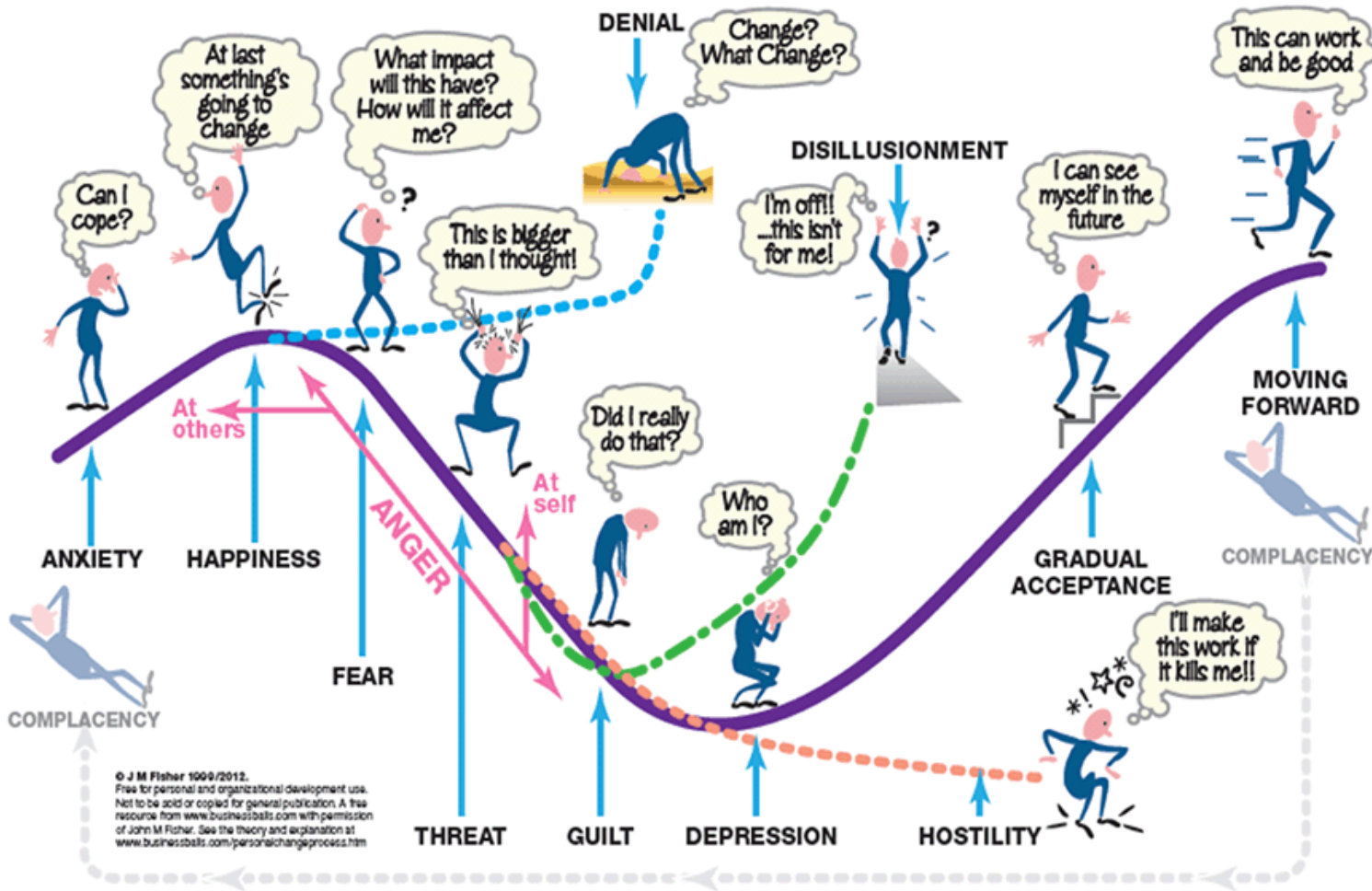




HELP ONE +

Stages of Transition

