Wave 8 Super Users

Go-Live Expectations

Tonya Martinez
Super User Coordinator

Super Users are:

- Group of skilled, dedicated end users to serve as our organizations own personal system experts
- Should be respected among their peer group
- Trained to support colleagues during go live and beyond
- Support Trinity's staffing model off Pay it Forward, Pay it back
- Serve as a change agent for the TogetherCare Implementation

Responsibility:

- Dedicated, full time support for super user shifts during go-live
- Learn organization's workflow to serve as the clinical/operational area expert
- Review refresher materials with tip sheets available to read/watch/practice in TogetherCare to better prepare and be comfortable assisting our colleagues

Trinity Health

455 shifts have been filled for this Wave

External Super Users have filled 354 shifts

- ✓ St. Peters Health Partners (New York)
- ✓ Holy Cross Health (Maryland)
- ✓ Saint Francis HealthCare (Delaware)
- ✓ Mercy Health and Saint Joseph Health System (Michigan)
- ✓ Nazareth Hospital and St. Mary Medical Center (Pennsylvania)
- ✓ Healthrise and CSI (3rd party vendors)

Internal Super Users have filled 101 shifts

Not every department/clinic has designated SU

- ▪ Lab locations have designated Super Users for weeks 1-3
- ▪ Acute and Ambulatory locations have designated Super users by Zones for week **1 only**

  (support will be rounding during shift)

- ▪ SU Roles

SU Emergency Staff	SU Nursing Inpatient	SU Nursing L&D	SU OR Intra Op	SU Nursing and Support Amb Clinics
SU Lab CP Tech	SU Lab CP Front desk, Processing, Phleb		SU Lab AP Staff	SU Lab Blood Bank

Trinity Health

Arrival

- All Super Users will park in the MOC parking garage and/or offsite surface lots

- All Super Users (SU) must wear their ID badge, Vest and follow masking protocol

- SU will check in at the Welcome Center upon arrival for 1st shift

- SU supporting Ambulatory clinics will go directly to their shift location. They will not report to the Welcome Center on campus.
  - Please welcome the SU and introduce yourself
  - If SU is supporting a location with multiple offices, please aid with navigating to those floors/suites etc.

- Super Users will be receiving vouchers for the cafeteria. Staff should plan for longer lines during the go-live

- A QR code has been provided for <u>external super users</u> to use to check-in daily via their phones. The code will be posted around for easy access

WAVE 8 SUPER USER SIGN IN

Super User Support

St. Joseph's Health Internal Lab Super Users 101 Shifts

Colleagues from other Health Ministries for Lab and Support Zones 79 shifts

- ✓ External Super Users have filled 354 shifts
- ✓ St. Peters Health Partners (New York)
- ✓ Holy Cross Health (Maryland)
- ✓ Saint Francis HealthCare (Delaware)
- ✓ Mercy Health and Saint Joseph Health System (Michigan)
- ✓ Nazareth Hospital and St. Mary Medical Center (Pennsylvania)

HEALTHRISE and CSI (3rd Party vendors) **275 shifts**
        Identified by their company lanyards and SU vests

Virtual Chat support provided during go-live with icon Zenworks or link **Virtual Support Assistant Live Chat**

- • Connect to an on-line super user when an at the elbow super user is not available.

- • Assist with underlined clinical workflow questions with your permission to log into your computer assist you.

- • Available 1/20 @ 1am through 2/16@ 5pm EST

TogetherCare Virtual Super User
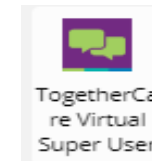
Health Informatics will be rounding on the Main Campus and Ambulatory Clinics

