

Even during the Pandemic, Virtual Training & Support Ensures Epic Go-Live Stays on Schedule

Challenge

La Clinica de La Raza (La Clinica), based in Oakland, California, has over 30 clinics spread across three counties. The Stay-at-Home order for COVID-19 from the State of California was announced mid-March 2020 and La Clinica needed a rapidly deployable strategy to finish training and implement its Epic EHR by April 28th.

Solution

Together, La Clinica, Pivot Point Consulting and OCHIN, the IT services provider hosting and deploying Epic, used the following process:

Identify and prioritize the top success factors and business drivers for virtual training and go-live

Plan, develop and convert the remaining training classes to virtual training and complete virtual go-live support using new methodology developed over one week of paused classes

Execute the support model with a focus on Health Center priorities – patient and staff safety and go-live success

“Our partnership with Pivot Point Consulting, for project management and strategic insight, and OCHIN, for technical know-how with respect to Epic implementation, was an element integral to the success of our project. Working together, through trust and leveraging each other’s strengths, we quickly adjusted the project implementation model to address moving forward in a new post pandemic environment. La Clinica de la Raza is proud of the success of our project and our partnership!”

– Fernando Cortez, CIO

Outcome

The virtualized training and go-live approach ensured the Epic implementation stayed on schedule without added risk, or negative financial impact. In fact, the virtual approach reduced travel costs for training and go-live by approximately \$300K while addressing the safety of patients, 1,100 staff and almost 100 vendor and contractor staff. **Keys to success included:**

- Rightsizing the virtual classroom to allow for personalized training support and ample Q&A
- Extensive support planning for staff personal devices for training, go-live support and remote clinic work
- Carefully planning device deployment, management and support
- Equipping super users and leadership with tools and technologies to safely support colleagues in the clinic and those working remotely
- Launching a virtual command center and go-live model that made use of real-time web collaboration technologies for rapid issue resolution and vital information flow

\$300K

IN ESTIMATED COST SAVINGS

650+

STAFF AND CLINICIANS TRAINED

60%

STAFF MEMBERS TRAINED VIRTUALLY