

# Empowerment Toolkit





October 2024

# Toolkit Overview

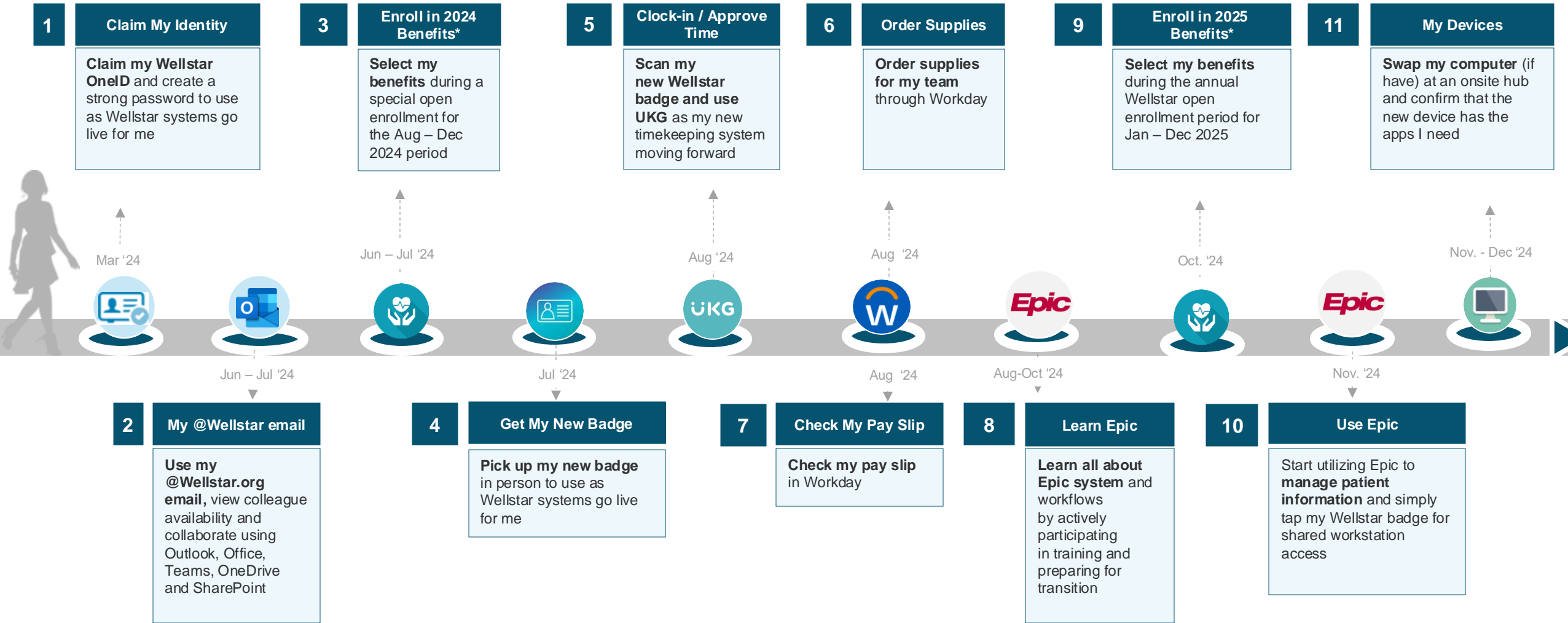
October

Exciting updates  
this month!



