Command Center UPDATE

Epic together.

RWJBarnabas HEALTH

WAVE 1 GO-LIVE

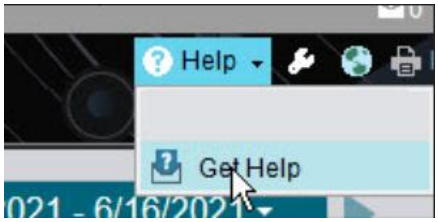
Friday, June 18, 2021

Key Updates

- For details of today's Executive Committee Epic Top 10 Go-Live issues and status, click here.
- **Today is the last day of Command Center operations.** While the onsite Command Centers are closing, daily huddles and the Top 10 at 10 meetings will continue through Wednesday, June 23. Support for Wave 1 practices will not diminish. Open tickets and inquiries will continue to be handled quickly and efficiently.

Reminders: *Tips, Tricks & High-Impact Workflows*

- **Today is the last day for At-The-Elbow (ATE) Support for Wave 1 practices.**
  Epic Support will remain available to you, 24 hours a day, 7 days a week, with the same resources you have been using since Go-Live. You can call the service desk, log a ticket from Epic, and continue to use the Learning Home Dashboard.
  - **Service Desk**
    - Staff Service Desk #: 1-844-513-4357
    - Physician Service Desk #: 1-844-414-2273
  - **Get Help Ticket**
    - Log a ticket directly from Epic – **Get Help** is in the upper right-hand corner of the screen:



  - **Learning Home Dashboard:**
    - The shortcut **F1** takes you directly to your Learning Home Dashboard, where you will find ***Training Tip Sheets*** and ***User Guides***, searchable by name.

Recent Tip Sheets

- No new/updated Tip Sheets to report for today.

For a complete list of Tip Sheets, log in to your Learning Home Dashboard.

Command Center Stats

As of 06/18/21 11:00 AM:

- EPIC TOTAL INCIDENTS: **3,444**
- EPIC TOTAL RESOLVED/CLOSED INCIDENTS: **3,208**
- EPIC TOTAL OPEN INCIDENTS: **236**

Resiliency & Success Stories

Epic Shout-Outs!

- **Rob Adamson on behalf of Barry Ostrowsky and the Strategic Board to EVERYONE –** *Happy and pleased with the Wave 1 Go-Live. It went so smoothly and was successful due to the collaboration of everyone involved from all entities; everyone working together as one unit!*

- **Karen Marhefka to Tom Williams –** *For kindly and without hesitation offering the Wave 2 practice managers/administrators access to their Wave 1 counterparts for advice, guidance, and experience-sharing as Wave 2 gets rolling. Tom made clear that the knowledge gained by the Wave 1 managers will be invaluable to this next group, providing an additional learning that we did not have in Wave 1.*

Epic Together Command Center Communication

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Go-Live Command Center Update Archive
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