Empowerment Toolkit

September 2024

Your safety and wellbeing are our top priority.

If you need support after Hurricane Helene, we have several resources to help you.

We are here for YOU

Team Member Emergency Assistance Fund

The Team Member Emergency Assistance Fund is managed by the Center for Family Resources. This fund may be able to provide emergency assistance for immediate team members' needs (770-428-2601). The facility is open Monday-Friday 8:00 am to 4:30 pm.

Spring Health

Spring Health provides **mental wellness support for team members and their families** (855-629-0554). For crisis support, press 2.

HR Service Center

- **Payroll and Benefits:** The HR Service Center (470-267-1234) has extended hours.
- **Timecards:** Please review your timecard at your earliest convenience. If you clocked in / out, no further action is needed. If you were unable to clock in / out for your shift for any reason, or have general questions related to your pay, please ensure you contact your timekeeper or leader for assistance.

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Toolkit Overview

September
Exciting updates this month!

Topic	What you need to know today	Where you can learn more
Badging	**AU team members will receive their badge** starting in late October.	Learn how AU badges will be distributed. [Slide 7]
Epic	**Complete your Epic training by October 23** to gain access to the system upon go-live.	Learn what you need to do to prepare [Slide 8-10]
Integration Resources	**Find answers to your questions** about the integration.	Check out the resources available [Slide 11-12]

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The Epic go-live date has changed

Epic will now go-live on November 2nd, 2024.

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 Computers
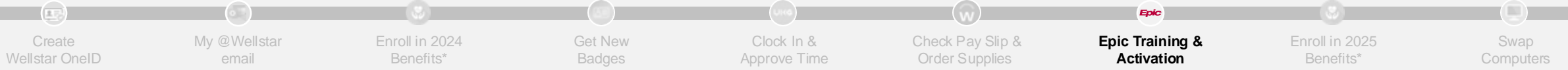
We sincerely hope you and your family are safe. **Your safety and wellbeing are our top priority at this time.**

We are thankful for your commitment to patient care!

