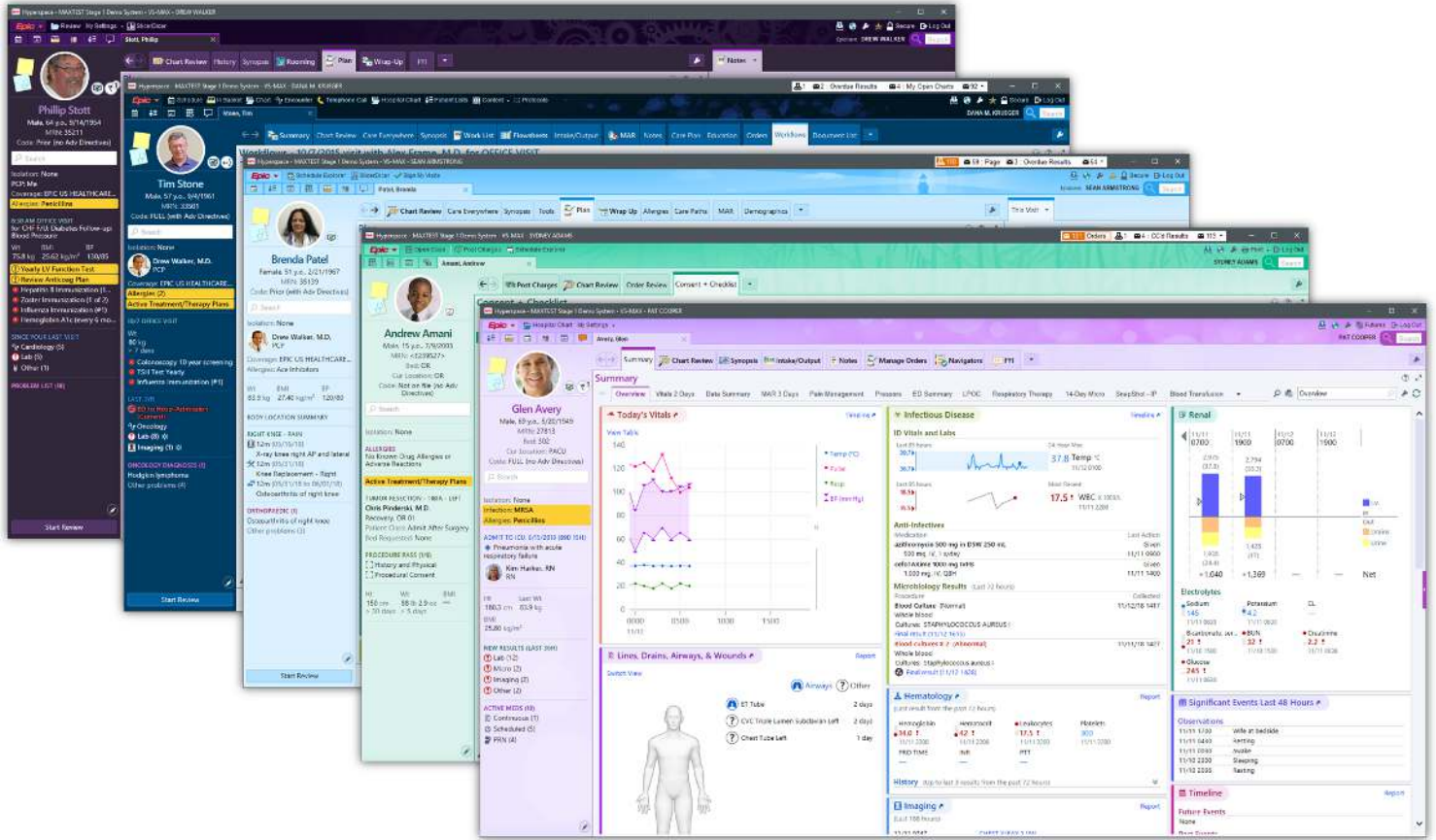


The Story of Storyboard

Storyboard (f/k/a Storyline) is part of a redesigned workspace for users, a tool that provides quicker access to key details and common actions without switching screens. Storyboard will be a unifying feature across applications and users, while also representing an ongoing effort to specialize the tools to the user. User research led us to create eight major types of Storyboards, with variants that target specialty, role, and other contexts. Those eight types are Outpatient, ED/Urgent Care, Inpatient, OR/Procedure Areas, Therapy, Link, Patient Access, and Revenue.



Storyboard is a paradigm shift, and we're not taking it lightly. To date, we've conducted more than 1,000 usability tests over thirty user roles and tested Storyboards for clinical users at five organizations. We are committed to this change because we believe the benefits greatly outweigh the cost. Chart Correction and web application users will see Storyboard starting in August 2018. Storyboard is available for Release of Information and Deficiency Tracking users starting in November 2018. We're releasing a Storyboard for most clinical, revenue, and access roles and workflows in Hyperspace in February 2019, with additional Storyboards in future releases. Analysts will begin seeing various Storyboard-related records and fields in your system starting in August 2018 as we prepare to release most Storyboards. Note that Willow Ambulatory users will see a vertical header that's similar to Storyboard starting in Epic 2018. Beaker and Radiant users retain their existing workspaces, which focus on specific order and specimen details alongside patient demographics. Epic plans to implement a Storyboard for these users in the future. Keep reading for more information about the three main goals we had when creating Storyboard and for information about additional Storyboard resources available now or coming in the near future.

