

A message from Lisa Reed, Dawn Nee and Tricia Brisbois

Community Program Update – September 24, 2021

The following is our monthly progress update including some information on our Hardware Vendors, our Client Agreement, and overall project updates.

Wave 1 Kick off

We have a small number of practices who are included in our Wave 1 implementation and will go live with the Wellforce hospitals and employed physician practices. Wave 1 private physician practices include limited Circle Health and NEQCA pilot practices and private practices at MelroseWakefield on the LMMER system. The number of practices in this initial wave is limited in order to ensure successful practice implementations and a smooth experience for physicians. The initial kick off meetings on August 17 and August 18 provided the practices with an overview of the implementation process and an idea of what to expect.

Each practice will be assigned a project coordinator from Wellforce to work with them through the entire project. The practice will need to identify a **physician champion**, an **operations champion** and a **billing champion**. Each role is described below in more detail:

Role	Description	Timeframe and Needs
Physician Champion, Operations Lead and Billing Lead	Responsible for working with the project team to ensure a successful implementation and act as an advocate in the practice. <u>Generally, someone who will be responsive in communication.</u>	During implementation and post go-live 1-2 hours of meetings weekly and email communication during implementation period
Project Coordinator	Responsible for ensuring implementation projects remain on the right path to go-live and beyond. This individual builds strong relationships with staff and leadership at implementing EpicEdge Community sites. They also guide the analyst team by communicating project goals and managing project milestones.	During implementation and post go-live
Epic Application Analyst	Certified analysts who are responsible for system configuration and testing during the implementation, issue resolution for live sites, and ongoing system enhancements.	During implementation and post go-live

As the Wave 1 practices proceed through the implementation process, we will provide updates in these monthly newsletters and also highlight the implementation process so that you know what to expect.

Physician Agreement and Sign up for Implementation

In the [memo](#) from Dr. Wagner on 8/19/21, we mentioned that we were close to finalizing the physician agreement and outlined a timeline for those practices interested in signing up for a future implementation. The physician agreement has been completed and the high-level headings of this agreement are listed below. Because the agreement is a full document and requires individual customization for each practice in order to complete, we will not be sending it out in a large communication; instead, it will be available for practices upon request. We would also like to schedule time to review it with you if you have questions. The overall implementation and benefits of the program are important and are not captured completely in this legal agreement.

High Level Terms included in the Physician Agreement (this list is not intended to be all inclusive):

- Software and services included as part of the offering are outlined
- An activation date or go live date will need to be mutually determined before agreement is executed
- Security and compliance requirements
- Termination terms are listed including what the process would be if a provider leaves the Wellforce network at a future point
- Security deposit and fees
- Requirement for technology liability insurance
- Minimum hardware requirements

As mentioned in the [memo](#) from Dr. Wagner, we anticipate these timelines as our go live waves for private community practices:

- Wave 2 – June/July 2022
- Wave 3 – September/October 2022
- Subsequent Waves: Likely quarterly

For practices interested in participating in waves 2 or 3, we will be looking for you to express *intent* to move to EpicEdge by **November 1, 2021**. Please note that depending on the interest we receive, and the types of practices interested, we may need to include practices in Wave 2, Wave 3 or in future waves. We are doing our best to group practices of similar specialties together and practices will be assigned waves accordingly as approved by the EpicEdge Community Physician Steering Committee.

Contact:

Please direct any questions to EpicEdge@wellforce.org or to a member of the EpicEdge Community team.

Dawn Nee, Executive Director, LMMER

MelroseWakefield Healthcare
dnee@melrosewakefield.org

Lisa Reed, Vice President, Performance Management

NEQCA
lreed1@neqca.org

Tricia Brisbois, Director of IT Strategy and EMR Support

Circle Health
tricia.brisbois@lowellgeneral.org