

Completing Epic Independent Online Training Using a Personal Computer/Laptop – PROVIDERS

This guide is for **SJH SoCal OCHD providers** assigned independent online training to prepare for the SJH Epic implementation and completing training using a personal computer or laptop.

This guide provides information to help you prepare for and complete your Epic independent online training. Links to more detailed information and resources are included. If you have questions - call Epic Support Team - 855-415-8188 follow the prompts for independent study.

Overview of Independent Epic Training

You will access your training through HealthStream. Training consists of reading materials, interactive eLearnings and/or recorded training sessions. Training for most roles includes an *End User Proficiency Assessment (EUPA)* - a test in HealthStream. Some roles may have more than one EUPA. A score of 80% is required to pass. If needed a EUPA can be repeated.

Preparing for Virtual Training

1. Review [Technical Recommendations](#) (page 2)
2. Learn about [Chrome Incognito](#) (page 2)
3. Set up [Multifactor Authentication \(MFA\)](#) (page 2)
4. Check for the [Epic Hyperspace Practice Category](#) on Citrix (page 2)
5. Install [Citrix Receiver/Workspace](#) (page 3)

Accessing Epic Training (starting Feb. 1)

[Access Your Epic Training](#) in HealthStream using the icon on the Citrix Gateway portal. Your assignment will be found in your *Assigned Learning* section. You will be assigned an SJH curriculum consisting of a series of courses. You may also be assigned separate courses. If you are assigned separate courses, you should complete the SJH curriculum first. Your training will launch directly in HealthStream or you will be redirected to a page on the PSJH Epic Learning Resources (ELR) site. (more details on pages 3 & 4)

Completing Epic Training

eLearnings function differently on different devices and browsers and are dependent on internet speed. Review these [Technical Tips for Viewing eLearnings](#) (page 4)

Once you complete your training and close the ELR page or an eLearning launched directly in HealthStream, you should be prompted to choose “**yes, mark it complete**” or “**no, not yet.**” Review information about [Completing Epic Training](#) (page 5)

After you complete all the courses in your assigned SJH curriculum. If you see the *Assigned Learning* tab, click on it, and complete any other Epic courses or curricula. If you do not see this tab, you have completed your Epic training.

Review and Practice After Training

Practice after training is very important. Information about accessing the Epic Practice environments, practice patients, and exercises will be reviewed during training. More about [Review and Practice](#) (page 6)

Detailed Information

Technical Recommendations

Epic training and practice should be completed on a computer or laptop. You should **NOT** use an iPad, iPhone, or Chrome Book for training, or you will have challenges viewing Epic screens and eLearning.

Minimum recommendations for **personal** computers to support the best learning experience.

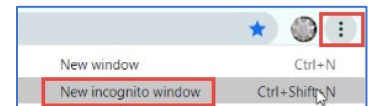
Personal Computer or Laptop	Web Browser	Operating System	Internet connection	Other
Minimum screen display size 15"	Latest version of Chrome or Edge	At least Windows 10	High speed Internet (DSL/Cable)	Headphones or earbuds
Audio capability		MAC computer - Catalina OS	Reliable connection	

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Chrome Incognito

To avoid difficulties encountered by providers who use multiple Microsoft accounts, the use of *Chrome Incognito* is HIGHLY recommended. To access *Incognito*:

1. Open **Chrome**
2. Click the 3 virtual dots at the upper right-hand corner of the screen
3. Click **New Incognito window**



Notes: The same steps are followed in Edge. The screen is called "New InPrivate window."

