

Memorandum

To: Senior Leadership Group
From: Lily Liu
Date: 2nd November 2022
Subject: EMR Phase 2.1 Super User Recruitment

We've reached an exciting point in the EMR Phase 2.1 project where it's time to recruit the EMR Super User team who will be vital in providing support in the lead up to and throughout the EMR Phase 2.1 Go-Live in 2023.

Super Users are Western Health staff who will receive additional training in the EMR, with the support of the Digital Health team, to assist with the following:

Before Go-Live - preparing the organisation for the EMR Phase 2.1 Go-Live by facilitating in-services and practice sessions and assist with Go-Live readiness assessments and downtime planning.

During the Go-Live period - Super Users will provide 'at the elbow' support' - the first point of contact for staff who need assistance, and the conduit to the Digital Health team in the virtual command centre.

After Go-Live - Super Users will continue to provide support to their colleagues and communicate any issues with adoption or functionality back to the Digital Health team.

Super User recruitment for EMR Phase 2.1 officially commences today with the aim of recruiting as many Super Users, from across the sites going live with EMR and across all disciplines, as possible.

At the end of November this year, we will analyse the Super User nominations, see where the gaps are and undertake targeted recruitment in collaboration with managers and directors throughout December and into the new year.

What do we need from you?

We need your help to promote the Super User program to your teams. Please think about who from your team would make a good Super User and encourage them to nominate. In particular, there are over 300 EMR Change Champions who have been attending monthly EMR updates and would be well-placed to transition to the Super User role.

After the initial recruitment campaign, we request that you work with us on targeted recruitment to ensure your teams have sufficient Super Users to support them before, during and beyond Go-Live.

Where can you find more information?

Please join the Super User information session via zoom on Tuesday 29th November from 2.30 – 3.00pm. Session details (including the zoom link) and much more information is available on the [Super User page](#) on the Digital Health Information Site.

Please reach out to the EMR Change Team, Jo-Anna Wood - jo-anna.wood@wh.org.au and Emma Steele - emma.steele@wh.org.au if you have any further queries.

Kind regards,



Lily Liu
Director Digital Health