Trinity Health

1 Main Hospital
St. Joseph's Health Hospital | 301 Prospect Ave

SJSY 3 4 PROGRESSIVE CARE UNIT
SJSY CARDIAC CATH LAB
SJSY CARDIOVASCULAR ACCESS UNIT
SJSY D3 EAST SURGICAL ICU UNIT
SJSY D3 WEST MEDICAL ICU UNIT
SJSY D4 CARDIOVASCULAR SURGERY UNIT
SJSY D5 CARDIOVASCULAR TELEMETRY UNIT
SJSY INFUSION CENTER
SJSY MED SURG UNIT 1-4
SJSY MED SURG UNIT 1-5
SJSY MED SURG UNIT 2-4
SJSY MED SURG UNIT 2-5
SJSY MED SURG UNIT 3-1
SJSY MED SURG UNIT 3-2
SJSY MED SURG UNIT 4-1
SJSY MED SURG UNIT 4-2
SJSY OBSERVATION
SJSY PSYCHIATRIC UNIT

1a Emergency Department
St. Joseph's Health Hospital | 301 Prospect Ave
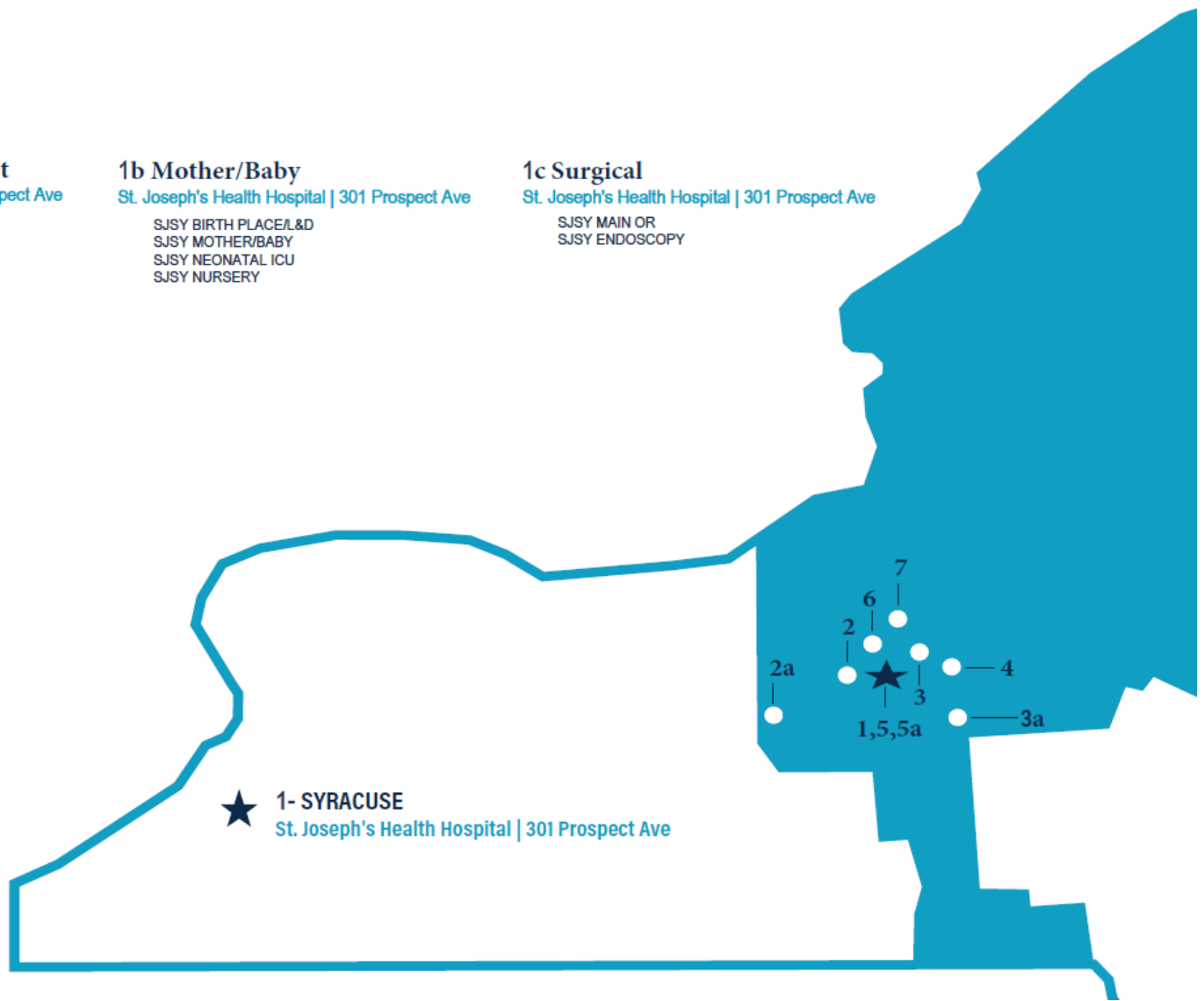
SJSY EMERGENCY
SJSY COMP PSYCH ED

