

CALLING FOR SUPER USERS

Want to be the best at go live?



Join the growing ranks of those deciding that being the best at go live in October 2014 will be useful and rewarding

“I can’t wait for eHospital, it will help transform how we nurse and the care that we provide. I’m really excited about being a Super User. As soon as I heard about the role I jumped at the chance to get trained first and to help my colleagues.”

Christina Sleep, Haematology Specialist Nurse

What are Super Users?

Super Users will be the go-to people in each area of the hospital to assist colleagues with the operation of our new Electronic Patient Record and ways of working during go live of eHospital in October 2014. Super Users will have their training at the beginning of the training period and then gain additional competence, confidence and coaching skills by assisting the trainers in the training of others.

How to become a Super User?

To be considered as a Super User please speak to the leader/s of your service. They will discuss the role with you and will ask you to sign the ‘Super User Agreement’ which will formally acknowledge you as a Super User.

Super User Agreement

Purpose: A Super User provides essential support to colleagues in their areas by assisting them with the operation of the electronic patient record and new ways of working during go-live and beyond.

Expectations and responsibilities:

- Attend all of being a Super User training
- Complete Super User training
- Assist in training of hospital staff
- Attend Super User refresher training prior to go-live
- Provide the 'go-to' support to hospital colleagues during electronic patient record (EPR) go-live
- Answers questions, help staff to gate the system, report issues to the **eHospital** team for resolution
- Provide some time to support colleagues post EPR go-live

Skills and traits:

- Good communicator, active listener and problem solver
- Organised
- Comfortable with learning new skills
- Respected by peers as a go-to person in the department
- Competent in computer skills
- Willing to lead, mentor and motivate peers
- Cheerful and enthusiastic
- Ability to work with others with consideration and patience
- Approachable, personable and friendly
- Has a general understanding of departmental workflows and how the department interacts with others throughout the Trust

Taking of leave during training and go-live:

Being a Super User is an important role which requires your full commitment. Taking of annual leave during scheduled Super User training and go-live of the EPR (October-November 2014) will be subject to agreement by your line manager and Super User coordinator for your service area.

I have reviewed the Super User Agreement. I agree to become a Super User and am willing to fulfill all the requirements stated above.

Super User name: _____ Date: _____

Super User manager approval: _____ Date: _____

Super User Coordinator approval: _____ Date: _____

Signature: _____ Date: _____

Christina Sleep, eHospital Project Lead, Addenbrookes Hospital, 100 Brookings Drive, Cambridge CB2 0RQ

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Completed Super User Agreements to be returned to Box 117 or ehospital@addenbrookes.nhs.uk



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