It's Epic!
Overview of UserWeb

The purpose of this document is to provide an overview of UserWeb, the web tool used by Epic to keep its customers informed about Epic products, processes, and functionality.

Main Components

» **Galaxy:** Epic's main documentation library (see slide 2 for details).

» **Forums:** Customer discussion boards with Epic interaction, which will be useful for reviewing how other customers solved difficult issues. This tool is used more post go-live.

» **Nova:** Epic's release note documentation, which will be used to determine what functionality CHS will take in each release. Additionally Honor Roll is located here which measures how well CHS follows Epic best practices. This area will be discussed in more detail later in the implementation process.

» **Sherlock:** Epic's issue tracking system, which will be used to communicate with Epic's technical services and document issues CHS is having. This area will be introduced closer to the end of phase two of the implementation process. This is the only location PHI may be uploaded, viewed, or exist on the UserWeb.

» **Community Library:** Contains copies of most Epic clients' documentation templates, which will allow CHS to see how other organizations document progress notes or which order sets are contained in the foundation system. This area will be very useful for analysts in the build phase, as some records can be imported into CHS's copy of Epic's foundation system.

» **Training Home**: Holds all documentation used during training and training tracks required for certification. Through this area, analysts can request exams and users can access CHS's foundation-hosted environment. A current version of the foundation system allows users to view new functionality and foundation setup. Additionally, it holds "Training Wheels," which is the starter set for used by principal trainers for end-user training.

Additional Key Links

» **Orion:** The repository for all build tasks for the implementation. Will be available closer to direction sessions and will be the main driver of day-to-day analyst tasks. This area also contains management dashboards for testing and build phases.

» **Report Repository:** Contains all Epic reports (dashboards, SQL/clarity, and reporting workbench) available in the foundation system, including screenshots and configurations. This area will be presented during report validation.

» **UGM (User Group Meeting) Sessions:** Contains slides and presentations from past UGMs, which will provide CHS access to helpful information about customer successes in certain interest areas.

» **weLearning:** Contains hundreds of quick videos demonstrating workflows, new functionality, and key features in Epic's foundation system.

Requesting Access

» Sign in to **userweb.epic.com,** select "**Catholic Health System**," and click "**Request an account**."

» Complete the required form using your **chsbuffalo.org email** address**.**

» A verification email will be required to complete the sign-up process.

Searching in UserWeb

Galaxy-Specific Search Complete UserWeb Search
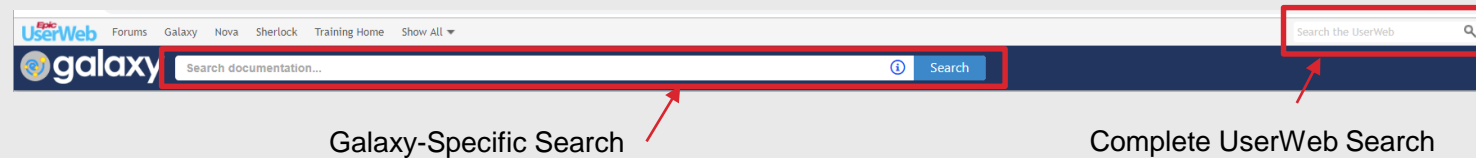
» The top toolbar throughout the UserWeb interface offers a complete search of documents available across the different tools.

» In certain areas, use the Galaxy-specific search bar (found lower down on the page) to find only documents in this portion of UserWeb. This is critical for finding a specific type of document.

Types of Documents in Galaxy

When Galaxy is searched, the type of document will dictate what information is contained inside. Common document types include the following:

» **Setup and Support Guides:** Detailed instructions and information about functionality and workflows. Mostly used by analysts, these documents describe what settings can be adjusted and how to build out advanced features in Epic.

» **Strategy Handbooks:** Best for leadership and project managers, these documents contain timelines, resources, and high-level project plans for implementing pieces of Epic.

» **Clinical/Financial Program:** Includes customer-documented successes through the use of Epic tools. This is a good place to routinely review the operational efficiency other customers have been able to gain. Certain records and pieces of these customer projects are often incorporated into the foundation system.

» **White Papers**: Includes high-level overviews of integrations, modules, and workflows. Typically only one to two pages, these documents are useful for high-level answers.

» **Reports:** Offers a quick link to the report repository to help show reports that pertain to a user's search. It is better to directly search on the report repository if you are looking for a specific type of information.

How to Find Information (Common Questions)

How do I find an end-user workflow?
Epic training materials contain only the most basic information. Look into the application's fundamentals workbook or weLearning for helpful information before searching Galaxy.

Does Epic allow a configuration in a workflow (e.g., options for e-prescribing controlled medication)?
The setup and support guides on Galaxy are the best locations to find this information. Check out the "Bells and Whistles" section of each guide for advanced configuration options.

How much effort does setting up a new functionality require (e.g., single sign-on)?
The implementation guides or strategy handbooks are the best resources for this information, as they document key decisions and items that should be reviewed and prepared. Additionally, the setup and support guides will be used by the analysts to configure the functionality.

How do other people document this clinical assessment?
While Galaxy may have some information about this subject, the Community Library is a better resource, as this tool contains all the records other organizations have used, allowing users to see what the assessment may look like as a smart form versus a doc flowsheet. Filter organizations to "Epic" and "Foundation System" to see only what is available in the product delivered by Epic.

How do I determine if Epic is coming out with improvements to a workflow?
Look for "What's New" documentation or a development preview. Sometimes Epic will also have added videos demonstrating the workflow in weLearning. Additionally, the forums may include some discussions in which Epic may have mentioned coming improvements.

What does the end-user view look like, and can users configure this option?
One of the best ways to see the end-user view is to log into the "Foundation Hosted" link as the end user. This will allow you to see what default options the end user has. Epic tries to allow the highest configurability for end users, so if the configuration is a possibility, it is likely already a default option. Look for more information coming out about the foundation-hosted environment in the next few months.

Additional UserWeb Help

» For any issues or questions related to your UserWeb account, please email **userwebaccounts@epic.com.**

» Additional How To's are scattered throughout the UserWeb, so when in doubt, search for your question.

ECG MANAGEMENT CONSULTANTS