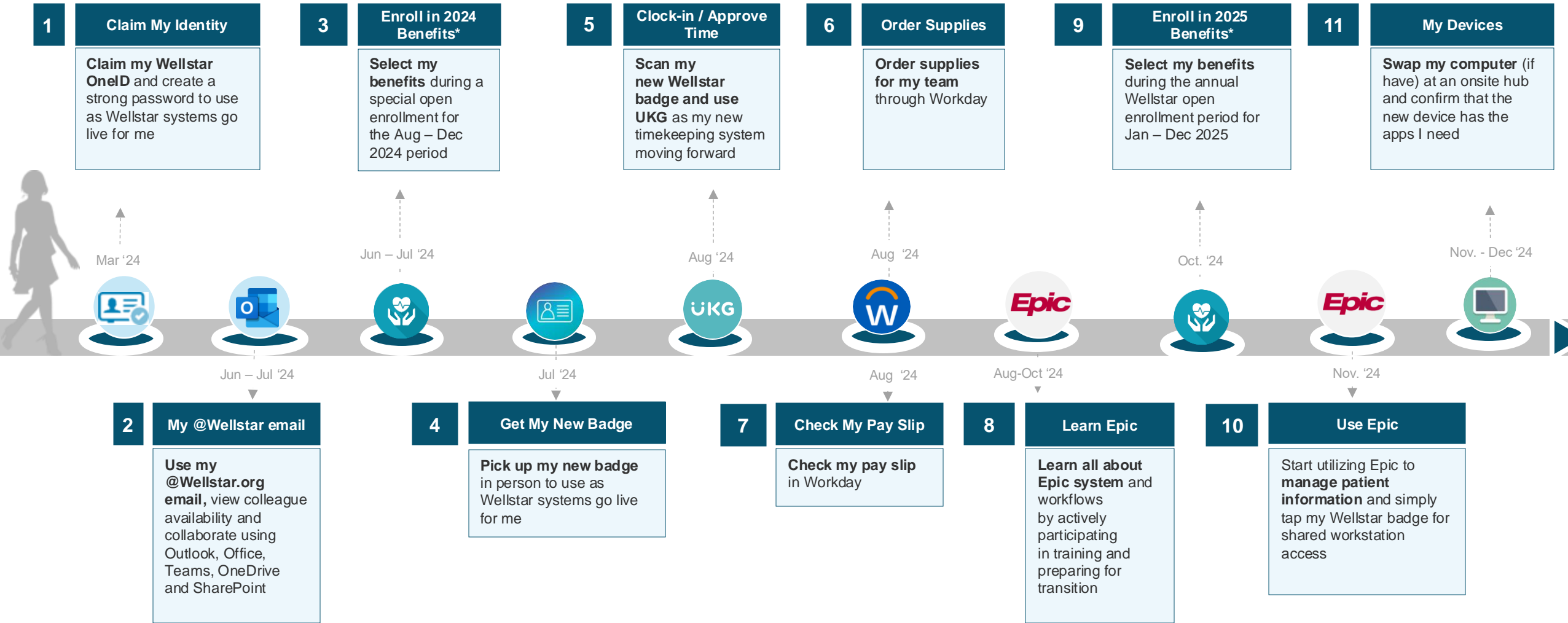**Due to the impacts of Hurricane Helene, WMCGH leadership decided to move the Epic go-live.**
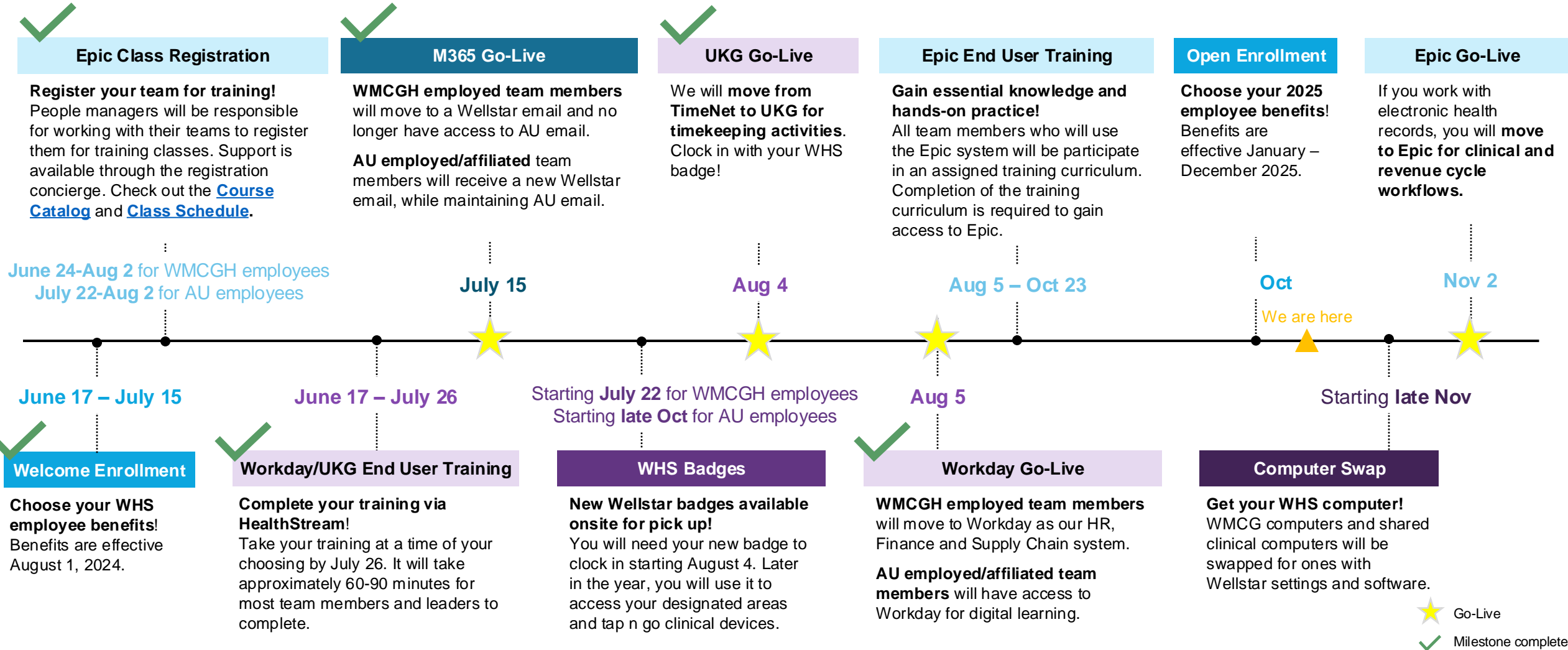
Epic goes live on

November 2

More information about Epic training refreshers and ongoing operational readiness activities coming soon.