1b Mother/Baby
St. Joseph's Health Hospital | 301 Prospect Ave

SJSY BIRTH PLACE/L&D
SJSY MOTHER/BABY
SJSY NEONATAL ICU
SJSY NURSERY

1c Surgical
St. Joseph's Health Hospital | 301 Prospect Ave

SJSY MAIN OR
SJSY ENDOSCOPY

1- SYRACUSE
St. Joseph's Health Hospital | 301 Prospect Ave

Trinity Health

2a- AUBURN * 27.2 miles | 38 min
St Josephs Physicians Auburn | 615 N Seward Ave
- SJSPA SJP AUBURN GYN

2- CAMILLUS * 9.8 miles | 17 min
St Josephs Camillus Medical Center | 5301 W Genessee St
- SJSPC SJP CAMILLUS CARDIOLOGY
- SJSPC SJP CAMILLUS NEUROLOGY
- SJSPC SJP CAMILLUS PRIMARY CARE

3- EAST SYRACUSE * 9.4 miles | 15 min
Brittonfield Medical Offices | 4939 Brittonfield Pkwy
- BTTMO BFPE CARDIOVASCULAR SPECIALIST
- BTTMO BFPE HEART FAILURE CLINIC

3a-CAZENOVIA * 21.2 miles | 34 min
Heritage Family Medicine Cazenovia | 132 ½ Albany St
- SJSHC HFMC HERITAGE CAZENOVIA

4-FAYETTEVILLE * 8.5 miles | 17 min
Heritage Family Medicine Fayetteville | 4000 Medical Center Dr
- SJSNE HERITAGE FAYETTEVILLE SUITE 104

Northeast Medical Center | 4000 Medical Center Dr
- SJSNE ENT SUITE 502
- SJSNE FP SUITE 101 A/B
- SJSNE FP SUITE 101 C
- SJSNE FP SUITE 101 D/E
- SJSNE SJPMG CARDIOLOGY FAYETTEVILLE SUITE 212
- SJSNE SS SUITE 117

Northeast Surgery Center | 4000 Medical Center Dr
- SJSSC ASC SUITE 208

5- SYRACUSE
Medical Office Center | 104 Union Ave | * 240ft
- SJSMO MOC VASCULAR ACCESS CENTER
- SJSMO SJP UROGYNECOLOGY
- SJSMO PRE ADMISSION TEST
- SJSMO VCT CSA

Physicians Office Building | 101 Union Ave | * 10ft
- SJSY PCC FAMILY MEDICINE CENTER
- SJSY PCC OBSTETRICS/GYNECOLOGY SJSY
- SJH INFECTIOUS DISEASE CLINIC (main)

Primary Care Center - West | 321 Gifford St | * 1.7 miles | 6 min
- SJSPW FAMILY MEDICINE
- SJSPW PEDIATRICS

5a- SYRACUSE
St Josephs Physicians Cardiology Syracuse 1000 E Genesee St | * 1.4 miles | 7 minutes
- SJSCS SJP CARDIOLOGY SYRACUSE

