UW Medicine

PIVOT POINT CONSULTING
A Vaco Company

Successful Implementation of Epic EHR & training program for nearly 29,000 staff across 5 entities

The Challenge

UW Medicine needed to implement the Epic electronic health record (EHR) solution across five entities of their health system, including UW Medical Center-Montlake, UW Medical Center-Northwest, Harborview Medical Center, Fred Hutchinson Cancer Center, and the UW School of Medicine. This transformation project ("Destination 1" or "D1") would address the need for a single enterprise clinical and revenue cycle solution. With a pivot to virtual training and support, UW needed a team of Principal Trainers, Credentialed Trainers, and Training Logistics Coordinators able to work in a primarily remote environment and deliver a high-quality training program for nearly 29,000 physicians, clinicians, and staff.

Our Solution

Pivot Point partnered with UW Medicine leadership to understand the unique environment and challenges for the D1 project–with the majority of the Epic EHR implementation training and readiness program for staff being virtual. Pivot Point identified the knowledge and skill sets that would be needed by the Principal Trainers, Credentialed Trainers, and Training Logistics Coordinators to be successful. Thinking about future training and support needs, Pivot Point offered the "Local Educators Program," which identifies resources from the community to support Epic training. Focused on candidates who have past training, education or clinical experience either in a classroom or one-on-one setting, the program gave UW Medicine access to a pipeline of talent at a lower cost than hiring full-time employees. Additionally, our consultants were from the local community, allowing for on-site training and support during a time when travel was limited due to the pandemic.

The Impact

Our engagement with UW Medicine yielded the following:

- Placement of 6 Principal Trainers and 106 Credentialed Trainers across core and specialty applications (clinical and revenue cycle), as well as 13 Training Logistics Coordinators over the course of the project

- Successful implementation of "Local Educator Program" consisting of 12 Credentialed Trainers

- Delivery of training classes, login labs and support using team members across multiple time zones

- Conversion of 15 training team members to full-time UW Medicine employees

- Staffing of post-implementation "Hotline" for Epic Tier-1 support

John Ombrellaro

Manager, End User Adoption

"The easiest part of this project was the staffing. Pivot Point delivered top-notch, quality candidates that contributed significantly to the success of the project. The Pivot Point leadership team was available when needed without being obtrusive. I would definitely work with them again!"