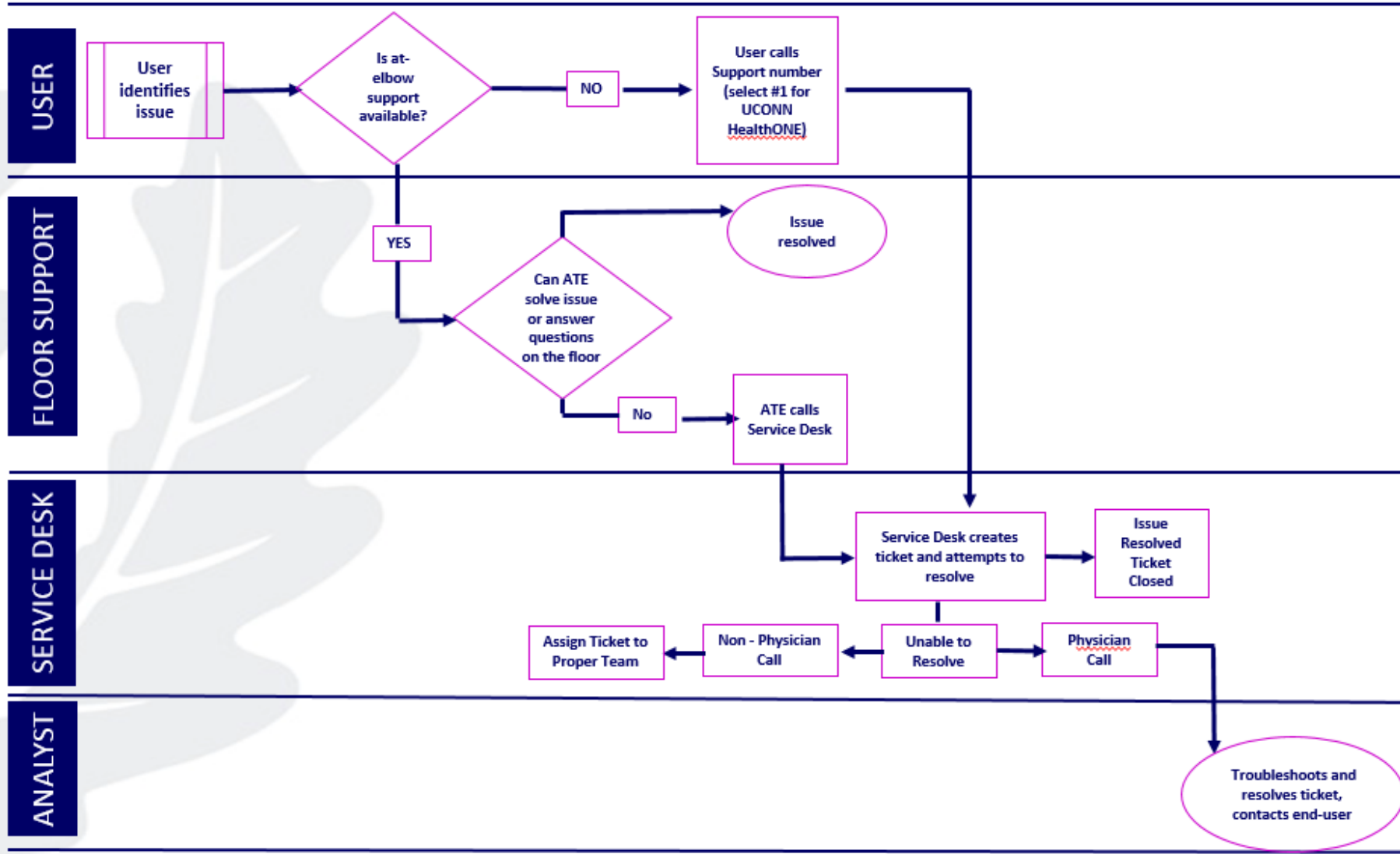


At the Elbow Support (ATE)