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Multifactor Authentication (MFA)

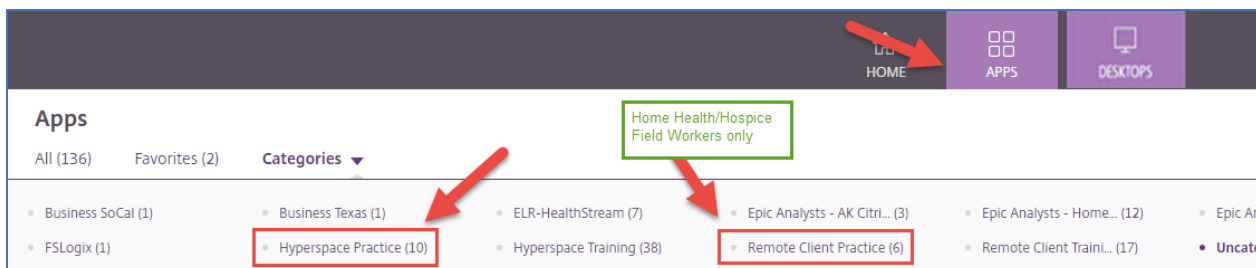
To access your training and the Epic practice environments using a personal computer, you will need to set up Multifactor Authentication (MFA) per PSJH security policies. Resources below:

- Video: [Setting up MFA via Microsoft Authenticator Phone App](#)
- Videos: [Setting up MFA via phone call](#) & [Setting up MFA via text message](#)

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Epic Hyperspace Practice Category

1. Go to **Chrome Incognito** – see *Chrome Incognito* section above for more information
2. Type <https://psjhapps.providence.org> in the URL address field
 - Log in with your UPN (network userID@providence.org) & password & MFA code
 - If this does not work, try your *first name.last name@providence.org* & MFA code
3. Click **APPS** & look for the **Hyperspace Practice** category in the top section (*Home Health/Hospice Field Workers – also look for Remote Client Practice*)
4. Do NOT click on the category; you will use this during or after training



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Citrix Receiver/Workspace

1. Go to **Chrome Incognito** – see *Chrome Incognito* section above for more information
 2. Type <https://psjhapps.providence.org> in the URL address field
 - Log in with your UPN (network userID@providence.org) & password & MFA code
 - If this does not work, try your *first name.last name@providence.org* & MFA code
 1. Click the “gear” icon located at the top right-hand corner of the screen to the right of the magnifying glass
 2. Click **Account Settings & Download Citrix Receiver**, then follow the prompts
- Links to other resources on the EPIC4SJH Resource page:

- [Installing Citrix on a Windows Computer/Laptop](#)
- [Installing Citrix on a MAC Computer/Laptop](#)
- [Looking up Your AD Network UserID](#)

(All resources available on the [OCHD Provider Training](#) Site)

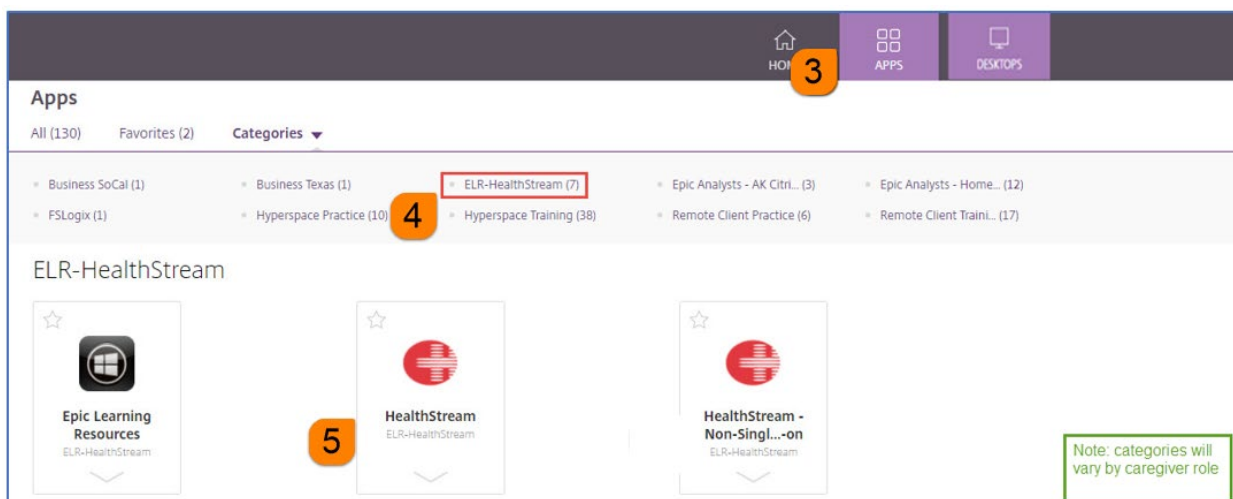
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Access Your Epic Training

