



Delivering Superior Clinical and  
Business Office End-user Training

## EPIC CORPORATE MODEL DEPLOYMENT

### UPMC PINNACLE

HARRISBURG, PENNSYLVANIA

UPMC Pinnacle is a nationally recognized leader in providing high-quality, patient-centered healthcare services in central Pennsylvania and surrounding rural communities. Its' more than 2,900 physicians and allied health professionals and approximately 11,000 employees serve a 10-county area of outpatient facilities and eight acute care hospitals with 1,360 licensed beds: UPMC Carlisle, UPMC Community Osteopathic, UPMC Hanover, UPMC Harrisburg, UPMC Lancaster, UPMC Lititz, UPMC Memorial, and UPMC West Shore. The not-for-profit system anticipates caring for more than 1.2 million area residents in FY 2018.

### BUSINESS CHALLENGE

The core UPMC Pinnacle facilities in the Harrisburg, Pennsylvania area were live on the full suite of Epic applications and initiating a project to add new markets to their IT model - York, Carlisle, Lancaster, Lititz and Hanover markets were recent acquisitions of UPMC. On a fast track to implement its corporate Epic model in these newly acquired facilities, UPMC Pinnacle was in need of an experienced credentialed training team to help them meet their implementation objectives and goals. The implementation was separated into two phases, with four markets combined into one live event, followed by the last market (Hanover) several months later. The end-users in these markets were to be trained locally, while the implementation and go-live were to occur simultaneously in a single event, which created additional logistical planning challenges.

### SOLUTION

After conducting an evaluation of options, UPMC Pinnacle selected MedMatica Consulting Associates (MedMatica) to assist with the end-user hospital training. Our training team was engaged for coordination and development of the training schedule and involved from curriculum development, through classroom training and at-the-elbow support during the four markets live event. In addition to supplying the credentialed training team, MedMatica provided oversight and management of the team, including managing the project budget, serving as liaison for UPMC Pinnacle training department, and providing regular progress reporting to UPMC Pinnacle senior management.

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# ACTION

MedMatica qualified and onboarded over 75 Epic credentialed trainers to support the spectrum of Epic modules, in a compressed timeframe. Applications included a combination of inpatient acute services as well as outpatient clinics and specialty services. MedMatica successfully assigned geographically local resources that supported the client's need to provide high quality training services efficiently and economically.

Our training team demonstrated a high level of flexibility in response to shifting training requirements and dynamic classroom and personalization lab schedules. The training requirements were driven by a diverse end-user population consisting of:

- Clinicians, comprised mostly of community physicians and other specialties with a wide range of experience to clinical information systems.
- Some hospitals moving from paper to electronic, which required additional specialized training.
- Acquired hospitals adapting to new ownership (UPMC) and expectations simultaneously with their EHR implementation; at times resulting in challenging work environments for UPMC employees.
- Training in the laboratory departments was more labor intensive, as Epic Beaker was a new module being implemented across the enterprise. Our Beaker credential trainers performed a broader set of tasks, which included complete curriculum development, analysis and delivery.

With the dynamic nature of the training project, communication with management was essential. Weekly progress reporting to UPMC Pinnacle's management team ensured clear, regular communication throughout the project. In addition to weekly progress reporting, MedMatica's Engagement Manager produced a weekly classroom observation report which consisted of instructor feedback on class participants who would benefit from enhanced training and/or focused at-the-elbow live support.

# OUTCOMES

MedMatica credentialed trainers worked seamlessly with UPMC Pinnacle to train over 2,000 clinicians, support staff and business office personnel during an intensive six-month time period. Although the credentialing process was completed at a central location, all end-user training was performed at each facilities local geographic location. Additionally, the MedMatica team provided at-the-elbow post live support at each hospital and associated ambulatory locations. The training project was completed within the agreed to time period and within budget, contributing significantly to a successful implementation. As a result, UPMC Pinnacle hospital and ambulatory practice end-users were able to quickly adapt and embrace the use of their new clinical information system.