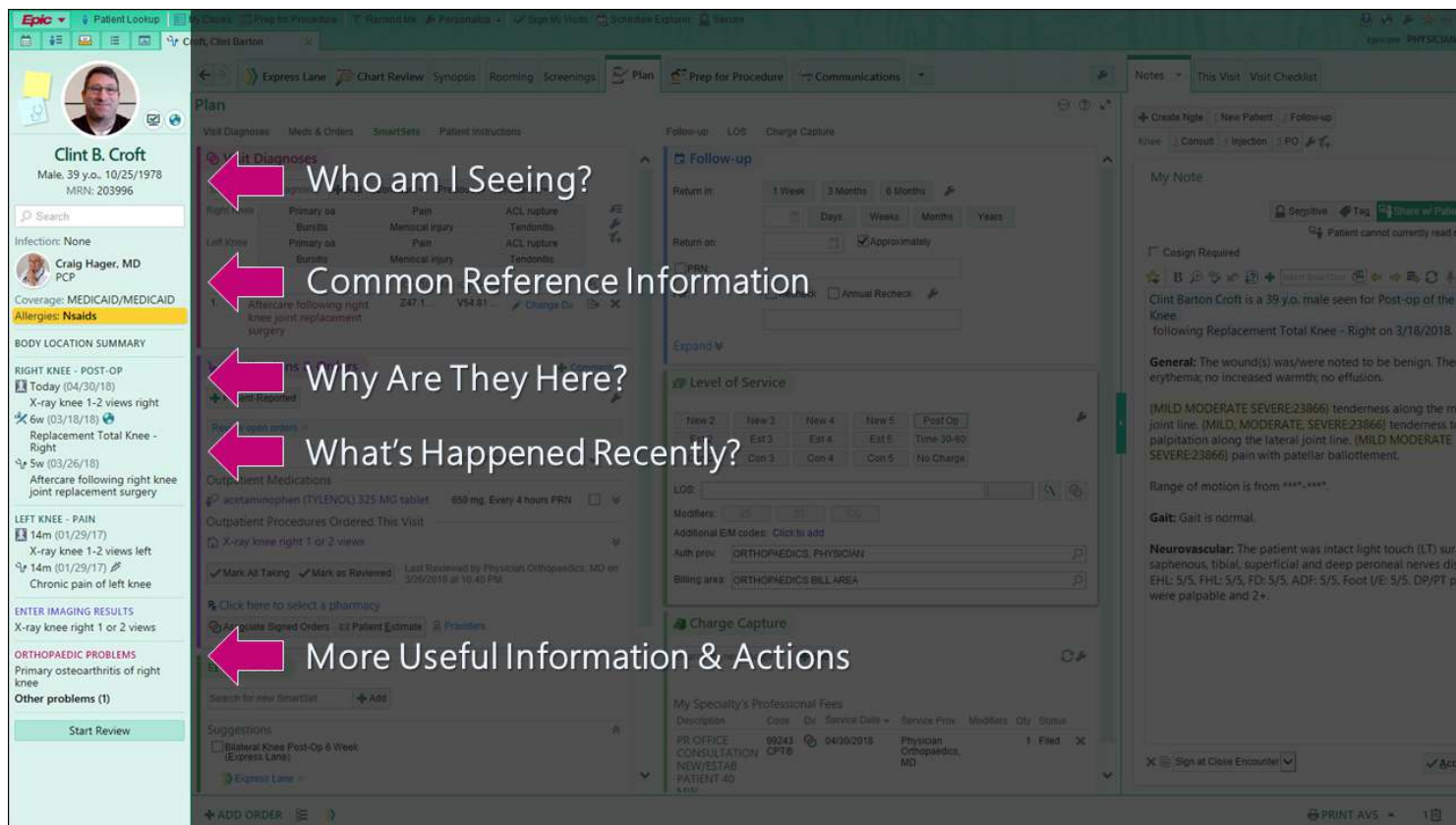
Storyboard Goals

Storyboard grew out of a desire to make the patient story front-and-center: a 30,000-foot view of who the patient is, why they are here, and other useful information about them, just like a colleague presenting a case. Through many iterations of design, usability testing, and feedback, Storyboard has evolved from a simple summary to a rich source of information that gives users the ability to get more detail and act, all without leaving their workflow, saving clicks and disruptive jumps between screens and making better use of available space.

Telling the Patient Story

We've designed a pattern for Storyboard that is consistent, but also adapts to the user and context:

1. A common area at the top for who the patient is.
2. Information about why you are seeing them. For example, visit details appear for outpatient, admission details appear for inpatient, and account details appear for the billing office.
3. The most relevant and useful details for that user and context. For example, an outpatient provider sees the patient's problem list; an inpatient provider sees new results, medications, and vitals; and billing office users see account guarantor information.



