## Applications

Applications refer to different modules of software in CareConnect that perform specific functions. For example, the Cadence application contains all the scheduling workflows, ASAP covers emergency department workflows, and Beacon enables users to perform work related to oncology.

## At-elbow support

At-elbow support is individual help in using CareConnect provided by super users at go-live and in the weeks following go-live. Super users will also provide in class support to end users during training.

## Basic PC skills

Everyone will need basic computer skills - how to use a keyboard and a mouse - to access CareConnect. A 15-minute tutorial accessible through CareConnect's website will help users gain an understanding of those basics.

## Clinical content

Clinical content is the core of CareConnect. Clinical content provides the "what" for patient assessments, care plans, and patient education tools. Content will be tailored to clinical departments. It is being developed separately from workflows in CareConnect. For more information, see the entry below on SME – Subject Matter Expert.

## Clinical documentation

Clinical documentation refers to the electronic capture of clinical notes and flowsheets; patient assessments; and clinical information such as medication administration records in CareConnect.

## CPOE

CPOE stands for computerized provider order entry, which allows providers to manage and communicate orders.

## Credentialed trainers

Credentialed trainers will serve as CareConnect experts in their assigned application. After receiving specialized training and becoming credentialed for CareConnect training, they will conduct end-user classroom training for all users.

### eLearning modules

eLearning modules are interactive, scenario-based tutorials created by Epic System Corp. The modules will guide future users of CareConnect through basic workflows and provide an introduction to its user interface. Many of these can be accessed through CareConnect's website. An extended library of eLearnings, which give a sample of nearly all of Epic's applications and include strategies for different learning styles, are available to health system faculty and staff members on Epic System Corp.'s website. The eLearning modules allow users to learn at their own pace and serve as a supplement to future required training. Additional eLearning courses required as prerequisites for classroom training will also be made available as training nears.

### Enterprise-wide

Enterprise-wide refers to all the UCLA Health System facilities: Ronald Reagan UCLA Medical Center, Mattel Children's Hospital UCLA, Resnick Neuropsychiatric Hospital, UCLA Medical Center, Santa Monica, and more than 200 ambulatory clinics throughout Southern California.

### Epic Systems Corp.

Epic Systems Corp. is a company based in Verona, Wis., that makes software for mid-size and large medical groups, hospitals, and integrated health care organizations – working with customers that include community hospitals, academic facilities, children's organizations, safety net providers, and multi-hospital systems. Epic Systems Corp. supplies the software that provides the foundation for CareConnect.

### Go-live

The dates when faculty and staff members begin using CareConnect are called "go-lives."

**March 1, 2013:** Much of CareConnect's functionality was rolled out in a single day:
- Scheduling, registration, billing, ADT, HIM, and health plan management at all hospitals (Ronald Reagan UCLA Medical Center, Resnick Neuropsychiatric Hospital at UCLA, and UCLA Medical Center, Santa Monica)
- Scheduling, registration, referrals, and authorizations for UCLA managed care members at all clinics
- Clinical applications – pharmacy, CPOE, documentation, radiology, rounding lists – at all hospitals
- Computerized Physician Order Entry (CPOE) and documentation at a group of clinics and procedure areas in our hospitals (Wave 0)

- CareConnect Lite as a replacement for cView at all clinics (except those in Wave 0)

**June 2013 – February 2014:** Clinical applications (CPOE and documentation) and the patient portal (*my*UCLA*health*) rolled out to ambulatory clinics in waves.

## Implementation

Implementation is an itemized plan that includes the steps needed to install the system and the estimated number of months it will take.

## Model System

The "Model System" is Epic Systems Corp.'s out-of-the-box electronic health record system. It is a set of common configurations, workflows, and content based on common practices, real-world content, and configurations gathered from dozens of health care organizations across the country that have successfully implemented the company's electronic health records.

## Playground

The playground is an environment containing fictitious patient information that enables users to become familiar with CareConnect and practice their skills. The playground will be a replica of the training environment users were introduced to in class. They will be able to access the playground after attending their first training course to practice what they learned.

## Proficiency

After training in CareConnect, all users will demonstrate proficiency in using CareConnect to do their jobs before receiving a log-in and password to the system.

## SME – Subject Matter Expert

SMEs, or Subject Matter Experts, are members of the faculty or staff with expertise in a specific area. SMEs (often pronounced "smees") inform all aspects of CareConnect's development by reviewing and validating Epic System Corp.'s Model System; providing input about workflow design, system configuration, interface functionality, training, go-live, etc.; and serve as liaisons/advocates with eventual CareConnect users.

## Sneak Peek

In preparation for go-live, the sneak peek will take participants through realistic patient care scenarios to validate CareConnect workflows across the care continuum. Integrated workflows will be shown in CareConnect to test that system

design and build are aligned and directionally correct. Subject matter experts, super users, and advisory group members in attendance will validate that key decisions have been incorporated successfully. The objective is to verify that integrated aspects of the system build can perform cohesively and that data can flow from one setting to another appropriately in a representative patient care scenario.

### Super users

Super users are eventual CareConnect end users who are respected by peers and trained to: assist in adoption pre-go-live, support peers during training, provide dedicated support to peers at go-live, serve as ongoing "go-to" people for peers, and act as liaisons to the CareConnect team. CareConnect's program has used the help of nearly 2,000 super users to assist end users in their own areas of expertise.

### Workflow

A workflow walks a user through the steps needed to do their job. CareConnect started with workflows offered in Epic's Model System, asked hundreds of faculty and staff members to validate the workflows, and then modified them to accommodate the way we work at UCLA Health System.

### More Definitions

Visit [CareConnect's website](#) for additional definitions.