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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-Oct '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

Nov. '24

11 — My Devices

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

Nov. - Dec '24

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

5

Key Integration Milestones

This month, you must complete your Epic training courses by October 25 to get access upon go-live.

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**.

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

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

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

Aug 4

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 – Oct 23

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

Oct
We are here

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

Nov 2

June 17 – July 15

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

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.

Starting **July 22** for WMCGH employees
Starting **late Oct** 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.

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.

Starting **late Nov**

Computer Swap
Get your WHS computer! WMCG computers and shared clinical computers will be swapped for ones with Wellstar settings and software.

★ Go-Live
✓ Milestone complete

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AU team members will receive their WHS badges in late October

WHS badges are also available for contractors and contingent workers.

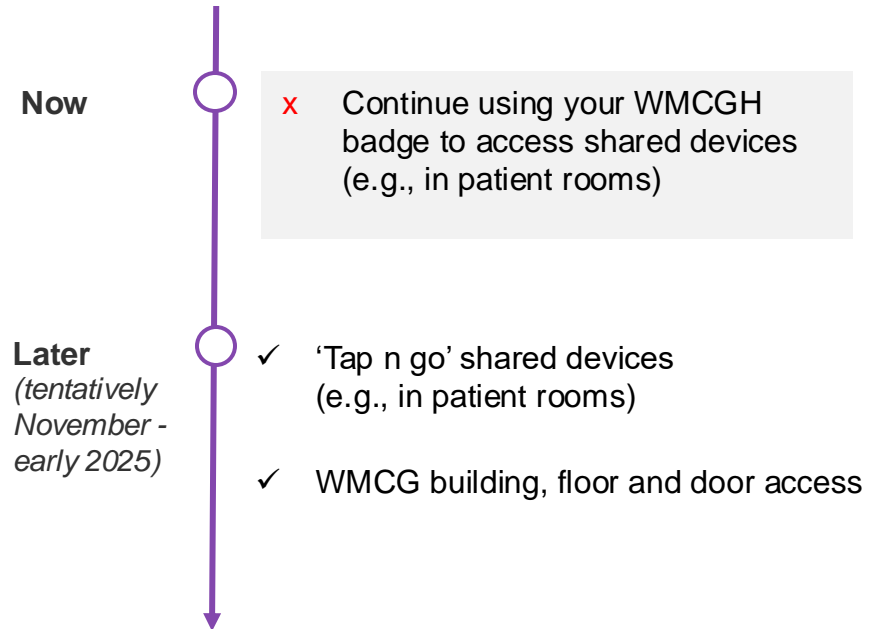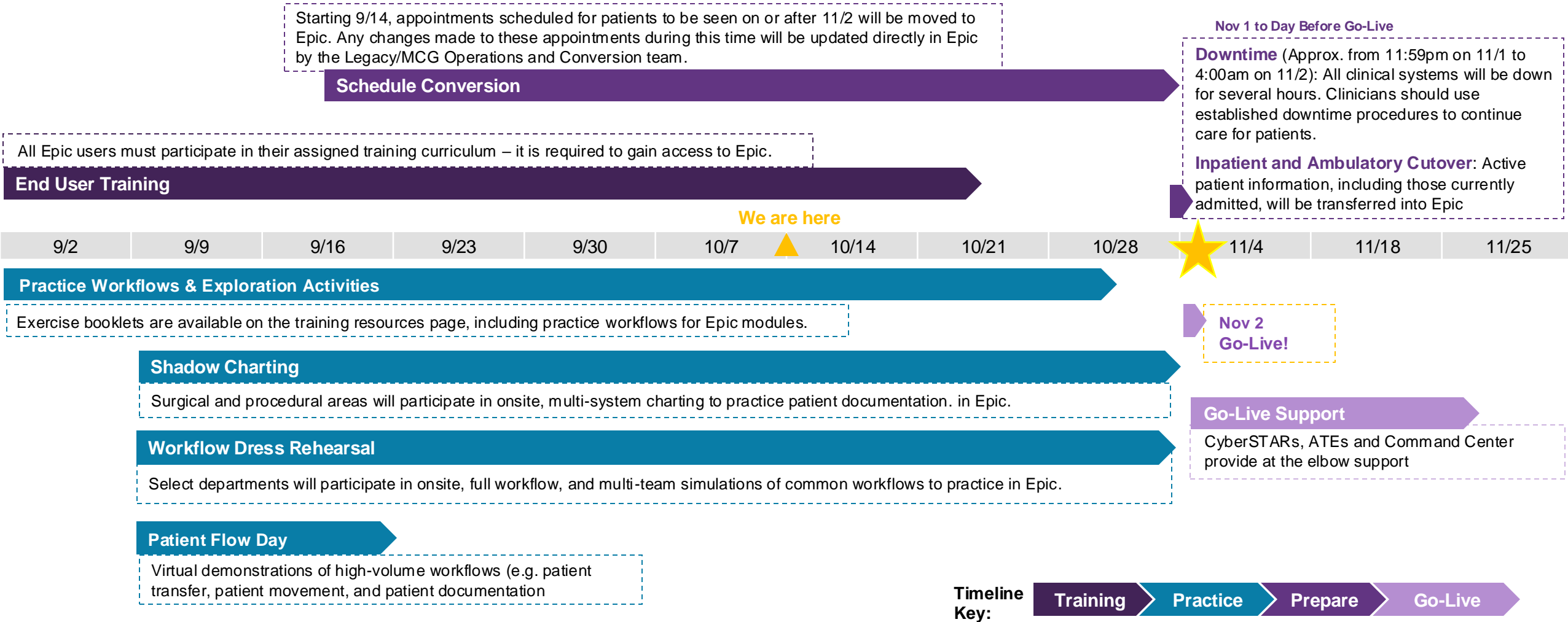*Our Moments that Matter*