1. Go to **Chrome Incognito** – see *Chrome Incognito* section above for more information
2. Type <https://psjhapps.providence.org> in the URL address field
 - Log in with your UPN (network userID@providence.org), password, MFA; if this does not work, try your *first name.last name@providence.org*; you may need to enter an MFA code
3. Click **APPS** at the top of the screen
4. Click the **ELR-HealthStream** category in top section
5. Click **HealthStream**
 - Log in with your UPN (network userID@providence.org), password, MFA; if this does not work, try your *first name.last name@providence.org*; you may need to enter an MFA code

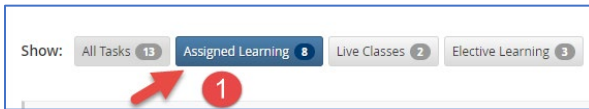
If you receive an error message open an *Edge* (browser) and follow steps 1 – 5 above

If you still receive an error - contact the Epic Support Team - 855-415-8188



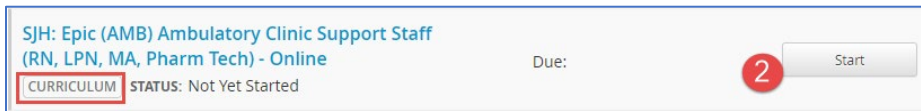
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6. In HealthStream, click **Assigned Learning**.

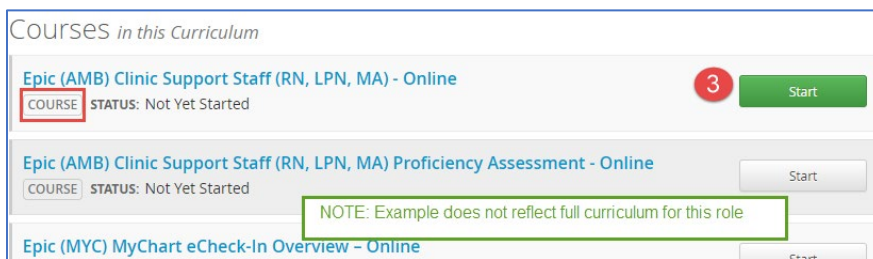


7. Find the assigned SJH CURRICULUM & click **Start**

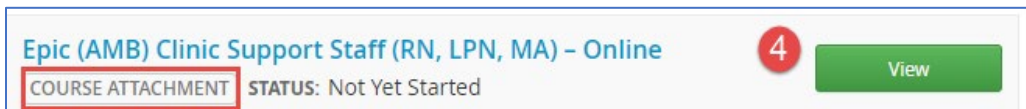
- Curriculum should start with "SJH"; Single courses may not start with SJH
- If you do not see an SJH curriculum, contact the Epic Support Team 855-415-8188. Do NOT search for it and self-enroll. This will NOT be the correct training.



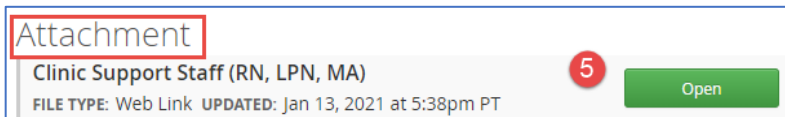
8. Click **Start** for the first COURSE listed; complete the courses in the order listed



9. Click **View** to view the COURSE ATTACHMENT



10. Click **Open** to open the ATTACHMENT



11. Your training will launch directly in HealthStream or you will be redirected to a page on the PSJH Epic Learning Resources (ELR) site.

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Technical Tips for Viewing eLearnings

Below are recommendations to support optimum user-experience.

