKG	**Training is now available and must be completed by July 26** by you and your teams!	See what's changing for you [Slide 9-11]
Workday	**Complete certain transactions soon** for them to become effective before go-live in August	
Epic	WMCGH managers can now **register their teams for Epic training**	What to expect for training before, during and after go-live [Slide 12-13]
Integration Resources	**Find answers to your questions** about the integration	Check out the latest resources available [Slide 14]

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, register your WMCGH team members for Epic Training and remind them to prepare for the M365 go-live and complete the Workday/UKG training.

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**.

Opened **June 24** for WMCGH employees
Opens **late July** for AU employees

June 17 – July 15

Welcome Enrollment

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

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.

July 15

June 17 – July 26

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.

UKG Go-Live

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

Aug 4

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

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.

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.

Aug 5 – Sep 27

Aug 5

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.

Epic Go-Live

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

Oct 5

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

Device Swap

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

Open Enrollment

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

Oct

★ Go-Live

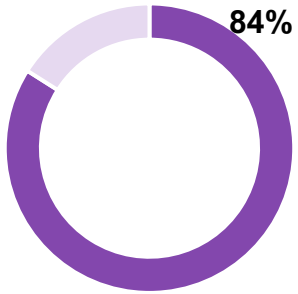
Have you claimed your Wellstar OneID?

Activating your OneID *now* is the first step to accessing Wellstar applications *later this year*.

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

84% of team members have set up their Wellstar OneID as of 6/27



Let's make our way to 100%!

Steps to activate your OneID

1. Find most **recent email** from **oneid@wellstar.org**
   Hint: 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

Around one week after you claim your OneID, you will receive your future Wellstar email address from wellstarmfasupport@wellstar.org
You will not have access to Wellstar applications immediately upon activating your OneID

For issues with OneID, please contact **Wellstar Integration Support** at 470-610-0720

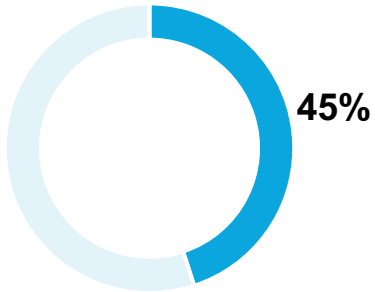
Have you registered for multi-factor authorization (MFA)?

Install and register the Microsoft Authenticator app for secure access to the Wellstar network when we migrate

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

45% of team members have registered for MFA as of 6/25



We have some ways to go, but we can do it!

Steps to register for MFA

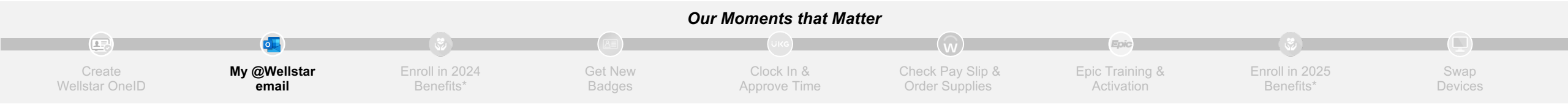
1. **Go to https://welcometowellstar.com/mfa** for instructions based on your mobile device.
2. **Install the Microsoft Authenticator app** on your mobile device
3. **Register for MFA** on your computer from an In Private (Edge) browser window then configure your mobile device.

Scan Here!

To register for MFA, your username is your Wellstar email address – unless previously communicated, your email is not yet active. You will also need your OneID password.

What to expect through the M365 migration

Team members will receive weekly emails to help prepare and guide them through the migration.