Avoiding Screen Jumps

Users see more content in Storyboard than the workspace header was able to show. Hover bubbles let users discover additional information without going to a different activity, and users can complete quick actions, such as acknowledging orders or reviewing a patient's problem list right from Storyboard. The following examples demonstrate some workflow wins due to Storyboard:

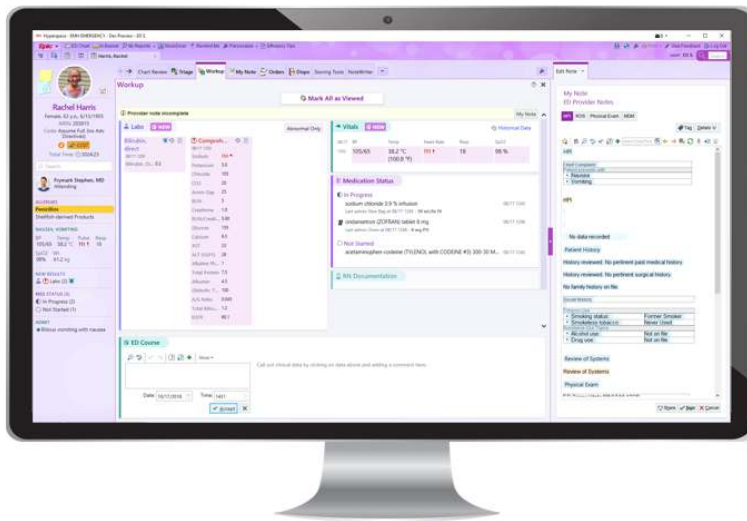
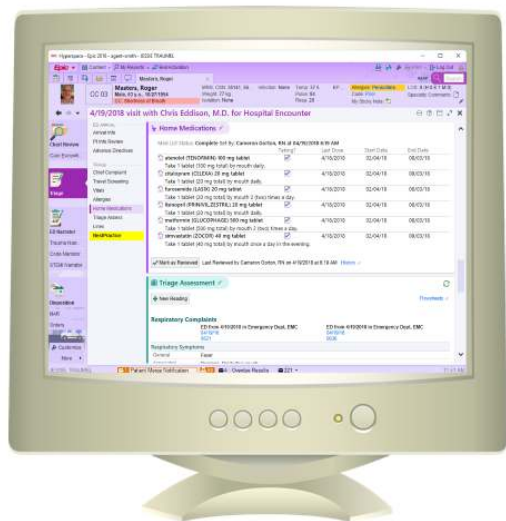
Task	Previously	Storyboard	Change
Reference info already available	0 clicks	0 clicks	0 clicks
Reference info previously under tooltip	1 mouse move	0 mouse moves	-1 mouse move
Reference info previously a screen away <i>MR: List of care gaps; Recent visits</i> <i>IP: Number and types of new orders, results</i>	2 mouse moves 2 clicks 2 screen switches	0 clicks 0 screen switches	-2 mouse moves -2 clicks -2 screen switches
Reference info in bubble <i>Care/Treatment/Surgery Team</i>	2 mouse moves 2 clicks 2 screen switches	1 mouse move	-1 mouse move -2 clicks -2 screen switches
Common action on other screen <i>Mark as Reviewed</i> <i>Address Care Gap</i> <i>Reorder X-ray</i> <i>Acknowledge New Orders</i>	3 mouse moves 3 clicks 2 screen switches	1 mouse move 1 click	-2 mouse moves -1 clicks -2 screen switches
Use a Shortcut <i>MR: Chart Search on Chief Complaint</i>	1 mouse move 1 click Typing	1 click	-1 mouse move No typing

Making Better Use of the Space

The new workspace layout makes better use of the space on the screen:

- Information that used to appear in the workspace header now appears in Storyboard, where it's easier to read because it's less likely to be truncated.

- Moving the activity tabs to the top of the screen is possible because, over the years, we've consolidated information onto fewer activity tabs and found that users who have lots of activity tabs are generally not using all of them on a regular basis.
- Higher-resolution screens that are now more common in healthcare settings make it possible to show more information in the same amount of space.



Resources

You can start preparing for Storyboard now, regardless of what version you're currently on. Use the following resources as you prepare for, set up, and train users on Storyboard:

- [Prepare for Future Development: Storyboard](#). This document is available now and provides an overview of Storyboard, information about release plans, Storyboard workflow examples, tasks that can be done now to prepare for Storyboard, and build tasks to expect after Storyboard is released in February 2019.
- [Storyboard Setup and Support Guide](#). This guide walks through all of the strategy and setup information needed to successfully complete your Storyboard implementation.
- Storyboard Tip Sheets. Several general and Storyboard-specific tip sheets can help you train users on their workflows using Storyboard. You can find Storyboard tip sheets by filtering your Galaxy search to include only Tip Sheets and Upgrade Materials and searching for "Storyboard."
- [Storyboard It's Possible Video](#)
- [Webinar 1: Overview of Storyboard](#)
- [Webinar 2: Storyboard Configuration and Troubleshooting](#)

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