- ✓ Use Chrome or Chromium Edge browser
- ✓ Clear browser history before starting your training
- ✓ Do not pause excessively or fast forward/skip ahead, this can cause the lesson to freeze and may interfere with your ability to complete the lesson
- ✓ Complete all quizzes and follow all prompts
- ✓ When viewing a video, wait until the slider at the bottom stops before clicking continue

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Completing Epic Training

Once you complete your training and close the ELR page or an eLearning launched directly in HealthStream, you should be prompted to choose “**yes, mark it complete**” or “**no, not yet.**” (see screen shots below)

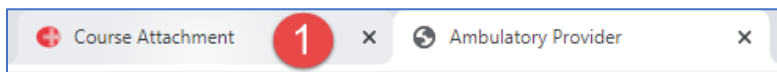
If you do not see the prompt:

- Log back into HealthStream
- Go to the curriculum and course
- Open the training
- Click the HealthStream browser tab at the top of your screen

You do NOT have repeat the training.

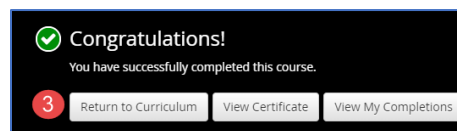
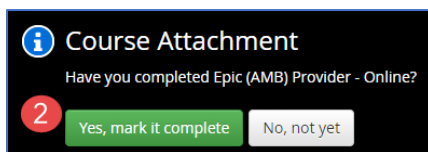
Completing training published on the ELR

1. From the ELR learner page, find and click the HealthStream tab at the top of your screen

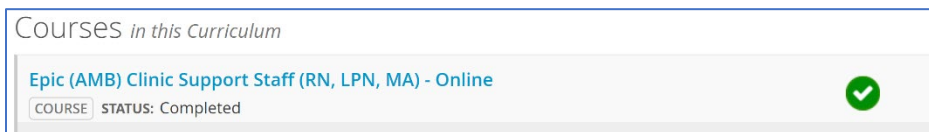


2. Click **Yes, mark it complete** & click **Return to Curriculum**

Note: The same prompts will appear when closing an eLearning opened directly in HealthStream.



If you complete a course correctly in HealthStream, you will see a green check mark on the course.



After you complete all the courses in your assigned SJH curriculum, click **To Do** at the top of the screen. If you see the **Assigned Learning** tab, click on it, and complete any other Epic courses or curricula. If you do not see this tab, you have completed your Epic training.

Review and Practice

Review of Training Lessons

To review training lessons again, you can:

- Log into HealthStream and click the **Completed** tab
- If your training was published on an Epic Learning Resources page:
 - Go to directly to the [ELR](#) and click the **SJH Deployment** link at the top right of the home page and find your role.
 - More information about the ELR is found in the following section.

Practice

Instructions about accessing practice environments, training patients and exercises are included in training. Below are additional resources.

SoCal OCHD caregivers should only use **Epic Hyperspace Training Practice 4 & Epic Hyperspace Training Practice 6 environments.**

The Practice environments are available between 6am – 11pm PST. The environments are refreshed nightly. If you access the practice environment during the refresh period, you may receive an error message.

Link to Tip Sheet: [Accessing Epic Practice Environments](#) on the EPIC4SJH project SharePoint site. (Also available on the [OCHD Provider Training](#) site).

Link to more [Hyperspace Training Practice](#) information.

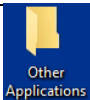

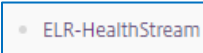
ELR

The Epic Learning Resources site (ELR) is where you can find online:

- Reference resources (Tips Sheets) and learning content
- System change communication during upgrades and optimization

You can find resources on the ELR by **choosing a role** on the main page or by typing a key word in the **Search** field.

You can access the Epic Learning Resources (ELR) site a variety of ways:

Easy Pass Desktop	In the Other Applications folder 
MyApps Portal	Click icon the PSJH desktop or https://myapplications.microsoft.com Click QuickLinks ; look under the Information Systems section 
Citrix Gateway	https://psjhappls.providence.org Click the ELR-HealthStream category at the top of the screen 
Direct Link	https://epiclearning.providence.org/
Epic Learning Homes Dashboards	Epic Learning Home Dashboards are specific to certain roles or specialities, but any caregiver can view any dashboard. Dashboards are accessed in Epic from an activity tab and through Reports on the Epic menu.