6- LIVERPOOL *7.0 miles | 15 min
North Medical Center | 5100 W Taft Rd
- SJSNM NMPE SS SUITE 1C
- SJSNM FP SUITE 1D
- SJSNM FP SUITE 1G
- SJSNM FP SUITE 1P
- SJSNM FP SUITE 3G
- SJSNM SJP CARDIOLOGY LIVERPOOLSUITE 2T

7- CICERO * 11.2 miles | 15 min
Cicero Family Medicine | 5586 Legionnaire Dr
- SJSCF CFM CICERO FM

1- SYRACUSE
St. Joseph's Health Hospital | 301 Prospect Ave

* Distance to St. Joseph's Health Hosptial Main Campus

Trinity Health
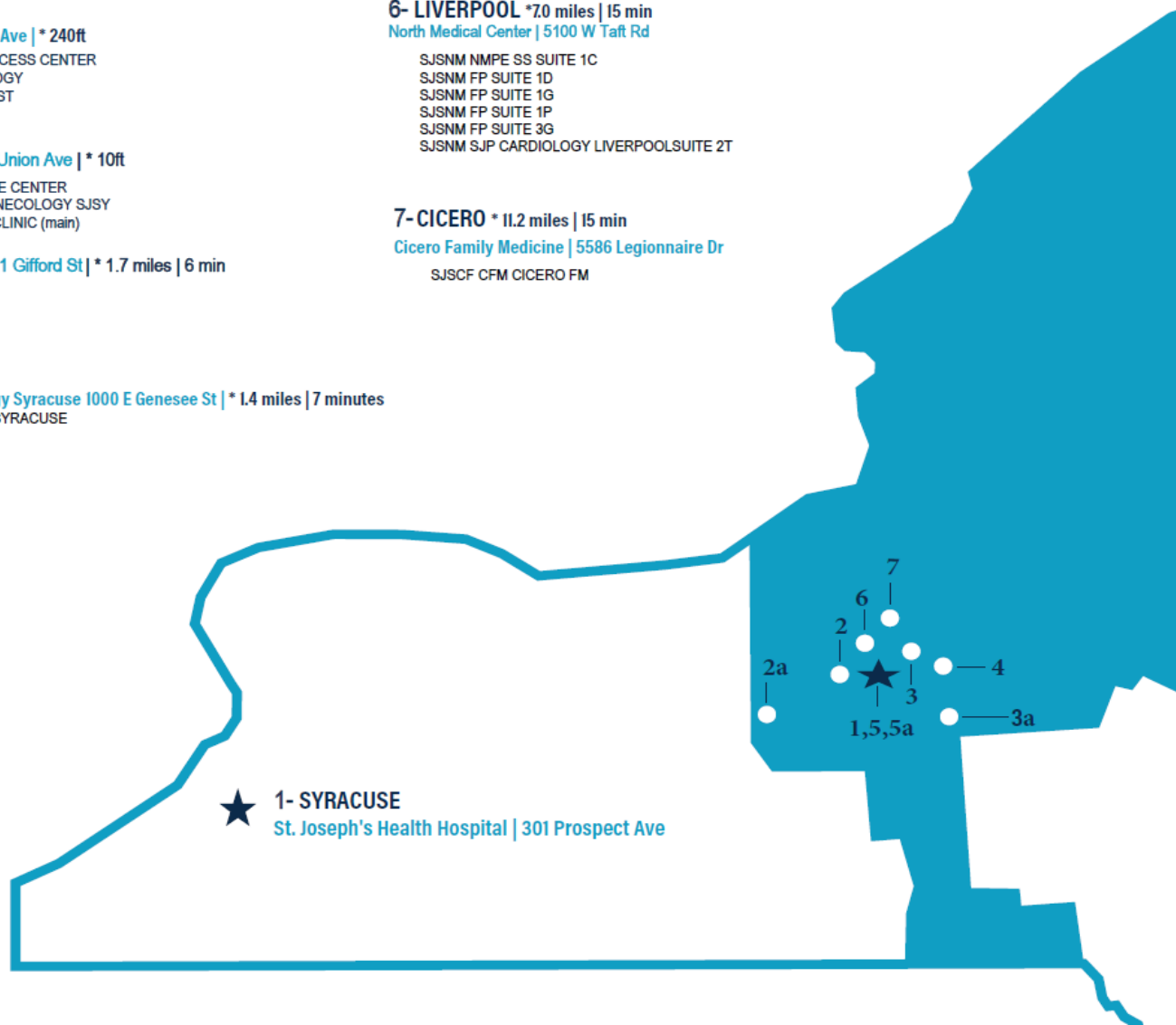
Super User Schedule Laboratory

