Role Descriptions

Project Team
Application Analysts, Trainers, Application Managers, Project Managers, Technical resources, and any other Caregiver who is responsible for completing specific project tasks/assignments. This group has primary responsibility for the system build/configuration and testing as well as providing training and user support.

Project Sponsor
Provides project vision and reinforces the project’s relationship to Sparrow’s goals and strategic initiatives. Participates in executive steering committees and project governance. Responsible for communicating information about the project to executives and facilitating executive level decision-making as needed.

Project Director
Responsible for reviewing the progress of the project regularly with Epic’s implementation coordinator and implementation manager, and reporting to the executive steering committee. The project director is responsible for the scope, cost, schedule, and quality of the entire project.

Project and Application Managers
Provide coordination and communication to the project team. Maintain the scope, schedule, and quality of the project within respective areas. Work closely with the project director and other project managers to coordinate activities. Ensure that the business community is engaged in the project. Assist the application coordinators in their respective areas. Review the progress of the project on an ongoing basis with the Epic implementation coordinator.

Clinical Champions
Support and promote the project to clinicians and administrators in their respective areas. During the implementation, clinical champions serve as liaisons between the clinicians and members of upper-level management and the project team. In an ongoing role, review new features in software releases and updates to help determine which ones to install.

Application Analysts
Coordinate all issues that arise during the project for their application area. Serve as a bridge between end users and the Epic implementation staff. Maintain regular communication with Epic representatives and the organization and end users to ensure the system meets the organization's business needs. Understand the choices involved in application specifications, analyze business operations as they relate to build decisions. Review software, coordinate software updates and changes, review and test each new release. Establish change control processes and procedures for the system. Troubleshoot problems and questions from end users.

Subject Matter Experts
Subject Matter Experts (SMEs) play an integral role in the design, validation, and re-engineering sessions that occur during an Epic implementation. Each SME must have in-depth knowledge and experience with the organization's operational flow, policies, procedures, and business plans. SMEs are expected to:

» Participate in design sessions, in which the project team asks questions about workflows and operational decisions that drive system build.

» Participate in validation sessions, in which the project team demonstrates a workflow and reviews decisions with stakeholders to ensure that the system is built appropriately and will support the organization's needs.

» Provide operational expertise to the training team to ensure the training program is relevant to the staff.

» Act as “secondary trainers” during end-user training to provide learners with operational insight and a familiar, respected face.

» Provide go-live support in departments in which they are experts.

In addition to participating in design, validation, and re-engineering sessions, SMEs assist with other implementation processes that are fundamental to a successful go-live. These can include workflow walk-throughs, testing, usability labs, a dress rehearsal, department readiness process, post-live support, and optimization.
Role Descriptions

Department Liaisons

Department Liaisons have an in-depth knowledge of operational workflows, policies, and procedures that are specific to their unit. Participate in validation and re-engineering sessions. Responsible for updating departmental policies and procedures. Typically the department manager/supervisor fills the Department Liaison role.

SuperUsers

Fulfill a variety of training and end-user support needs throughout the implementation. SuperUsers are Caregivers to whom co-workers naturally gravitate for support in their day-to-day activities.

» During and immediately after go-live, SuperUsers provide support to end users. SuperUsers provide the end user community with a familiar face, someone who is familiar with your organization's operations, and someone who is familiar with the system. If a SuperUser provided support in the classroom, end users already view this person as someone who can answer their questions. During this time, SuperUsers are available to assist struggling users in completing their tasks. This provides the end user with another learning opportunity and helps departments ensure necessary tasks are completed correctly.

» In the long term, SuperUsers should remain in the position as they resume their original responsibilities. Because of their direct interaction with end users, they become the people who are most familiar with end-user requests, needs, and struggles. They can use this knowledge to help application analysts prioritize enhancements during optimization or upgrades and can easily transition back to providing classroom support or at-the-shoulder support for end users who need help.

Principal Trainners

Work with the training coordinator/manager to develop the training program for their applications. Work with the training coordinator to analyze resource availability, including trainers, rooms, and workstations. Master both an Epic application and your organization's specific workflows. Develop and implement the training program for their respective application(s). Build, test, and maintain the training environment. Develop and maintain training materials. Train credentialed trainers within Sparrow. Maintain policy and procedure documentation.

Credentialed Trainers

Credentialed trainers, sometimes just called trainers, teach end users by following the curriculum developed by the principal trainer. They are responsible for much of the actual end-user training and should have detailed knowledge of Sparrow's workflows, but do not need comprehensive knowledge of an application. These individuals use the curriculum, lessons, and training materials the principal trainers created to train end users.

Report Writers

Analyze, provide specifications for, and write individual reports. Validate Model System reports and identifying advanced reporting needs with report consumers. Meet with application coordinators and report consumers to understand their reporting needs. Create design specifications for new reports. Identify and validate the appropriate technological solutions for various reporting needs. Create new reports, using a third-party report writing tool, to display Clarity data. Modify existing reports, as necessary.