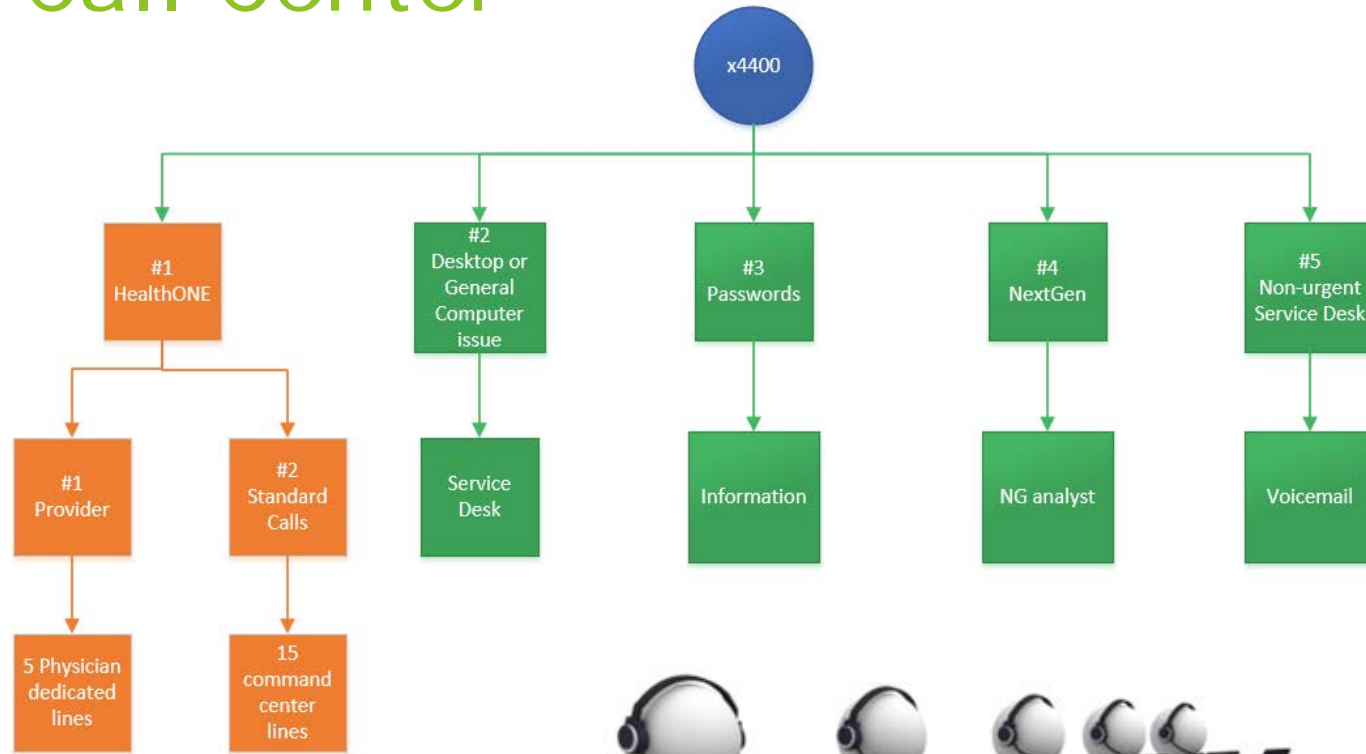
What is At the Elbow Support (ATE) and what can they help with?

- ▶ First line of support
- ▶ There to assist users with HealthONE functionality and issue reporting
- ▶ ATE Support is delineated by area and HealthONE application
- ▶ We will have support for each HealthONE application/area going live, including Orders (CPOE), ClinDoc (Nursing), ASAP (ED), OpTime (OR), Radiant (Radiology), Willow (Pharmacy), Cadence (scheduling), Rev Cycle
- ▶ Generally scheduled for 2 shifts, 6AM - 6PM and 6PM - 6AM
- ▶ Will follow practice/unit hours for those areas that aren't staffed 24 hours (OR, Outpatient, Radiology)
- ▶ Will be responsible for first level triage of issues onsite by phone

Issue Supporting & Resolution (User Perspective)



Tier 1- Call Center



Before you call the Service Desk...

