Epic EHR Transition

COMMUNITY
TECHNOLOGY COOPERATIVE

Have questions about our upcoming transition to the Epic Electronic Health Record system?

Find out what you need to know.

What is Community Technology Cooperative?

Community Technology Cooperative (CTC) was formed to help Federally Qualified Health Centers (FQHCs) acquire best-in-class technology. Comprised of FQHCs throughout Massachusetts, CTC is focused on transitioning our existing Electronic Health Record (EHR) systems to Epic.

What is Epic?

Epic is a best-in-class Electronic Health Record platform (EHR) that will allow community health centers to have a single fully integrated system to better manage patient care. This move will help FQHCs achieve their major goals and objectives including improving patient care, enhancing the care team experience, operating more efficiently, and eliminating disparities.

Why did we choose Epic?

Since 2019, we have been looking into ways to bring best-in-class EHR systems to health centers in a way that is affordable and supports their missions and their independence. We considered and evaluated functionality, capabilities, and long-term viability, and compatibility with regional hospitals/ health systems; Epic stood out as a top-tier solution for our FQHCs. We also determined that creating an FQHC-governed operating company to implement and operate the system provided the control that we wanted.

Why now?

The pandemic has put even more pressure on health centers and patients. Inefficient and outdated EHR systems add to that burden and upgrading to a new solution can be costly and overwhelming for community health centers to implement on their own. CTC's united approach removes many traditional barriers to progress. Together, member organizations benefit from reduced costs, a collaborative process, and a coordinated community roll out. Furthermore, the Epic EHR will allow us to have a product that meets the growing demands of us to be innovative and support new models of delivering care

What type of training will we receive to familiarize us with Epic?

If you will be using Epic, you will be registered for a training curriculum specific to your role. The trainings apply to all Epic users from front end support, providers, support staff and EMR analysts at your health centers. Depending on your role and interests you may also be registered for additional education such as super user programs, accreditations and certifications. Prior to our go-live you will also have the opportunity to use a dedicated epic training environment to further familiarize you with Epic.

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How disruptive will this change be to my day-to-day job?

It will take time to get used to a new system but based on the experience of other health centers transitioning to Epic, we believe we will adapt quickly and love the features of Epic that make caring for patients an easier process at every step. With Epic, patient information will be easily accessible, test results can be viewed as soon as they are available, providers can easily communicate directly with other providers about a patient, and orders, like testing and prescriptions can be placed remotely at any time.

What's the timing?

We're using a phased approach to roll out Epic systems, beginning in November 2022 and extending into early 2023. Because there's a significant amount of planning and preparation necessary prior to go-live, we'll keep you updated throughout the process.

How will patients find out about our transition to Epic?

Patients will be alerted as soon as feasible about this transition, including the transition to a new Patient Portal. Communications will increase as we get closer to go live. A full communications plan will be provided to health center staff, providers, and leadership to ensure patients are prepared for the changes to their care experience.

Will I be involved in communicating this change to our patients?

Patients may ask you about Epic. We'll make sure you have the answers and information you need to help.

Do we have the right "experts" to get the job done?

The CTC Board of Managers is comprised of leaders of community health centers across Massachusetts and the CTC staff have deep experience in this work. We also have a Steering Committee that all health centers participate in weekly. Lastly, we also have health centers engaged in the project through their participation in many work groups. By partnering closely with the Epic team, we're confident we have the skill and perspective to make sure the process is successful.

When we have transitioned, how will my job or role with the Health Center change for the better?

This transition will modernize, upgrade, and change each role at the health center for the better. The new Epic technology and tools will bring enhanced reporting and analytics, the ability to share crucial patient data seamlessly, fully integrated telehealth capabilities, an improved patient portal and alleviation of provider and staff burnout caused by outdated or inferior technology. We are optimistic that this new Epic functionality will really have a positive impact on staffs' jobs.