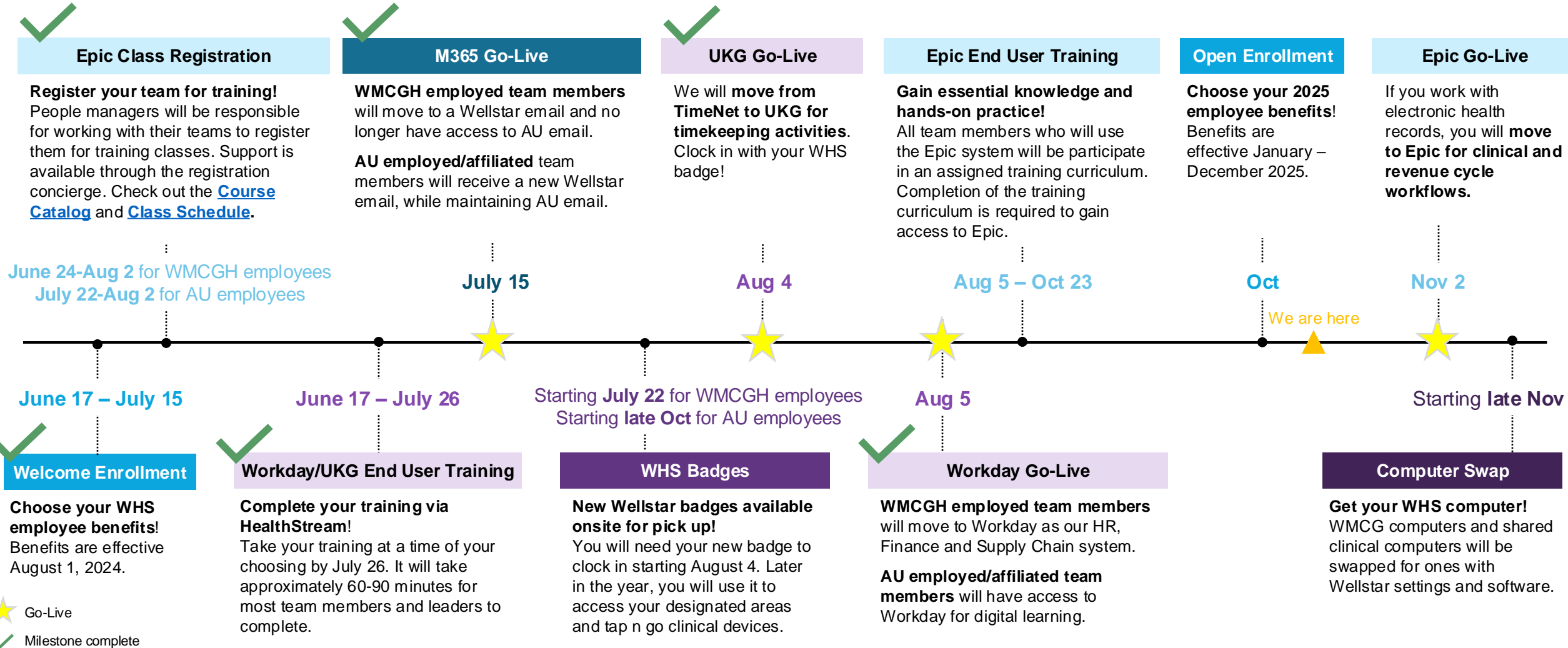
Topic	What you need to know today	Where you can learn more
 <b>Badging</b>	<b>AU team members will receive their WHS badge</b> starting in late October.	See where to pick up your badge if you haven't already Slide 5
 <b>Epic</b>	<b>Complete your Epic training by October 25</b> to gain access to the system upon go-live.	Learn what you need to do to prepare Slide 6 – 9
 <b>Devices</b>	<b>Clinical devices will be exchanged for Wellstar ones</b> starting in late November.	Know what to expect Slide 10
 <b>Integration Resources</b>	<b>Find answers to your questions</b> about the integration.	Check out the resources available Slide 11-12

# Refresher! Our Moments That Matter



# Key Integration Milestones

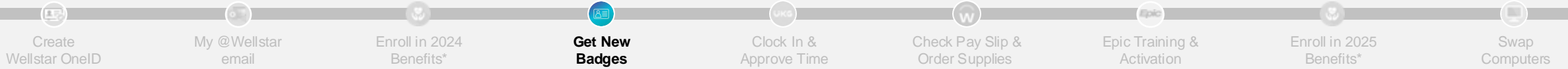
This month, you must complete your Epic training courses by October 25 to get access upon go-live.



# 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



### How will I receive my badge?

	Badge Distribution	
	Where	When
<b>AU-employed / affiliated</b>	A department, site or resident coordinator will provide your badge directly to you.	<b>Starting late October</b>
<b>Contractor / Contingent Worker</b>	Single Source 1225 Walton Way Augusta, GA	M-F 8:00am-5:00pm
<b>WMCGH-employed</b> <i>if you have not already</i>  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**

