

## Epic Update May 7, 2019

A lot has been happening on the Epic front recently. Last week we kicked off the Future State Build process. What exactly does that mean? Over the past 6 months many staff from around the network have spent countless hours reviewing each agencies workflows in an effort to consolidate them. Last week we began meetings across the network to review these consolidated workflows and present them to the Epic Analysts who will be building our Epic environment. We have dedicated Subject Matter Experts (SMEs) from each agency participating in these meetings. Meetings are divided into different workgroups requiring a LOT of coordination among the team. We anticipate that these meetings, which occur Tues – Thurs all day long, will continue through July. As we progress through this work, the Epic Analysts will begin the design of the system. Subject Matter Experts who have been guiding the process will then be testing and validating the system as it's built.

What we saw in the first week of meetings was encouraging. It was great to see staff from across the network collaborating and comparing processes. While the affiliations of MultiCare with Navos and Greater Lakes occurred over the past 2 years and collaboration among leadership has been ongoing, there has been minimal collaboration *at this level* up to this point. Epic is helping to bring us together and through this effort we will be able to bring the best processes and aspects of each agency to the table to improve each other and improve the care that we provide as well as client satisfaction. We do expect there to be some bumps along the way. Consolidating 3 agencies' workflows and documentation in such a short timeframe will require a lot of compromises from everyone. We know that the Epic we go live with, will need continued refinement once we have the time to better align our processes.

Thank you to all of the SMEs who are devoting their time to this effort, not to mention the travel required! This is a huge effort, but one that is extremely important to ensure the success of the implementation. I also want to thank the leaders and staff who may not have a direct role in the project, but are adjusting schedules and workloads to allow our SMEs to participate in these meetings. It is a strain on everyone and the effort is certainly not unnoticed – in fact, it's very much appreciated. Thank you all!!