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 Computers

How will I receive my badge?

	Badge Distribution	
	Where or How	**When**
AU-employed / affiliated	A department, site or resident coordinator will provide your badge directly to you.	**Starting late October**
Contractor / Contingent Worker	Single Source 1225 Walton Way Augusta, GA	M-F 8:00am-5:00pm
WMCGH-employed *if you have not already* Augusta-based or Remote		M-F 8:00am-5:00pm
Roosevelt Warm Springs or Satellite-based	A site coordinator will assist you.	As needed

Where can I use my new badge?

Now
- x Continue using your WMCGH badge to access shared devices (e.g., in patient rooms)

Later *(tentatively November - early 2025)*
- ✓ 'Tap n go' shared devices (e.g., in patient rooms)
- ✓ WMCG building, floor and door access

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Epic Readiness Milestones

There are several concurrent activities aimed at ensuring end-user readiness for the upcoming Epic Go-Live.

Starting 9/14, appointments scheduled for patients to be seen on or after 11/2 will be moved to Epic. Any changes made to these appointments during this time will be updated directly in Epic by the Legacy/MCG Operations and Conversion team.

Schedule Conversion

Nov 1 to Day Before Go-Live

Downtime (Approx. from 11:59pm on 11/1 to 4:00am on 11/2): All clinical systems will be down for several hours. Clinicians should use established downtime procedures to continue care for patients.

All Epic users must participate in their assigned training curriculum – it is required to gain access to Epic.

Inpatient and Ambulatory Cutover: Active patient information, including those currently admitted, will be transferred into Epic

End User Training

We are here

| 9/2 | 9/9 | 9/16 | 9/23 | 9/30 | 10/7 | 10/14 | 10/21 | 10/28 | 11/4 | 11/18 | 11/25 |

Practice Workflows & Exploration Activities

Exercise booklets are available on the training resources page, including practice workflows for Epic modules.

Nov 2 Go-Live!

Shadow Charting

Surgical and procedural areas will participate in onsite, multi-system charting to practice patient documentation. in Epic.

