



ASAP Implementation

The Challenge

- **Implement Epic's ASAP application** for clinical documentation and computerized physician order entry
- **Provide end-user support** for utilizing ASAP based on the facility's ED workflow (i.e. Registration, triage, patient examination/assessment, CPOE, and admissions, discharges, or transfers)
- **Analyze and customize department workflow** as needed to match Epic system functionality
- **Assessing the needs for system support in the ED**, as it was the only department to use CPOE, all Inpatient physicians had view only access
- **Limited testing time** and an internal system created by the client used for Registration and ADT created obstacles for patient tracking and correct interfacing between Epic and the internal system

The Solution

- **Thoroughly documented clinical end-user's issues, discrepancies, and complaints** and recommended or report the issues to appropriate staff
- Observed and worked with registration to **minimize physician billing and patient tracking discrepancies**
- Worked one-on-one with clinicians to **make system usability more feasible** (i.e. Creating Macros for Note Writer, macros for Dragon dictation, smartphrases for documentation, preference lists for order entry, etc.)
- Assisted the Nursing Manager, Department Educator, and Executive Secretary in **creating, modifying, and running reports in Reporting Workbench to track statistical trends** for the department

The Results

- **Successfully implemented Epic's ASAP application**
- **The reported issues/enhancements provided the hospital with ASAP system enhancements and configurations to use at other facilities resulting from the successful changes made on the system after implementation**
- **Provided end-users with system knowledge to successfully complete all ED workflows in Epic**
- **Client was able to utilize internal staff in other needed areas due to providing efficient system support**