Team Members:	Before M365 migration (Now – July 12)	During M365 migration weekend (July 12 5 pm – July 15 8 am ET)	Upon M365 Go-Live (July 15)	After M365 Go-Live (TBD)
WMCGH-Employed with no AU affiliation	Complete all the items in the Go-Live Readiness Checklist here. You can continue to access all M365 services and applications as usual.	Refrain from using any M365 applications to prevent disruption in moving your content. Emails and meetings will be migrated to your new Wellstar inbox and calendar. Sharepoint sites and Teams files will be moved. Chat history will not be moved.	Use your Wellstar OneID to log into Outlook, SharePoint, Teams and OneDrive You will no longer have access to your AU email. Any emails sent to your @augusta address will be forwarded to your @wellstar email until 12/31. Inform your contacts of your new email address before then.	Your AU Box, MYFILES (U:),MYFILES (F:) and SHARE (H:) network drives will be moved to your Wellstar account.
AU Employed or Affiliated (including active students)	You can continue to access all M365 services and applications as usual.	You can continue to access all M365 services and applications as usual. All content will remain the same.	If you don't already have a Wellstar account, you will receive one for clinical and patient-related content. Use you Wellstar OneID to log in. Continue to use your current AU email, calendar, etc. using your Augusta login credentials	None of your content will move – all will remain on the AU platform.

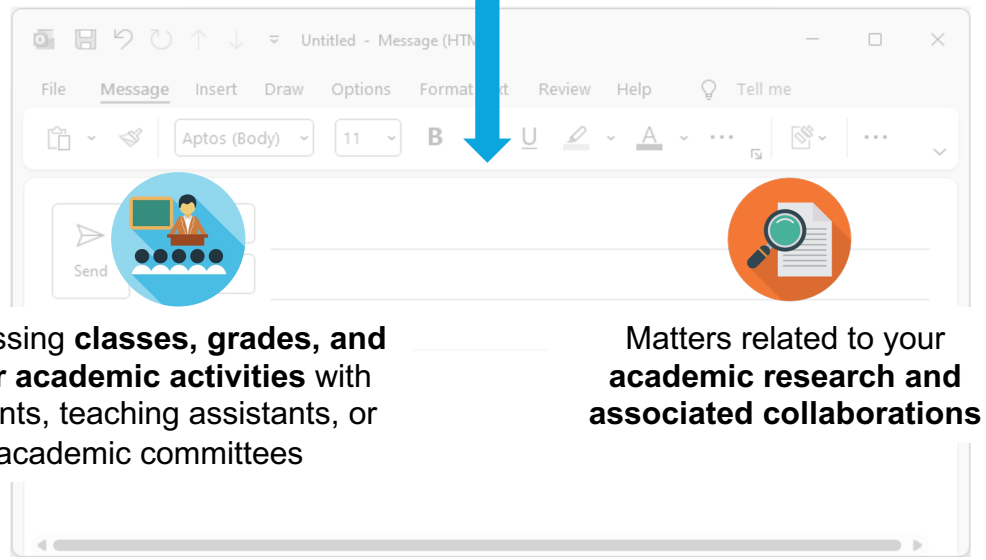
After July 15, when do you use your AU or Wellstar email?

Team members employed or affiliated with AU (including active students) will have two email accounts and calendars to manage, while WMCGH employees will only have their Wellstar account after July 15th.

