I. PURPOSE

The purpose of this policy is to ensure that the appropriate staffing and training occur for the Super Users of both Centricity Business and Centricity EMR. The Super Users should have a detailed understanding of the specific systems assigned in order to maximize the benefits.

II. ACCOUNTABILITY

FPP, Practice Administrators, CBO and IRT

III. APPLICABILITY

This applies to all clinical systems for RowanSOM.

IV. DEFINITIONS

V. POLICY

It is the policy of RowanSOM IRT Department to establish a Super User program that is beneficial to the locations and departments. Super Users are the first line of support for colleagues. When staff requires assistance in identifying the source of a problem, or understanding integration points, they turn to the Super User for assistance. This will require a solid understanding of business processes.
Super Users will need several key skills:

- Good business process knowledge
- Enthusiastic and positive, both about systems and change
- Possesses good change management skills
- Is respected for both knowledge and experience within the department
- Good communication skills
- Problem solver

The Super User is often the liaison between your user community and the more technical Information Technology (IT) community. Once an analyst corrects a problem, the Super User will be responsible for thoroughly testing the changed process before handing it back to users.

Main Responsibilities include:

- Provide first line support for all users within their department for both Centricity Business and/or Centricity EMR and the associated business processes.
- Attends additional training provided by the Clinical Systems team
- Provides feedback and input on user documentation to Clinical Systems team
- Involved directly in user acceptance testing of the systems
- Attends and takes an active part in user groups
- Members of Implementation Project Teams
- Work closely with Clinical Systems team contacts
- Actively involved with upgrade(s) and testing
- The Super User will also be a major source of training. This training will include updating others on any changes that have been made.

Super Users will be appointed by the department’s administrator based on the criteria outlined. The Super Users selected for each location does not need to be the same user, but the user that is best suited for the application.

By Direction of the CIO:

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Mira Lalovic-Hand,
VP and Chief Information Officer