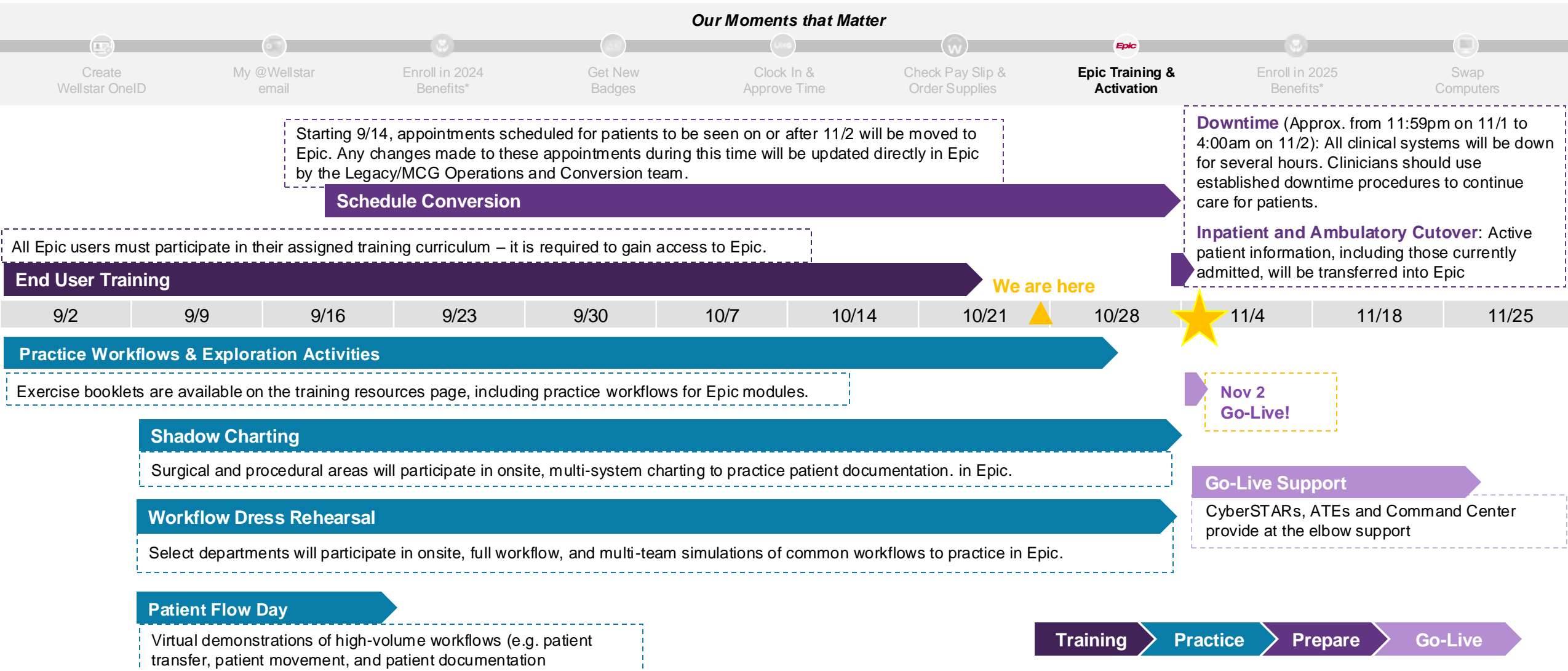
**x** Continue using your WMCGH badge to access shared devices (e.g., in patient rooms)

**Later**  
*(tentatively November - early 2025)*

- ✓** 'Tap n go' shared devices (e.g., in patient rooms)
- ✓** WMCGH building, floor and door access

# Go-live readiness activities continue through November 2!

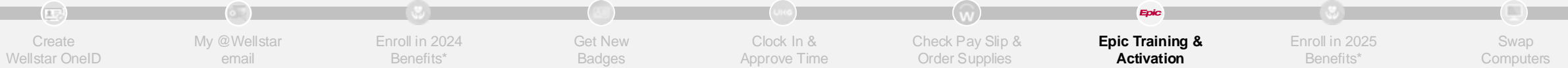
We have extended our readiness activities to make sure everyone is ready for the new Epic system launch.



# Check your readiness for go-live with an Epic refresher training!

Select departments will have access to a refresher course that helps you prepare in a different way.