Service Desk will be collecting the following information each call:

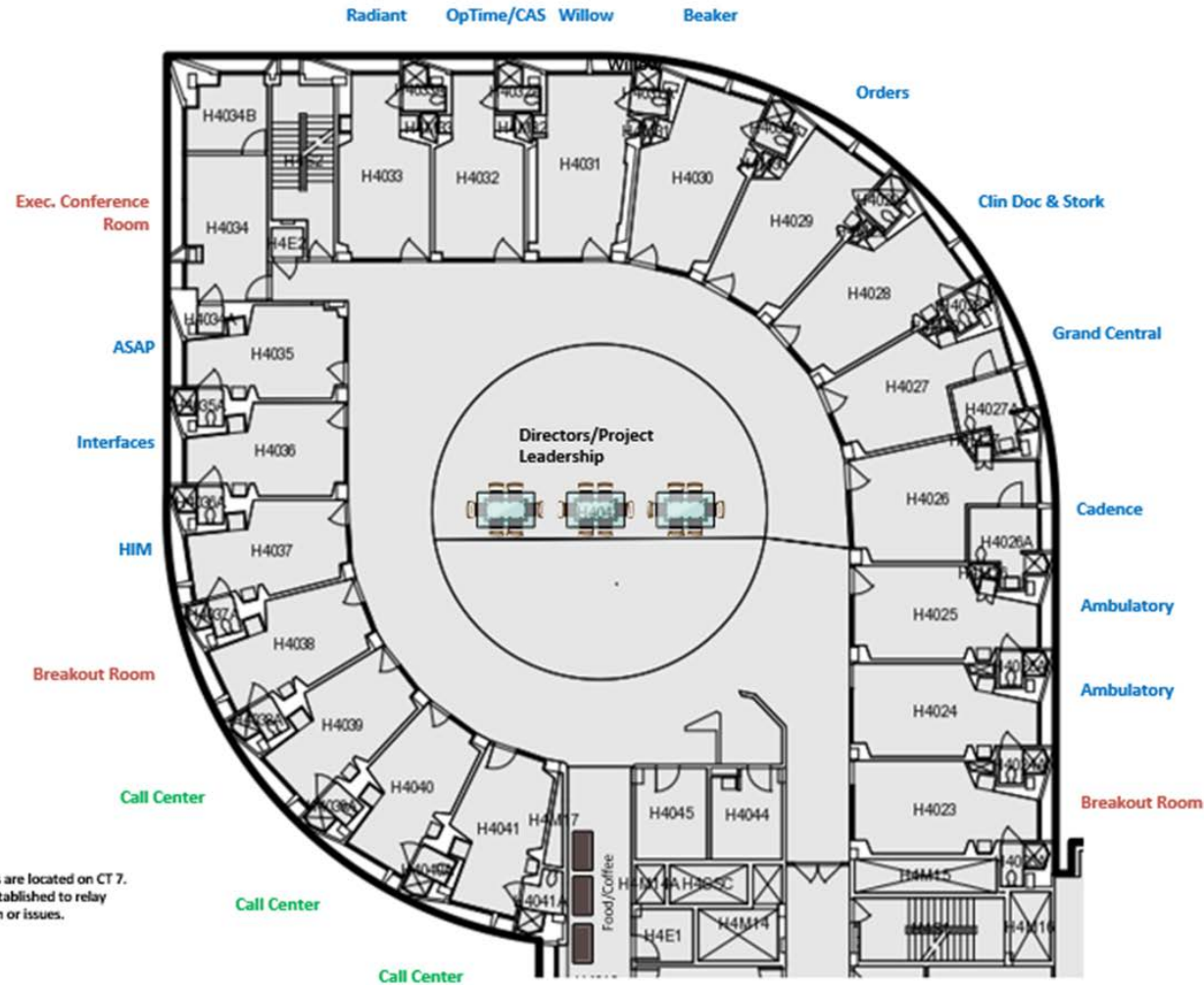
- ▶ Caller's Name and Number
- ▶ End User's Name and Number
- ▶ End User's Department/Clinic
- ▶ Problem, question or reason for call
- ▶ The machine name/workstation ID
- ▶ If problem is "system wide" (affecting multiple users), single individual or workstation.
- ▶ The "physical location" of the machine/room number/floor (in the hospital) and/or building (any extra tips to assist the Tech in locating the machine).