TogetherCare Powered by *Epic* to achieve TogetherHealth

Location/Zone and SU role

Location/Zone and SU role	20-Jan	21-Jan	22-Jan	23-Jan	24-Jan	25-Jan	26-Jan	27-Jan	28-Jan	29-Jan	30-Jan	31-Jan	1-Feb	2-Feb	3-Feb	4-Feb	5-Feb	6-Feb	7-Feb	8-Feb	9-Feb	10-Feb	11-Feb	12-Feb	13-Feb	14-Feb	Grand Total
SJSNE LABORATORY---Northeast Medical Center																											
SU Lab - AP Staff (cyto tech, gross assistant, histotech, transcription, pathologist, manager)---07:00 AM-07:30 PM			1	1	1	1	1			1	1	1	1														9
SU Lab - CP Front Desk, Processing, Phleb (front desk, processor, phlebotomist, client services)---07:00 AM-07:30 PM			1	1	1	1	1			1	1	1	1	1			1	1	1	1	1			1	1	1	18
SU Lab - CP Tech (medical, micro tech, lab supervisor)---07:00 AM-07:30 PM			1	1	1	1	1			1	1	1	1	1			1	1	1	1	1			1	1	1	18
SU Lab - CP Tech (medical, micro tech, lab supervisor)---08:00 AM-01:00 PM	1							1																			2
SJSNM LABORATORY---North Medical Center																											
SU Lab - AP Staff (cyto tech, gross assistant, histotech, transcription, pathologist, manager)---07:30 AM-08:00 PM			1	1	1	1	1			1	1	1	1	1													10
SU Lab - CP Front Desk, Processing, Phleb (front desk, processor, phlebotomist, client services)---07:30 AM-08:00 PM			1	1	1	1	1			1	1	1	1	1			1	1	1	1	1			1	1	1	18
SU Lab - CP Tech (medical, micro tech, lab supervisor)---07:30 AM-08:00 PM			1	1	1	1	1			1	1	1	1	1			1	1	1	1	1			1	1	1	18
SU Lab - CP Tech (medical, micro tech, lab supervisor)---08:00 AM-02:00 PM	1							1							1							1					4
SJSY BLOOD BANK---St Josephs Hospital Health Center Syracuse																											
SU Lab - Blood Bank---04:00 AM-04:30 PM	1																										1
SU Lab - Blood Bank---07:00 AM-07:30 PM	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	26
SU Lab - Blood Bank---07:00 PM-07:30 AM	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1						21
SJSY MAIN LAB---St Josephs Hospital Health Center Syracuse																											
SU Lab - AP Staff (cyto tech, gross assistant, histotech, transcription, pathologist, manager)---07:00 AM-07:30 PM			4	4	4	4	4			4	4	4	4	4			2	2	2	2	2			1	1	1	53
SU Lab - CP Front Desk, Processing, Phleb (front desk, processor, phlebotomist, client services)---04:00 AM-04:30 PM	1																										1
SU Lab - CP Front Desk, Processing, Phleb (front desk, processor, phlebotomist, client services)---07:00 AM-07:30 PM	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	26
SU Lab - CP Front Desk, Processing, Phleb (front desk, processor, phlebotomist, client services)---07:00 PM-07:00 AM	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	26
SU Lab - CP Tech (medical, micro tech, lab supervisor)---04:00 AM-04:30 PM	1																										1
SU Lab - CP Tech (medical, micro tech, lab supervisor)---07:00 AM-07:30 PM	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	26
SU Lab - CP Tech (medical, micro tech, lab supervisor)---07:00 PM-07:00 AM	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	26
Grand Total	11	6	16	16	16	16	16	8	6	16	16	16	16	15	7	6	12	12	12	12	12	6	5	10	10	10	304