## Our Moments that Matter



## Learn faster and retain knowledge longer!

Amplifire refresher courses include:

- ✓ Short videos about common workflows
- ✓ Adaptive questions tailored to meet your learning needs

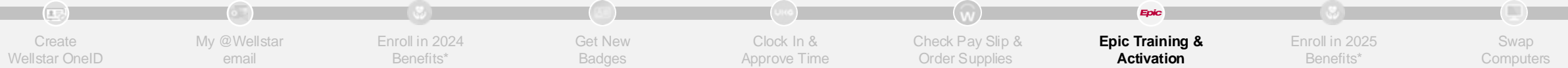
## Go to Workday to access the refresher course for your role:








- [ED Physicians and APPs](#)
- [Ambulatory Physicians and APPs](#)
- [Inpatient Physicians and APPs](#)
- [Inpatient OBGYN Physicians and APPs](#)
- [Inpatient Surgeons](#)
- [Inpatient Nurses](#)
- [Ambulatory Clinical Support Staff](#)

# 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



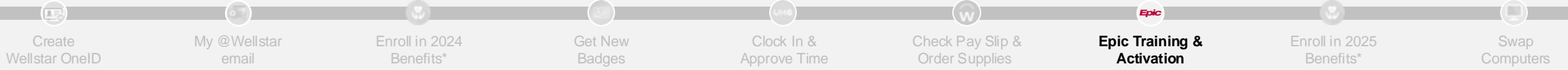
Activity	Description	Example Areas Covered	Example Applications	How to get involved
 <b>Exploration</b>	Self-paced, guided exercises for practice in Epic Playground environment	ED, BMT, Oncology, Pathology, Phlebotomy, UM, Care Mgmt, Planners, Nurse Manager, RT, Transplant, Pharmacy	ASAP, Beacon, Beaker, Clinical Case Mgmt, Compass Rose, Grand Central, Inpatient-ClinDoc, OpTime, Phoenix, Rehab, Stork, Willow	Find your classroom <a href="#">Exercise Booklet or Exploration Exercises</a>
 <b>Shadow Charting</b>	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.
 <b>Workflow Dress Rehearsal</b>	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.
 <b>Patient Flow Day</b>	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 <a href="#">recording</a> from the sessions.
 <b>Charge Reconciliation</b>	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. <a href="#">OR. Surgery. Ancillary Lab and Pharmacy Bedded and Hospital Outpatient</a>
 <b>Clinician Day in the Life</b>	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.
 <b>Rounding with a Purpose</b>	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.



# 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



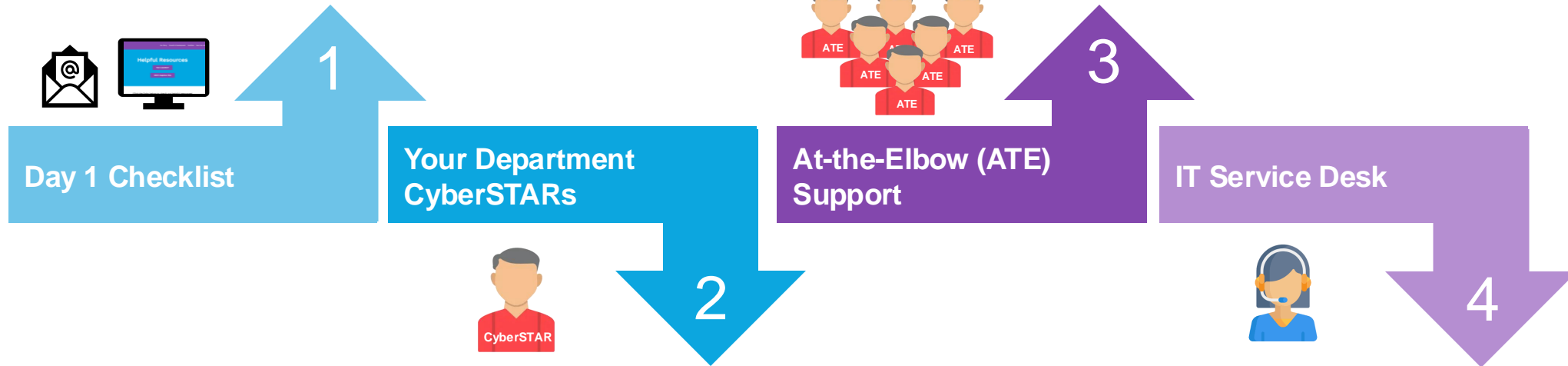
## Where should I go for help during go-live?



START HERE

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.



