



Finishing Faster at University of California, Davis

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Disclosures

- Advisor to BeHeartFit
- Service, Epic Community Connect Council

How we do this...

- Special People i.e. Melissa Jost, Scott MacDonald, Four Trainers and Two Builders (Team doubles in size on 7/1/19).
- Analytics in Epic (Signal) identify focus areas but, special sauce is trainers that understand their user quickly; adjusting their training on the fly to meet specific needs.
- Combine Trainers and Builders. Trainers commonly find issues that the builders can remedy. Builders can implement functionality that enables more appropriate personalization e.g. New Smart Forms that Macros can't be created from.
- Training addressing the specific problem (a good typist can benefit from dictionary and auto correct but, a hunt and peck person should probably jump to Haiku or Dragon).

Get Their Attention

- Four hour engagements – patient census is 50%
- RVU Reconciliation
- Provider – Trainer – Builder
- Planned – follow up in 30 days
- Testimonials

Most Simple of Metrics

- Time Saved – 25 hours monthly for a primary care provider
- Statistically significant decreases in pajama time
- Comparing pre and post Likert Scale scores show significant increases in providers agreeing or strongly agreeing that they are proficient in the use of Epic

Big Satisfiers

- Haiku, Dragon
- Wide Screen
- Smart Tools
- Note Writer
- Quick Actions
- Quick Filters
- Chart Search (surprising what people missed the first time around)
- New Smart Forms that macros can be created off of

Contacts

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