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Super User Schedule Ambulatory Clinics

TogetherCare
Powered by Epic to achieve TogetherHealth

Location/Zone and SU role	22-Jan	23-Jan	24-Jan	25-Jan	26-Jan	Grand Total
Ambulatory Float - Zone 2 - Camillus ---St Joe's Syracuse NY						
SU Nursing and Support Staff - Amb Clinics---08:00 AM-05:00 PM	1	1	1	1	1	5
Ambulatory Float - Zone 2a - Auburn---St Joe's Syracuse NY						
SU Nursing and Support Staff - Amb Clinics---08:00 AM-05:00 PM	1	1	1	1	1	5
Ambulatory Float - Zone 3 - East Syracuse BrittonField---St Joe's Syracuse NY						
SU Nursing and Support Staff - Amb Clinics---08:00 AM-05:00 PM	1	1				2
Ambulatory Float - Zone 3a - Cazenova---St Joe's Syracuse NY						
SU Nursing and Support Staff - Amb Clinics---08:00 AM-05:00 PM	1	1	1	1	1	5
Ambulatory Float - Zone 4 - Fayetteville NE---St Joe's Syracuse NY						
SU Nursing and Support Staff - Amb Clinics---08:00 AM-05:00 PM	2	2	2	2	2	10
SU O.R - Intra-Operative Nursing---08:00 AM-05:00 PM	1	1	1	1	1	5
Ambulatory Float - Zone 5 - Syracuse---St Joe's Syracuse NY						
SU Nursing and Support Staff - Amb Clinics---08:00 AM-05:00 PM	2	2	2	2	2	10
Ambulatory Float - Zone 5a - Syracuse (Genesee St) SYR Cardio---St Joe's Syracuse NY						
SU Nursing and Support Staff - Amb Clinics---08:00 AM-05:00 PM	1	1	1	1	1	5
Ambulatory Float - Zone 6 - Liverpool (Taft Rd) NM---St Joe's Syracuse NY						
SU Nursing and Support Staff - Amb Clinics---08:00 AM-05:00 PM	2	2	1	1	1	7
Ambulatory Float - Zone 7 - Cicero---St Joe's Syracuse NY						
SU Nursing and Support Staff - Amb Clinics---08:00 AM-05:00 PM	1	1	1	1	1	5
Grand Total	13	13	11	11	11	59

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Super User Schedule Main Hospital

TogetherCare
Powered by *Epic* to achieve TogetherHealth

Location/Zone and SU role	20-Jan	21-Jan	22-Jan	23-Jan	24-Jan	25-Jan	26-Jan	Grand Total
⊟ Float Pool - Acute Zone 1 ---Inpatient - Med Surg/Infusion/Psyc/Obs								
⊞ SU Nursing - Inpatient (Med/Surg/Peds/ICU)---04:00 AM-04:30 PM	3							3
⊞ SU Nursing - Inpatient (Med/Surg/Peds/ICU)---07:00 AM-07:30 PM	3	3	3	3	3	3	3	21
⊞ SU Nursing - Inpatient (Med/Surg/Peds/ICU)---07:00 PM-07:30 AM	3	3	2	1	1	1	2	13
⊟ Float Pool - Acute Zone 1a ---Emergency								
⊞ SU Emergency Department Staff---04:00 AM-04:30 PM	2							2
⊞ SU Emergency Department Staff---07:00 AM-07:30 PM	3	3	3	3	2	3	3	20
⊞ SU Emergency Department Staff---07:00 PM-07:30 AM	2	2	2	2	1	1	1	11
⊟ Float Pool - Acute Zone 1b---Labor & Delivery/Nursery/Neonatal								
⊞ SU Nursing - Labor & Delivery, and Unit Clerk---04:00 AM-04:30 PM	1							1
⊞ SU Nursing - Labor & Delivery, and Unit Clerk---07:00 AM-07:30 PM	1	1	1	1	1	1	1	7
⊞ SU Nursing - Labor & Delivery, and Unit Clerk---07:00 PM-07:30 AM	1	1	1	1	1	1	1	7
⊟ Float Pool - Acute Zone 1c---Main OR								
⊞ SU O.R - Intra-Operative Nursing---07:00 AM-07:30 PM	1	1	1	1	1	1	1	7
Grand Total	20	14	13	12	10	11	12	92