Go-Live Support

CyberSTARs, ATEs and Command Center provide at the elbow support

Workflow Dress Rehearsal

Select departments will participate in onsite, full workflow, and multi-team simulations of common workflows to practice in Epic.

Patient Flow Day

Virtual demonstrations of high-volume workflows (e.g. patient transfer, patient movement, and patient documentation

Timeline Key: Training > Practice > Prepare > Go-Live

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Experience how Epic will be part of your daily work!

We encourage you to take part in the remaining activities tailored to give hands-on practice for your specific area.
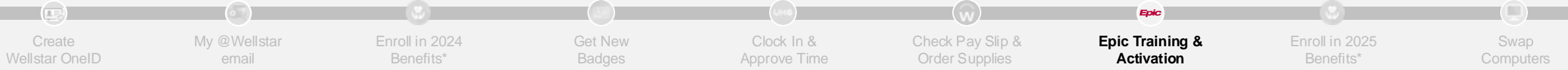
Our Moments that Matter

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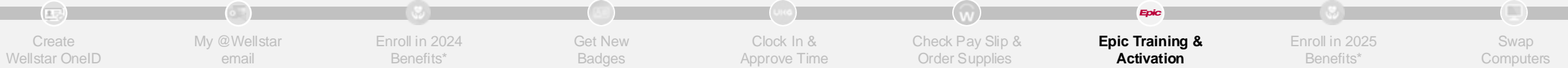
Activity	Description	Example Areas Covered	Example Applications	How to get involved
Exploration	Self-paced, guided exercises for practice in Epic Playground environment	ED, BMT, Oncology, Pathology, Phlebotomy, UM, Care Mgmt, Planners, Nurse Manager, RT, Transplant, Pharmacy	ASAP, Beacon, Beaker, Clinical 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	Procedural and surgical departments will participate in Shadow Charting through 11/1. 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 through 10/29. Invites were sent to participating department members.
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, watch a recording from the sessions.
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, view the recording for your area. OR, Surgery, Ancillary Lab and Pharmacy Bedded and Hospital Outpatient
Clinician Day in the Life	WHS clinician led virtual sessions to discuss a typical day using Epic	Providers	All	If you are a provider, sessions applicable to your specialty are on your calendar. Sessions will run through 11/1.
Rounding with a Purpose	In-person sessions to cover high risk workflows	Oncology, Cardiology, Inpatient Nursing, Peri-op, Surgery, Lab, Orthopedics, Outpatient Infusion	Beacon, Cupid, Inpatient Nursing, Bones, OpTime	CIS will be rounding during the weeks of 10/13 and 10/20. Be on the lookout for their team in your department.

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You will have plenty of support during go-live!

There will be many people on the ground to help answer questions and guide you to resources.

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 Computers |

Where should I go for help during go-live?

Prior to go-live, we will send you Day 1 instructions and helpful tips. They can also be found on the Integration website.

500 dedicated resources with in-depth Epic expertise will be onsite for two weeks after go-live to support across facilities and departments.

