

EHR Vendor Resources



Below is a list of resources offered by Epic that can help clients in various areas related to Arch Collaborative best practices and metrics. The impact of these resources on clinician EHR satisfaction has not yet been validated by KLAS, though plans are underway to do so.

KLAS does not have any pricing information related to the below resources. Please contact Epic directly for more information.

Reliability and/or EHR-System Speed

1. Parallel Capacity Assessment

A combined report across Server Systems, Client Systems, and Cogito Systems to understand datacenter hardware capacity. This review happens in sync with your annual fiscal cycle so you are able to incorporate findings into your budgeting cycle.

Questions: Talk with your Technical Coordinator to discuss your Parallel Capacity Assessment.

2. Business Continuity Technical Solutions Guide

This guide focuses on various technologies available to build proper redundancies in order to minimize the frequency, duration, and impact of downtimes.

The [Business Continuity Strategy Handbook](#) also outlines higher-level considerations for your organization.

[Website](#)

Questions: Reach out to your Technical Coordinator to discuss Business Continuity solutions and the annual Business Continuity report to see how your organization is doing.

3. System Pulse Analytics User Guide

System Pulse Analytics (SPA) is a website that helps monitor performance trends and tracking down response time issues in your system.

Website: systempulse.epic.com | [System Pulse Analytics User Guide](#)

Questions: Reach out to your Technical Coordinator for questions on using System Pulse.

EHR Mastery/Training

1. Efficiency Hours

A free, hour-long live webinar series hosted by the Physician Well-Being team delivering fundamental efficiency tips by workflow. Although the content is framed for outpatient physicians, other clinical users who place orders, write notes, review clinical information, or receive In Basket messages can benefit.

[Website](#) | Schedule posted [here](#)

Questions: Email EfficiencyHour@epic.com

2. Thrive

Clinician efficiency tips and advanced user settings in your Production environment. Thrive training is available for providers, nurses, support staff, pathologists, and pharmacists across outpatient and inpatient contexts.

[Website](#)

Questions: Talk to your Epic representative and/or email SupplyShop@epic.com

3. **Physician Builder Spotlight**

A free, hour-long webinar series where Physician Builders from the community highlight the advanced configuration they have built or championed at their organization. Physician Builders have a powerful impact on providers' happiness with their EMR. Having a provider directly involved with the build of your system ensures that the tools are tailored to the way their peers work.

[Website](#) | Schedule posted [here](#)

Questions: Email PhysicianBuilderSupport@epic.com

Overall Provider Training Opportunities found [here](#).

4. **Nurse ACE Strategy Guide**

Nurse ACE (Advanced Chart Explorer) is a self-paced continuing education program for clinicians focused on improving efficiency in Epic. Each module is designed to be completed during a shift in smaller segments (10-15 minutes each) and includes It's Possible videos and quick start guides that users can update their settings directly in Production.

[Website](#)

Questions: Reach out to your Epic BFF or TC with questions on implementing the program.

Meeting Unique User Needs/Personalization

1. **Tune-Ups**

Tune-Up reports show areas that can be improved in your system. These reports can identify and prioritize the most useful updates for system efficiency and performance. Examples of Tune-Up reports include updating Preference Lists, reducing alert fatigue, accurately routing In Basket messages, and reducing note bloat.

[Website](#)

Questions: Reach out to your Epic representative to run one of these Tune-Up reports.

2. **User Settings Achievement Levels Audit**

The User Settings Achievement Levels Audit provides a report of whether providers have updated their settings to have the highest impact. Providers are given an achievement level (Essential, Advanced, or Mastery) based on which settings they have updated. All providers, including residents and advanced practice providers, should set the Essential items prior to go-live and work to achieve Advanced and Mastery levels post-live.

Website: One pager [here](#); User Settings Strategy Handbook [here](#)

Questions: Reach out to your Epic representative to run the audit. Work with your TC and BFF to work on provider achievement levels.

3. **User Settings Strategy Handbook**

Configuring Epic to individual needs helps providers save time and clicks, helping the system become their own. User settings labs are essential for improving provider efficiency and happiness at go-live and afterwards. User Settings labs are required for physicians, advanced practice providers, and residents prior to go-live. This strategy handbook provides guidance on how to successfully implement User Settings labs.

[Website](#)

Questions: Work with your TC and BFF to chat about implementing User Settings labs.

Shared Ownership

1. **Governance & Delivery Web Series**

The Governance & Delivery Web Series features panels and presentations from members of the Epic community who have achieved recognitions such as Gold Stars 10, HIMSS Stage 7, and Davies Awards. This series dives deep into the "how" behind these organizations' accomplishments, focusing on EHR governance, the delivery of projects and enhancements, and long-term support.

[Website](#)

Questions: Reach out to your Epic BFF or TC for questions on governance best practices.

2. **Change Control Playbook**

Epic recommends integrating data migration from one environment to another into your existing change control process. Overarching policies that ensure stable environments and thorough testing remain fundamentally the same. This Playbook goes over general recommendations for your general change control process.

[Website](#)

Questions: Reach out to your Epic BFF or TC for questions on implementing change control best practice policies.

3. **EHR Governance – Experiences Drawn from the Epic Community**

One-pager document that shares best practices from the Epic community on how to empower operations to use the software to improve clinical and financial outcomes at your organization. This document describes the principles of high-performing organizations and how to apply them at your organization.

[Website](#) | [Principles of Ongoing Success – Operations](#)

Questions: Reach out to your Epic BFF or TC for questions.

Other Arch Collaborative Areas

1. **Improve Clinician Efficiency and Wellness with Epic Strategy Handbook**

This handbook discusses recommendations for how to create a targeted, data-driven approach to clinician wellness within Epic that relies on measurable outcomes. While this handbook focuses primarily on optimization projects for live customers, customers who aren't live can use this document to gather baseline information and prepare for post-live optimization.

[Website](#)

2. **Principles of Ongoing Success**

Epic's principles of ongoing success help get the most out of your Epic investment. The areas include involving operations, following and monitoring best practices, developing strong processes, and keeping systems current and secure.

[Website](#)

3. **Foundation System Resources**

Epic's Foundation System is an ongoing resource for content and best practices. You can access these environments to try out development and view Epic's build recommendations.

[Website](#)

4. **Nurse Well-Being Strategy Handbook**

Learn lessons from the Epic community and have a roadmap for your organization to improve nursing happiness. Start at a high level with key strategies, and read comprehensive, bite-sized topics such as streamlined documentation, effective reporting, and automated processes.

[Website](#)

Questions: Reach out to your Epic BFF or TC with questions on the handbook. Engage with the nursing community and see information about quarterly nursing webinars on the [UserWeb Nursing channel](#).