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Go Live Resources

1. **Learning Home Dashboard from EPIC**

2. **SJHEN/TogetherCare** TogetherCare - Home (sharepoint.com)

3. **SJHEN/Trinity Health Pulse** SO - TogetherCare - Home (sharepoint.com)

Go Live Issues

TogetherCare
Powered by **Epic** to achieve
TogetherHealth
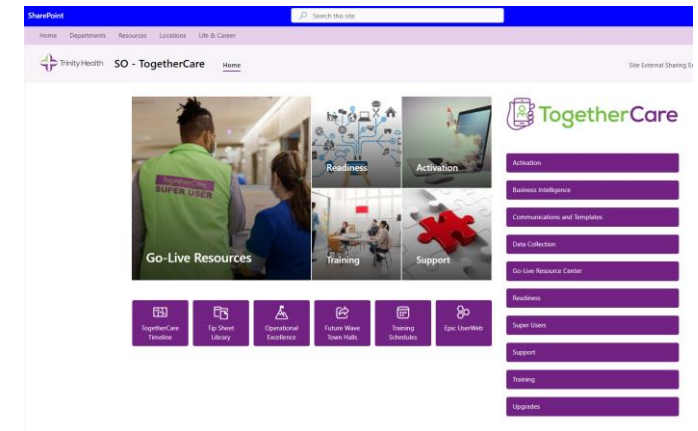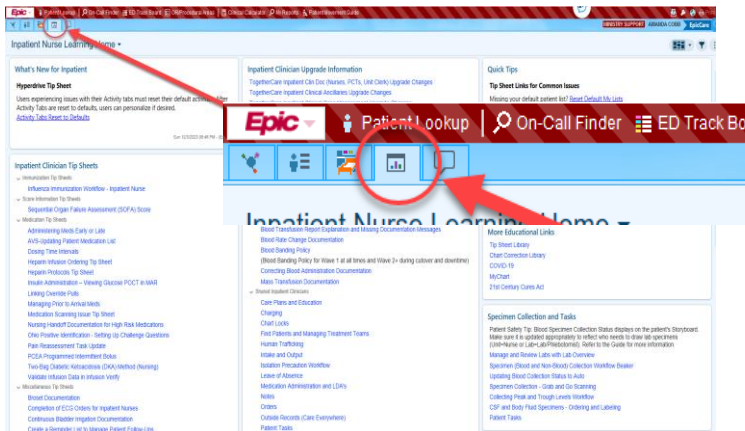
- Critical/Urgent issues- call the Help Desk.

- Non-Critical issues- end users should look for super user support to assist first or resources provided. If unable to resolve, follow the incident reporting process (Service Now)

- Super Users should not be calling the help desk and/or submitting incident tickets unless necessary. If so, they should provide the **end users name/number** so follow up can occur

- If you need a Super user for your location, please reach out to the Local Super User Coordinator 315-726-9839 or call the Command Center 315-744-1060 (Urgent and/or 7p-7a) who will contact the Super User Coordinator to facilitate

- Any concerns regarding SU's should be reported by the manager/dept leader directly to the Command Center who will contact the SU Coordinator.

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