

PROCEDURE

Corewell Health East - Laboratory Education - EPIC Beaker Training and Security Access - All Beaumont Hospitals

This Procedure is Applicable to the following Corewell Health sites:

Corewell Health Beaumont Grosse Pointe Hospital, Corewell Health Beaumont Troy Hospital, Corewell Health Dearborn Hospital, Corewell Health Farmington Hills Hospital, Corewell Health Taylor Hospital, Corewell Health Trenton Hospital, Corewell Health Wayne Hospital, Corewell Health William Beaumont University Hospital (Royal Oak)

Applicability Limited to:	N/A
Reference #:	33075
Version #:	2
Effective Date:	11/11/2025
Functional Area:	Clinical Operations, Laboratory
Lab Department Area:	Lab - General

1. Purpose

This procedure outlines the EPIC Beaker laboratory information system (LIS) training and security access processes to be utilized for Corewell East Laboratory new hires. This training will be overseen by the medical chief, operations director, and/or department manager/supervisor/designee at each respective Corewell East Laboratory campus.

2. Responsibility

Leaders and Team Members

3. Definitions

1. **CBT** – Computer-based training. Also referred to as e-learning.
2. **Workday Learning** – the health system management system for live and online learning.
3. **HCM** – Human capital management
4. **AP** – Anatomic pathology
5. **CP** – Clinical pathology
6. **WD** - Workday

4. Training Process:

- A. Epic Beaker LIS training will include the following activities, as developed by each laboratory discipline or best practice committee:
 1. Computer-Based Training (CBT's) in Workday Learning: Basics, Continuing Education and Workflows
 2. Beaker "How To" Guides for specific LIS tasks
 3. Review of department workflows and procedures
 4. Practice scenarios and exercises
 5. Demonstrated and supervised practice with a designated trainer

Entities will reference associated Documentation contained within this document as applicable
Printouts of this document may be out of date and should be considered uncontrolled.

6. Other as needed
- B. This training will be completed under the direction of a designated trainer during new hire orientation.
- C. The training activities will be documented on the respective laboratory department new hire orientation checklist(s).
- D. The laboratory leader can verify completion of the e-learning via the **HCM My Team's Learning Assignments** report in Workday, if needed.
- E. Notes:
 1. The CBTs are accessible via the health system Workday learning management system (LMS).
 2. The "Basics" CBTs will be automatically assigned. See Section 5-A for further information.
 3. A custom Laboratory Epic Beaker curriculum with additional "Continuing Education" job-role or department- specific CBTs will further supplement new hire training, as needed. These CBTs must be assigned by the leader or self-enrolled by the new hire with assistance from the trainer. See Section 6 for an outline of this curriculum.
 4. The Beaker "How To" guides are a collection of tip sheets, guides, and video demo resources available via the Laboratory Learning Home Dashboard (Beaker) upon login to the LIS.

5. Security Access

- A. **Workday EPIC New Hire Curriculum** – This "**Basics**" training curriculum is automatically assigned to all LAB new hires based on their job role and required security template. One, or more, of the following courses could be assigned:
 1. Epic New Hire East Inpatient Phlebotomist Basics
 2. Epic New Hire East Outpatient Phlebotomist Basics
 3. Epic New Hire East Combination Phlebotomist OP, IP, Processing Basics
 4. Epic New Hire East CP Lab Processors Basics
 5. Epic New Hire East Medical Technologist Basics
 6. Epic New Hire Lab Call Center Representative
 7. Epic New Hire Anatomic Pathology Lab Processors/Assistants/Specialist Basics
 8. Epic New Hire Histotechnologist Basics
 9. Epic New Hire Cytogenetics – Basics
 10. Epic New Hire Flow Cytometry – Basics
 11. Epic New Hire Cytotechnologist Basics
 12. Epic New Hire Lab Path Secretaries and Admin Basics
 13. Epic New Hire Pathologist Assistant Basics
 14. Epic New Hire Anatomic Pathology Pathologist – Basics
 15. Epic New Hire Clinical Pathology Pathologist/PhD – Basics
- B. **Security Access**
 1. A respective EPIC security template is assigned based on job code and cost center by the Information Technology (IT) Application Security team.
 2. This template will be triggered automatically after completion of above on-line curriculum.
 3. The expected turnaround time for access will be 24-48 hours.
- C. **Training Automation** – This process occurs once the business process is completed: new hire accepts the position, the manager enters certain information in WD, AND the new hire enters certain information in WD.
 1. To check if automation occurred and for which class date, visit Workday and run this report: **HCM Learning – My Team's Learning**.
 2. If training automation did not occur for some reason, the leader must follow the manual sign up process in Service Now and Workday outlined below:
 - a. In **Service Now**, the Lab Leader places a request for new hire/transfer's Epic security template.
 - b. In **Workday**, the Lab Leader signs up their staff for the relevant "Basics" class for their

Entities will reference associated Documentation contained within this document as applicable
Printouts of this document may be out of date and should be considered uncontrolled.

role and the relevant “Continuing Education” classes for their role.

