

Case Study - Sutter Health



Implementing Large Scale, Multi-Tiered Epic CPOE Training Across a Large Hospital System

Challenge

Sutter Health serves the Northern California area, including the San Francisco Bay Area, Central Valley, Greater Sacramento Valley, Marin County, Sierra Foothills and Santa Cruz. The facilities were tasked with implementing a number of Epic CPOE and ancillary systems and completing a two-month training phase that would push a minimum of 500 students through training per day. To complete the sequential implementation phases, increased staffing was the primary need to support an aggressive go-live schedule.

Solution

CSI Healthcare IT provided Sutter Health with experienced Epic classroom trainers and activation resources to provide consistent Sutter-approved standardized training. CSI also provided a professional services resource to manage the trainers and ensure that they were properly cross trained, scheduled and following the Sutter Health curriculum, training protocols and objectives. In addition, as part of our services, CSI provided "Train the Trainer" sessions to ensure that its training team became an integrated part of the overall Sutter team.

Result

Sutter Health's Epic implementation was completed within the timeframe, and concurrent classes were conducted for both super users and end users to meet the timing objectives with full classroom attendance. CSI Healthcare IT dedicated knowledgeable professionals in the fields that they would be training and assisted with the go-live to continue the learning needs and expectations of the end users. Lastly, transparency was increased among lab test orders, and order maintenance was significantly reduced.