

## New Employee Orientation

### Manager/Director

- Desk, PC, telephone, Setup Printer access, etc
- ID, security, access to needed applications and network drives
- Dress code policy
- Cell phone policy and usage
- Request Right Fax number and instructions on how to use
- How to send secure emails
- How to access/use Lawson
- How to access/use Halogen/view required ELearnings
- Building Layout, fire drill, cleaning, kitchen use/care etc
- Out of office Messages – Telephone / Outlook
- Cisco phone-Quick Guide - <http://telecom/>
- Copy of (link to) Org Chart
- Outlook - how to schedule conference rooms, look up staff, schedule meetings
- Secure Printing
- How to setup / join Skype meeting
- PHO Governance Structure (explain)
- Job description overview and expectations: hours, attendance to meetings, conferences, etc.

### PHO Precepting Team Member

- How to access clinical guidelines/policies (where to find - intranet)
- How to contact the help desk and open tickets if needed
- Documented workflows for the area they will be working in
- Coordinate software training (job specific ie. Epic, BCBS, CPC+ etc.)
- Reports set up

### Schedule Care Management Required Training

- MiCMRC Complex Care Management Course  
Date: \_\_\_\_\_  
Location: \_\_\_\_\_
- MiCMRC – Approved Self Management Support Courses and Resources  
Mi – CCSI.org  
Date: \_\_\_\_\_  
Location: \_\_\_\_\_



## **Common Acronyms**

ACO-Accountable Care Organization	MDHHS-Michigan Department of Health & Human Services
ACR-Active Care Relationship	M CIR-Michigan Care Improvement Registry
ACRS-Active Care Relationship Service	MiHIN-Michigan Health Information Network
ADT-Admit, Discharge, Transfer	Shared Services
APM-Alternative Payment Model	MIPS-Merit-based Incentive Payment System
CAH-Critical Access Hospital	MU-Meaningful Use
CIN-Clinical Integrated Network	ONC-Office of the Nation Coordinator for Health Information Technology
CME-Continuing Medical Education	OSC-Organized System of Care
CMS-Center for Medicare & Medicaid Services	PCMH-Patient Centered Medical Home
CPC-Comprehensive Primary Care Initiative	PGIP-Physician Group Incentive Program
EHR-Electronic Health Record	PO-Physician Organization
EMR-Electronic Medical Record	PHO-Physician Hospital Organization
EH-Eligible Hospital	PPQC-Physician-Payer Quality Collaboration
EP-Eligible Professional	QPP-Quality Payment Program
HEDIS-Healthcare Effectiveness Data and Information Set	SCIN-Super Clinical Integrated Network
HIE-Health Information Exchange	SIM-State Innovation Model
HRSA-Health Resources & Services Administration	SRA-Security Risk Analysis
MACRA-Medicare Access and CHIP Reauthorization Act of 2015	TOC-Transitions of Care
MCEITA-Michigan Center for Effective IT Adoption	VBR-Value-Based Reimbursement

## **Epic and IT Applications**

Grand Central (formerly ADT)-Registration	MyChart-Patient web-based portal to their chart
HIM-Health Information Management	ASAP-Emergency room documentation
Cadence-Scheduling	OpTime & Anesthesia-OR documentation
Resolute Professional Billing (PB)	Willow-Pharmacy
Resolute Hospital Billing (HB)-facility charges	Haiku & Canto-Hyperspace for smart phone and iPad
EpicCare Ambulatory (Amb)-Physician office/MedX documentation	Healthy Planet-Population Management
EpicCare InPatient (Clin Doc)-Inpatient documentation	Care Everywhere-PHI data sharing from other Epic customers
Beacon-Oncology (Treatment and Therapy Plans) Orders	Cov Connect-View only version of Epic
Beaker-Epic's lab application	MModal-voice recognized software
Cerner-Covenant's lab software	OnBase-software stores scanned images
Radiant-Imaging	PACS-Merge-imaging storage software
Stork-Obstetrics	Lawson-supply chain, Human Resource, time sheet/pto request