D. Leader Notes:

1. If there are any issues with an employee’s EPIC New Hire course in Workday, contact epiceducation@corewellhealth.org or the course owner (seen in Workday Learning).
2. If there are questions on which course to assign a team member or issues with the assigned security template, contact the Epic Principal Trainer(s) found in this guide [Lab - A Guide to Laboratory Staff Onboarding for Epic \(Beaker\) Access](#).
3. If working with an **internal transfer**: Their current leader will need to sign them up or reach out to Epiceducation@corewellhealth.org for help to identify the appropriate course and access requirements.
4. If this is a **CH transfer from a non-lab department**: Sign them up for the typical new hire class for their role.
5. For the AP tech/lab processor/lab assistant role there is a half day virtual training which is mandatory in addition to the CBTs. The EPIC trainers schedule this virtual training as they receive emailed requests from managers.
6. To escalate your concern, call the IT Service Desk at 888-481-2448.

6. Job-Role / Department-Specific Curriculum

- A. A custom Laboratory Epic (Beaker) curriculum will further supplement new hire training on the LIS, as needed. Refer to the [Lab - A Guide to Laboratory Staff Onboarding for Epic \(Beaker\) Access](#) to identify the additional “Continuing Education” CBTs the **leader needs to assign** for the job-roles and/or departments outlined below.
1. Inpatient Phlebotomist ONLY
 2. Outpatient Phlebotomist ONLY
 3. Combination Phlebotomist (IP, OP, Processing)
 4. CP Lab Processor / Assistant
 5. Medical Technologist (Core CP Labs, Generalists, Micro, BB, Molecular)
 6. Medical Technologist – Intern/Student
 7. Lab Call Center / Customer Service
 8. Molecular Tech
 9. Anatomic Pathology Lab Processor /Assistant / Specialist
 10. Histotechnologist
 11. Cytogenetics Tech
 12. Flow Cytometry Tech
 13. Cytotechnologist
 14. Path Secretaries/Path Admin (Transcriptionists)
 15. Pathologist Assistant (PA/Gross Tech)
 16. Forensic ME Assistant
 17. Pathologist – Anatomic Pathology
 18. Pathologist / PhD – Clinical Pathology
 19. Lab Supervisor & Lab Manager
- B. The guide also identifies extra e-learning on various “**AP and CP Workflows**” that is available for anytime education as preferred.
- C. Additional curriculum and CBT's may be added, deleted, or revised as they are developed and reviewed by best practice committee members.

7. Revisions

Corewell Health reserves the right to alter, amend, modify or eliminate this document at any time without prior written notice.

8. Resources

1. [Tip Sheet on how to request Epic security via Service Now](#)
2. [Workday: Enroll My Team Member\(s\) - Leader](#)
3. [Track My Team Members Learning](#)

Entities will reference associated Documentation contained within this document as applicable
Printouts of this document may be out of date and should be considered uncontrolled.

9. Procedure Development and Approval

Document Owner:

Laura Judd (Operations Specialist)

Writer(s):

Nancy Ramirez (Education Programs Mgr)

Reviewer(s):

Deborah Poloch (Medical Technologist Lead), Kaylee Dombrowski (Health Systems Training Spec), Kimberly Cole (Operations Specialist)

Approver:

Amy Hastings (Mgr, Lab Support Svcs), Amy Knaus (Dir, Pathology Service Line), Ann Marie Blenc (System Med Dir, Hematopath), Ashley Beesley (Mgr, Laboratory), Brittne Berger (Dir Sr, Lab Operations), Cassandra Harden (Mgr, Lab Support Svcs), Charlene Hart (Mgr, Lab Support Svcs), Christopher Ferguson (Dir, Laboratory Services), Donna Cary (Mgr, Division Laboratory), Elzbieta Wysteppek (Dir, Laboratory Services), Hassan Kanaan (OUWB Clinical Faculty), Helen Anonick (Supv, Lab Processing), Helga Groat (Mgr, Laboratory), Jamie Pert (Mgr, Division Laboratory), Jennifer Yaker (Mgr, Laboratory), Jeremy Powers (Chief, Pathology), John Pui (Chief, Pathology), Kelly Sartor (Mgr, Division Laboratory), Kristen DiCicco (Mgr, Laboratory), Kristie Chennault (Supv, Lab Processing), Kristin Russell (Mgr, Laboratory), Kurt Bernacki (System Med Dir, Surgical Path), Kylene McIntosh (Mgr, Lab Support Svcs), Lauren Hingst (Mgr, Division Laboratory), Leah Korodan (Mgr, Division Laboratory), Lori Saad (Mgr, Lab Support Svcs), Lynn Vanderlaan (Mgr, Division Laboratory), Marie Borg (Supv, Lab Processing), Masood Siddiqui (Staff Pathologist), Megan Masakowski (Mgr, Division Laboratory), Michelle Fischer (Mgr, Lab Support Svcs), Muhammad Arshad (Chief, Pathology), Paul DeRonne (Medical Technologist Lead), Ryan Johnson (OUWB Clinical Faculty), Sarah Britton (VP, Laboratory Svcs), Stephanie Mullins (Supv, Laboratory), Steven Mladenovic (Mgr, Lab Support Svcs), Subhashree Mallika Krishnan (Staff Physician), Teresa Lovins (Supv, Laboratory), Theresa Ross (Supv, Laboratory), Tyler Swift (Mgr, Laboratory)

10. Keywords

Not Set