

NOVAPALOOZA: E-STAR UPGRADE COLLABORATIVE REVIEW

Susan Taylor, MSN, RN, *VUMC HealthIT Customer Services, Senior Operational Readiness Coordinator*
Yaa Kumah-Crystal, MD MPH MS, *VUMC HealthIT Clinical Director, Assistant Professor Pediatric Endocrinology*
Rachel Lassiter, *VUMC HealthIT Epic Environment & Release Management, Principal Application Architect*

INTRODUCTION

EpicLeap was a monumental undertaking to convert multiple siloed independent Electronic Medical Information systems to a central unified system. After two years of planning among clinical and non-clinical stakeholders across the enterprise, VUMC successfully implemented the Epic (eStar) Electronic Health Record (EHR) in November 2017. In recognition of the complexity and interdependencies of the applications and systems introduced with the new EHR, HealthIT developed collaborative review sessions to engage all stakeholders in preparation for the ongoing cycle of changes required to maintain and enhance the EHR to meet users' needs in care delivery.

Methods

NovaPalooza is a biannual event orchestrated to enable discussion and coordination of the high impact workflow changes to the EHR to appropriately prepare end users and patients

- Quarterly vendor upgrade changes are apportioned to Spring and Fall VUMC upgrade timelines
- Analyst Teams review changes and engage Clinical Directors, Subject Matter Experts
- Environment Architects coordinate with Executive Directors for timing and preparation to upgrade Epic environments
- Clinical Directors facilitate decisions through governance and approve content for messaging
- Operational Readiness, Training and Support Teams collaborate to prepare users for changes
- Stakeholders meet to discuss assessment of changes and concordance about level of impact

Results

- ~1200 enhancement notes reviewed per upgrade cycle (range=1,200-1,500)
- ~300 notes crossing multiple applications with interdependencies requiring multilevel coordination
- 20-30 enhancements requiring governance considerations through operational workgroups
- ~300 identified as organizational "wins" for the end user
- ~25 enhancements identified as high impact and communicated via Executive Summary

TEAMS

Analysts/Builders
Clinical Directors
Clinical Subject Matter Experts
End User Support Teams
Environment Architects
Operational Readiness
Training Team

Per Upgrade



CONCLUSION

The Joint Note Review process, affectionately named "NovaPalooza", is a proactive method to identify key changes to EHR workflows with system upgrades. The review sessions allow representative stakeholders across multiple domains to provide different lenses for viewing the level of impact to end users so appropriate change management and socialization can occur before Go-Live. The collaborative efforts promote the common goal of leveraging the EHR to provide safe, seamless patient care and services across VUMC.