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

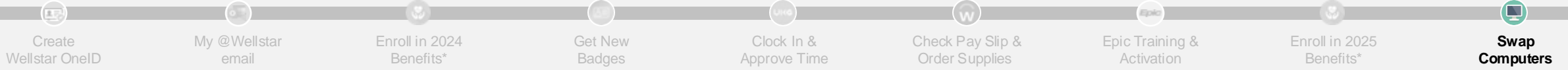


- Use the **FIX IT** widget in Epic to submit a ServiceNow ticket
- Submit a service ticket directly in ServiceNow
- Call the Service Desk **(470) 610-0720**. Press **9** for "WMCG Epic Go-Live"

# WMCGH computers will be exchanged starting in late November.

You will receive an email when it is your turn to exchange your computer for a similar Wellstar computer.

## Our Moments that Matter



### The exchange process will vary based on where you live and work:

If you...	How will I exchange my computer?	When will the exchange happen?	How long will the process take?
<b>Work onsite</b>	You will exchange computers onsite.	You will be notified starting in November of dates and times.	~1 hour
<b>Live &lt;50 miles from Augusta and do not work in a WMCGH/WHS facility</b>	You will exchange computers at AD 1900 (1120 15th St, Augusta, GA 30901).	You will schedule the date and time for your exchange in November.	~1 hour
<b>Live &gt;50 miles from Augusta and do not work in a WMCGH/WMS facility</b>	You will have a computer shipped to the home address listed in Workday.	You will have 3 days to set up the Wellstar computer and return the WMCGH computer using the instructions, shipping labels and packaging provided	~30 minutes

Before returning your WMCGH computer, you will need to move files saved on your local computer to your Wellstar OneDrive. Guidance will be provided directly to you and your team members.

# 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.



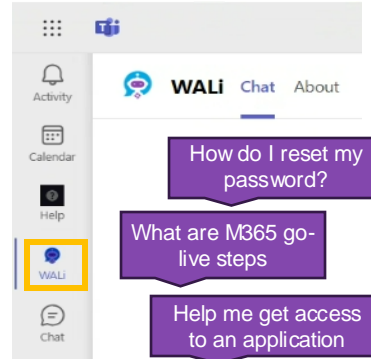
## WALi Wellstar Automated Library chatbot



Chat with WALi with your technical questions.

To access WALi:

- Open Wellstar Teams
- Click on the WALi logo in the left-side toolbar
- FixIT in Epic



## In-App Guidance

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

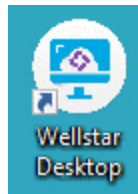


## ServiceNow

Submit help requests for Wellstar applications.

To access ServiceNow:

- Click on the Wellstar Desktop icon on your desktop
- Go to [esource.wellstar.org](https://esource.wellstar.org)
- Click on the ServiceNow link



## 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](#)



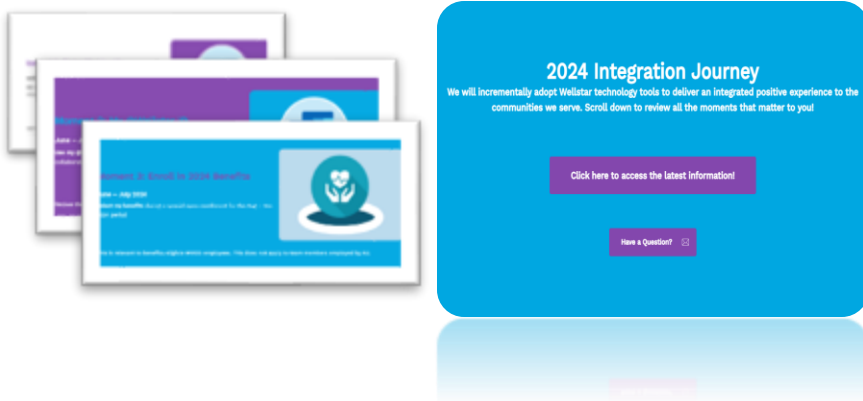
**470-267-1234**

# 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*

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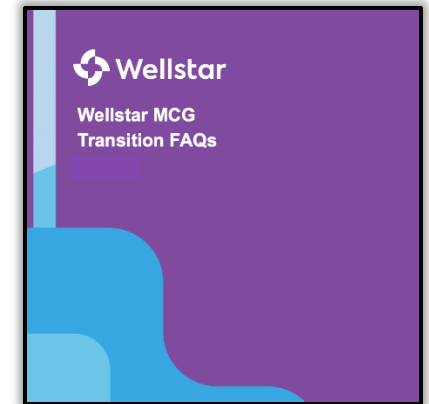
Have a question?  
**Scan the QR code and ask away!**



*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.*