1

Day 1 Checklist

START HERE

2

Your Department CyberSTARs
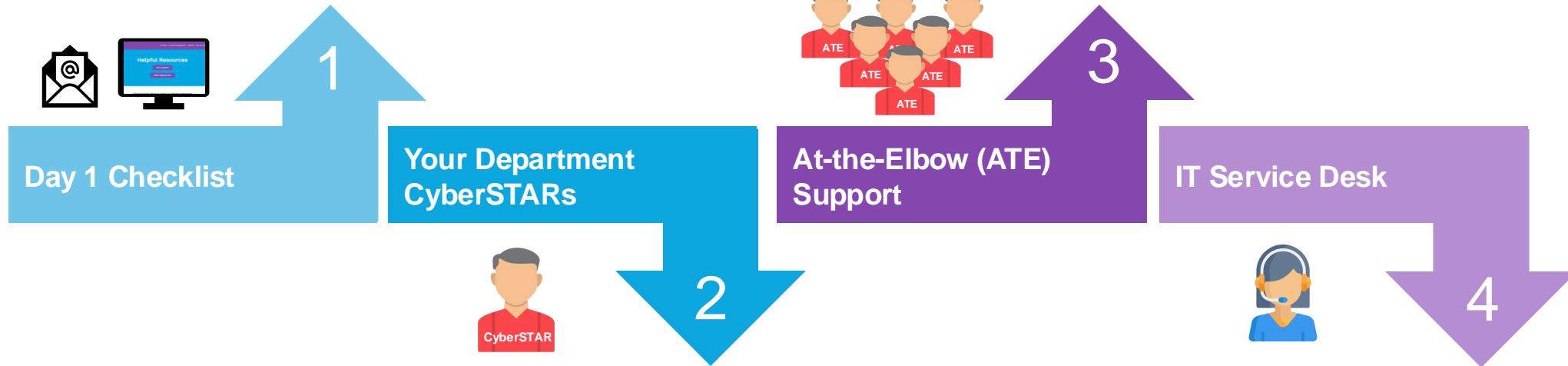
CyberSTAR

Your department CyberSTARs can help answer basic Epic questions, find resources, and report issues.

3

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At-the-Elbow (ATE) Support

4

IT Service Desk

- Use the *FIX IT* widget in Epic to submit a ServiceNow ticket
- Submit a service ticket directly in ServiceNow
- Call the Service Desk **(470) 610-0720**. Press **9** for "WMCG Epic Go-Live"

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10

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.
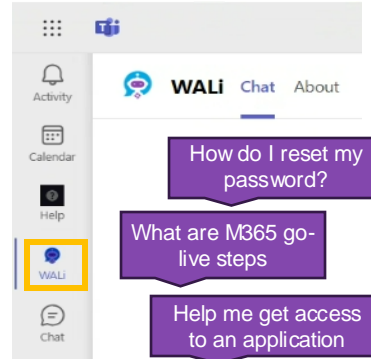
CyberSTAR

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
• FixIT in Epic

How do I reset my password?

What are M365 go-live steps

Help me get access to an application

In-App Guidance

Submit a **ServiceNow ticket** via the **Epic FIX IT widget,** or through **eSource.**

servicenow

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

servicenow
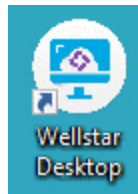
Wellstar Integration Support

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
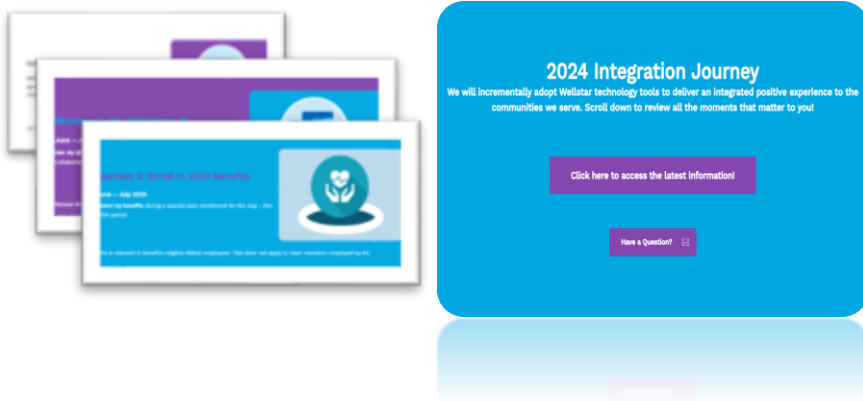
📞 **470-267-1234**

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Looking for information about the integration?

You have several ways to stay informed and ask questions!

Welcome to Wellstar MCG Website	slido	**Frequently Asked Questions (FAQs)**

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
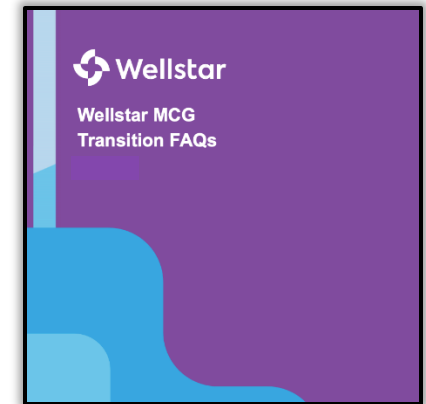
slido

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.

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