2 Main Goals of the Call Center

Customer
Service

Issue
Resolution

Command Center



Note:

HB, PB, and Claims are located on CT 7.
Hotlines will be established to relay urgent information or issues.

Common Go-Live Issues

- ▶ Password Resets
- ▶ Security
- ▶ Printing
- ▶ Workflow changes



Priority

Priority 1
Critical
Follow Up: Within 30 min

Priority 2
High
Follow Up: Within 1 hour

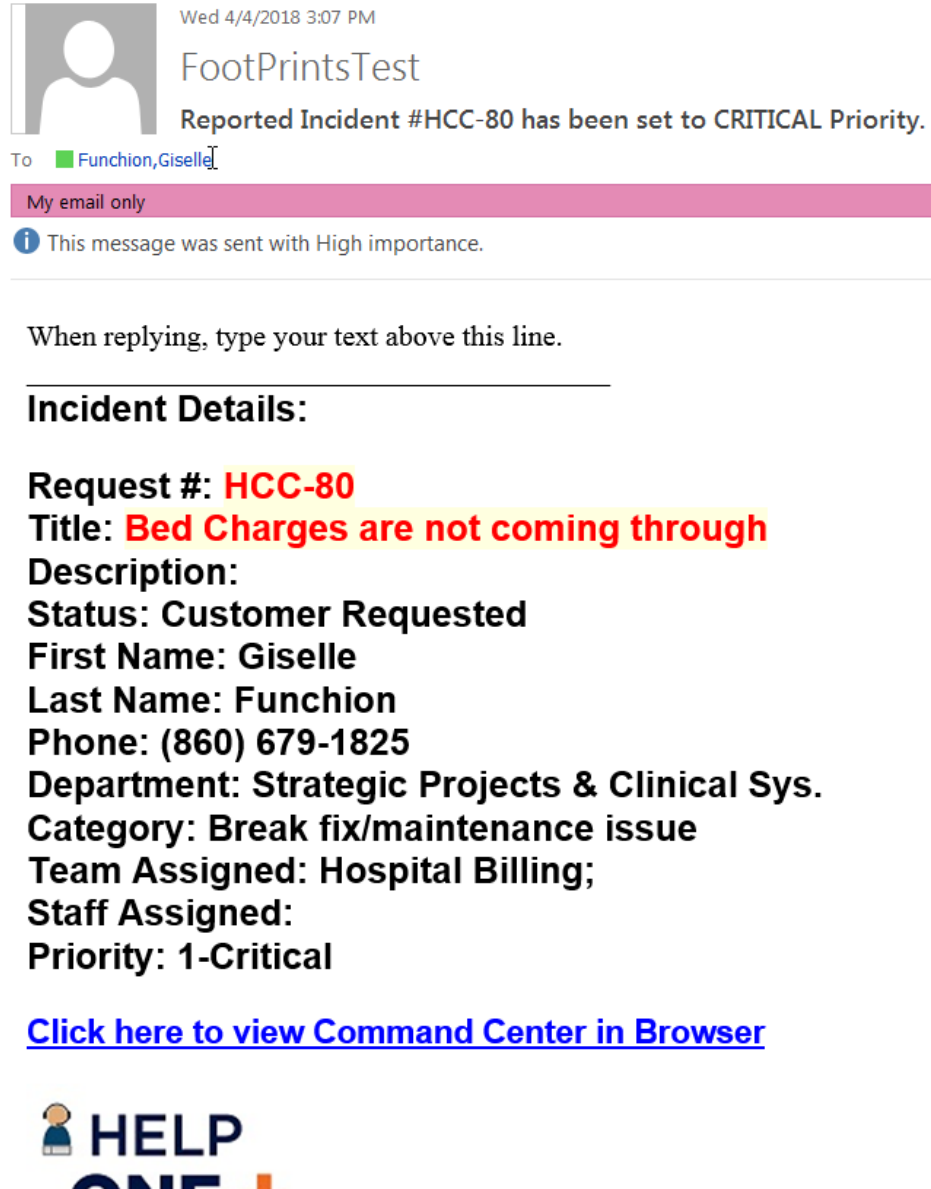
Priority 3
Moderate
Follow Up: Within 2
Business Day