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

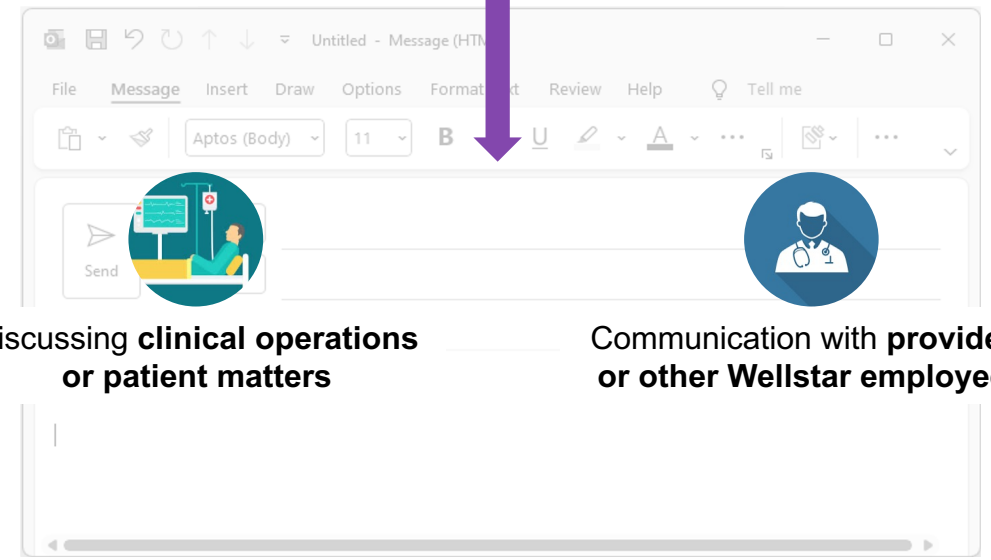
Keep using your AU email for…



Discussing **classes, grades, and other academic activities** with students, teaching assistants, or academic committees

Matters related to your **academic research and associated collaborations**

Use your Wellstar email for…



Discussing **clinical operations or patient matters**

Communication with **providers or other Wellstar employees**

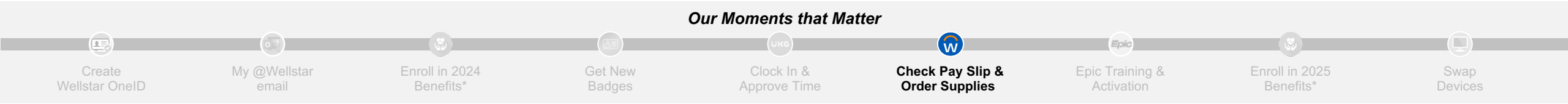
Key Changes with UKG

The transition to UKG will bring changes to how we clock-in, manage time and schedules, and administer pay

	FROM	TO
Time and Attendance	Clock in/out from clock	Clock in/out from clock or web browser (desktop or phone)
	3 hour on-call shifts	2 or 4 hour on-call shifts based on job/job code
	If you have 2 distinct jobs: enter a code to identify which job clocking into	Choose “department transfer” on clock when clocking in for your secondary job; use transfer on desktop
	Timekeepers and managers are not differentiated roles	Timekeepers and managers will be different roles – both can edit time but only managers can approve time, unless delegated
Delegation	Both timekeepers and managers can approve time	Managers can enable other managers to approve time on their behalf
Pay	Missed time deducted from PTO balance	Missed time deducted from pay unless PTO added by Timekeeper/Manager
Scheduling	Team members that use Clairvia…	Will move to Smart Square
	Exempt staff do not have schedules	Exempt staff will be paid by schedule, which will be automatically populated based on FTE

Key Changes with Workday

Workday allows for more streamlined processes, accessible information, and self-service transactions



	FROM	TO
Recruiting	Several systems required to interview and hire staff	Fully integrated system to manage recruiting process
	No ability to make referrals for open positions	Self-service feature to refer a strong candidate
	Manual onboarding process	Orchestrated onboarding process with dashboard for new hires
Team Information	Limited information about team members	Accessible analytics about your team
	No centralized view into organization chat	Live organizational structure to see where you fit in the organization
Performance Management	Manual processes for performance reviews	Single system to complete performance review steps
	Difficult to find historical performance ratings	Accessible overall ratings from the past 2 years onward for team members and their manager
	Performance review cycle starts in July	Performance review cycle starts in August
	Augusta performance rating criteria	Wellstar performance rating criteria
Expenses	Sending emails to submit business expenses	Centralized reimbursement requests and virtual payment card expense reports
	Expense reimbursements as separate checks	Expense reimbursements included in paycheck

Workday Cutover: Slow Down or Pause Activities

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

Our Moments that Matter

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You can no longer:

- Submit **job changes impacting job titles or compensation**, (i.e., reclassifications or salary increases)
- Change/add cost centers or job codes
- Hire new external candidates with a start date prior to August 3. (If offer already accepted/ planned, will occur)
- Add new suppliers / vendors

New requests will be possible in Workday after go-live

Actions pausing shortly include:

- **July 5:** Request critical new **job requisitions** *(new positions and backfills)*
- **July 10:** Complete **self-service transactions,** such as updating contact or banking information
- **July 10:** Submit position changes (FTE, transfer, add/remove differential, etc.) for an effective date of no later than July 21st
- **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

Further details will be shared with WMCGH employees next week!

