

GMR Credential Migration to Ninth Brain

Frequently Asked Questions

General

Why are we migrating from GMR Connect to Ninth Brain?

- GMR Connect has grown in complexity and has become difficult to maintain.
- The current credentialing process relies largely on manual effort to add and validate credentials.
- Over the years, operations have developed a significant level of variability in both processes and credentials tracked, which has resulted in inconsistency in the management of credentials.
- The transition to Ninth Brain serves as an opportunity to standardize processes and simplify the experience for employees as a one-stop vendor solution for multiple uses.
- Key benefits include:
 - Streamlined credentialing process (i.e., input, tracking, updates) for employees and admins
 - Standardized credential tracking across ground operations
 - Automated verification by integrating with external verification systems (i.e., AHA, SuperVision)
 - Integrated with downstream systems (i.e. ImageTrend)

When do we switch to Ninth Brain?

Teams will be transitioning to Ninth Brain on a rolling basis beginning with pilot sites in Q4 2024 through Q1 of 2025. Regional leadership will be notified before implementation with additional details about transition timelines.

What are the impacts of the change?

As part of the transition, ground operations can expect changes to:

- Uploading credentials
- Tracking credentials (including reporting and notifications)
- Validating credentials
- Credential policies (national and local)

Ninth Brain Access

How do I access Ninth Brain?

Ninth Brain is a web-based solution that will be accessible via your Okta homepage. Access to the Ninth Brain Credentialing module will not be available to you until three weeks prior to your operation's go-live date.

How do I get my login credentials for the new Ninth Brain application?

You will log in to Ninth Brain using Okta, so a username and password will not be necessary. Your Ninth Brain account will be created for you prior to go-live and you will be notified that you have been provided with access via email approximately three weeks prior to your operation's go-live date.



Note: It will be important to monitor your GMR email during the transition period, as all communications related to the transition, including next steps, will be emailed to you.

How do I get Ninth Brain access for a new employee?

New employees will automatically be provided access to Ninth Brain once their Workday account has been created. If you have confirmed the employee has a Workday profile and has access but they are unable to log in to Ninth Brain, please submit a GMR Clinical Support Ticket through the [Clinical Informatics Help Desk](#).

Required Credentials

What credentials are required?

Nationally required credentials include:

- State EMR
- State EMT B
- State EMT I
- State EMT A
- State EMT CC
- State EMT P
- State Practical Nurse
- State Registered Nurse
- ACLS Provider
- CPR Provider
- Driver's License

These credentials will prevent employees from being scheduled, if expired or missing. National credentials will be migrated over from GMR Connect to Ninth Brain. **It is critical all employees validate these credentials in Ninth Brain prior to their operation's go-live date.**

Additionally, **all clinical employees will be required to upload an image of their Driver's License.**

Local Credentials are credentials required by an operation. Employees can reference their operation's local policy for a full listing of these credentials.

Local credentials may include:

- PALS Provider
- NREMT
- PHTLS/ITLS

Local credentials will be migrated over from GMR Connect to Ninth Brain. **It is critical all employees validate these credentials in Ninth Brain prior to their operation's go-live date.**

Technical Troubleshooting

What are the support resources for Ninth Brain?

- If you are **experiencing issues with Okta** (e.g., I cannot see the Ninth Brain icon), **Active Directory or Workday**, please reach out to the IT Help Desk by creating a ServiceNow ticket: [Create a New Incident - GMR People Services \(service-now.com\)](https://service-now.com)
- If you are **experiencing issues with Ninth Brain** (e.g., the image I added to my credential does not show in Ninth Brain), please reach out to the Clinical Informatics Help Desk by creating a Kayako ticket: [Clinical Informatics Help Desk](#)
 - Navigate to the bottom of the page and select **"Click here to submit a GMR Clinical Support Ticket."**
- If you have **questions regarding Ninth Brain usage** (e.g., how do I add a credential), please refer to the [Ninth Brain Arcade Training](#). If further assistance is needed, please reach out directly to the National Credentialing Team at credentials@gmr.net.
- If you have **questions regarding credential policies**, please reach out to your Local Credential Administrator.