Priority 4
Low
Follow Up: Within 5
Business Days


- **Patient safety issue or downtime**
 - Major business processes are blocked
 - Application down; problem significantly affects many people
 - Job processing changes needed by close of business that same day
 - Problem results in a major financial or legal impact
 - No manual workaround available
 - Immediate patient safety issue
- **Can do business but it is difficult**
 - Difficult workaround is necessary
 - Problem affects multiple business units
 - Major business processes are affected
 - Job processing changes needed for overnight batch
- **Can do business**
 - Alternate process may be used
 - Problem affects one business unit
 - Interferes with normal business processes
 - Job processing changes needed within 2 business days
 - Access Provisioning and account activation
- **Customers or Business Partners are impacted minimally**
 - Job processing changes needed for a future time
 - Request for Information or documentation on any service
 - Work orders for moves/adds/changes
 - If related to an incident, can do business and a scheduled resolution is acceptable

Notifications


- ▶ Each Command Center ticket will start with **HCC-**
- ▶ Each submitted ticket will send a receipt via email back to the user for reference.
- ▶ Command Center tickets do NOT allow for email communications.
- ▶ Any ticket with a Critical priority will send a high priority email message to the staff listed within the 'Critical Notification Team'.




Wed 4/4/2018 3:07 PM

 FootPrintsTest

Reported Incident #HCC-80 has been set to CRITICAL Priority.

To  Funchion, Giselle

My email only

 This message was sent with High importance.

When replying, type your text above this line.

Incident Details:

Request #: HCC-80

Title: Bed Charges are not coming through

Description:

Status: Customer Requested

First Name: Giselle

Last Name: Funchion

Phone: (860) 679-1825

Department: Strategic Projects & Clinical Sys.


Category: Break fix/maintenance issue

Team Assigned: Hospital Billing;

