Catholic Health

TO: Medical Staff Members

FROM: Dr. Hans Cassagnol, Executive Vice President & Chief Physician Executive
Dr. Michael Galang, Senior Vice President & Chief Information Officer

DATE: May 14, 2020

RE: Outpatient and Inpatient Services Schedules at Epic Go-Live

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Catholic Health invested in Epic Systems technology to improve patient safety across Western New York and become more efficient overall. During the implementation process and through Nov. 1 go-live, we're committed to helping our caregivers make a seamless transition without interruption to their practices.

Our healthcare organization made decisions that were designed for our services' schedules to remain at **full volume** during the official launch. Epic technology includes a Volume tracking report that will be utilized to monitor appropriate department and specialty data.

The goal is avoiding reductions in our clinical services while also maintaining quality and safety for patients. Therefore, our plans call for the following:

- Establishing Super Users at all sites to support Epic technology navigation

- Providing At-The-Elbow (ATE) support for caregivers for the first three weeks after go-live and making sure they become proficient with Epic

- Identifying unique areas that will be monitored for caregiver efficiency and in need of sufficient support

Please do not reduce your schedules immediately before, during or after go-live. We will be available to assist you until the transition to the new technology has been completed.

Thank you for your continued cooperation and support.