Register your WMCGH team members for Epic training

People managers will begin the process of registering your team members for Epic training through an onsite registration concierge starting the week of June 24 for WMCGH team members and later in July for AU team members

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

Steps to Register Your Team for Epic Training

1. **Sign up for a registration session**
   - People managers received an email from a registration specialist to sign up for a timeslot starting Monday, June 24.
2. **Prepare for your registration session**
   - Review the **End User Training Assignment List** you received via email to understand the current training assignments for each team member.
   - 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 the dates and times that each course will be offered.
   - Gather **class time preferences** from your team members.
3. **Attend your registration session**
   - Bring your team roster and class time preferences.
   - Validate your team members, roles, and training assignments; Begin registering your CyberSTARs for training.
4. **Work directly with staff to register for training**
   - Return to your teams and work directly with your staff to register them for classes in HealthStream.

Please refer to the email you received about registration for more details

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

Epic Training and Support: We are here to help you!

You can find support for Epic in different ways throughout the implementation process.

Our Moments that Matter

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Pre Go-Live

Now – October 4

Epic Training

- Epic training will take place from August 5 to September 27
- Training will consist of e-learnings and in-person sessions applicable to your role(s)
- Training will cover basic Epic functionality and application-specific workflows, and give learners the opportunity for guided practice in the playground environment

User Settings Lab

- Physicians and APPs will attend User Settings Labs with Epic trainers and CIS in order to:
  - Ensure appropriate system access
  - Receive guidance in personalizing the Epic production system to support their role

Use your CyberSTARs

Superusers who provide support and guidance to their peers

- Ask any questions about your training

Go-Live

October 5 –19

At-The-Elbow (ATE) Support

- Get onsite, hands-on support from dedicated resources with Epic expertise during go-live and the two weeks following

- Seek support with basic and ‘how-to’ questions related to Epic and associated workflows
- Obtain help to troubleshoot any issues
- Raise issues or concerns to communicate to leadership
- Connect to additional go-live resources

Post Go-Live

October 20 – Future

Pulse Checks

- Provide your feedback through targeted team check-ins so we can make improvements to your experience along the way

Support Materials

- Reference answers to high volume questions in tip-sheets and FAQs
- Share input into future Epic enhancements

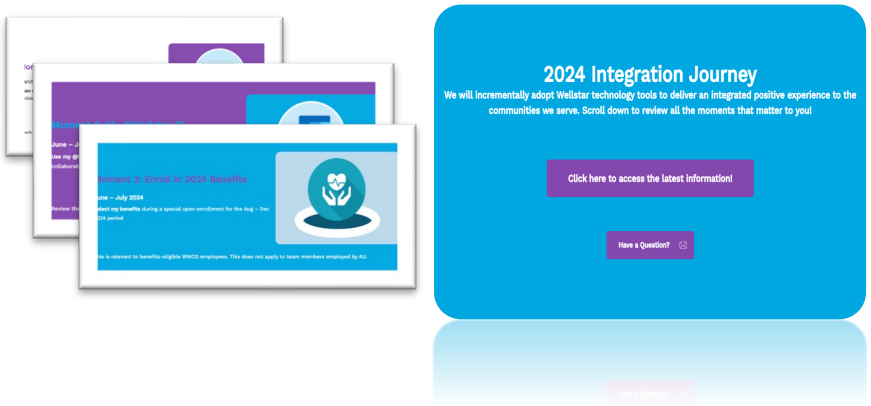
- Continue to connect with your CyberSTAR for any matter related to your Epic experience

Looking for information about the integration?

You have several ways to stay informed and ask questions!

Welcome to Wellstar MCG Health Website

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



You can find resources along our journey, such as ongoing communications like KSDs and Empowerment Toolkits

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.