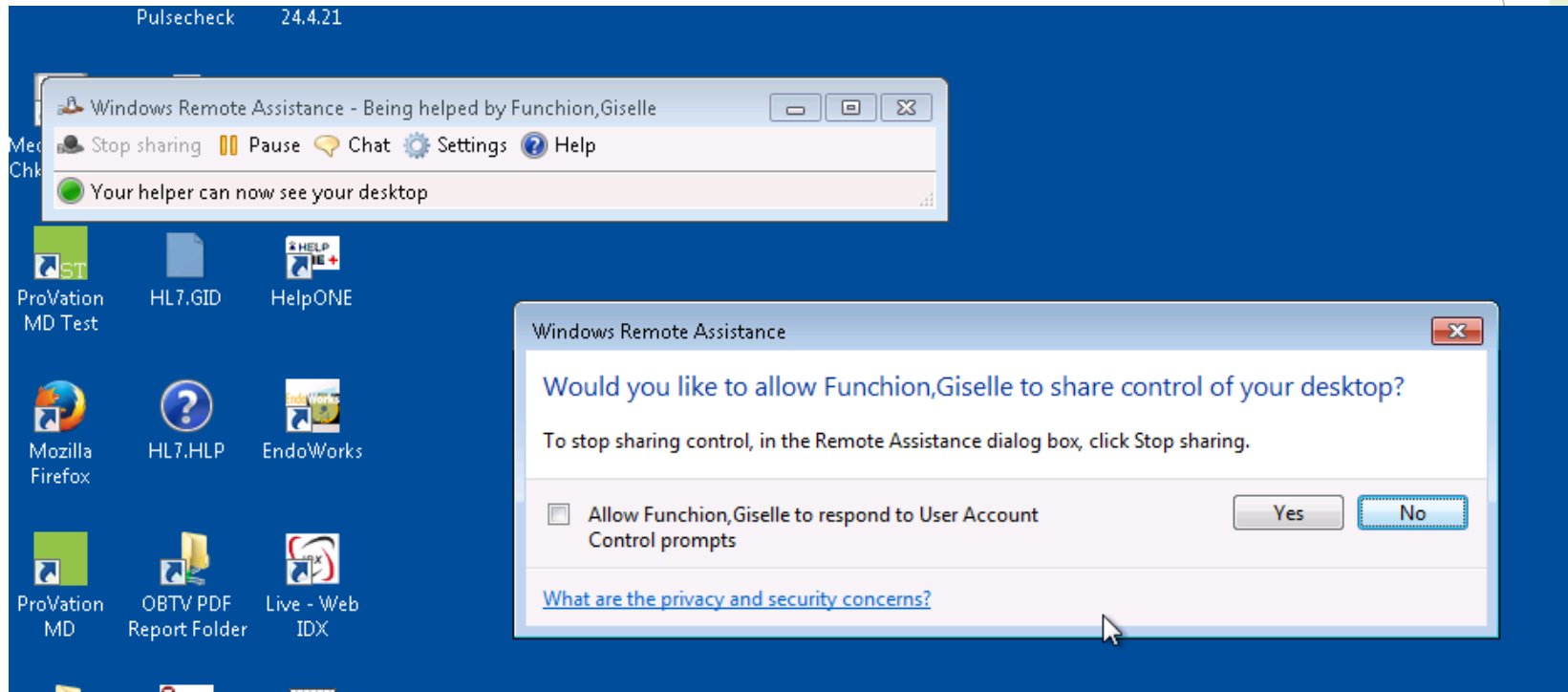
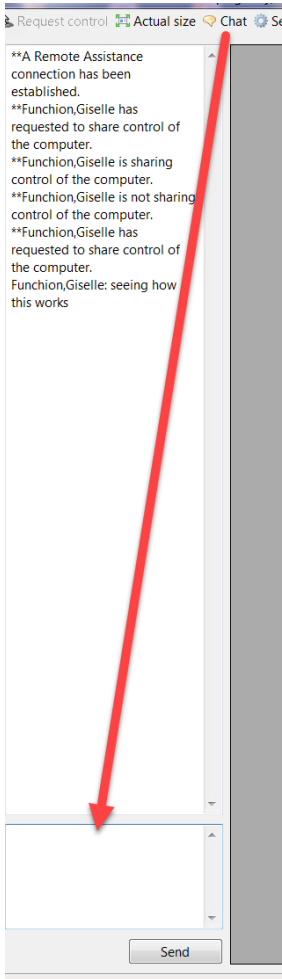
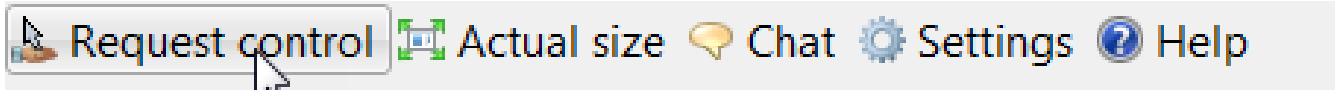
Staff Assigned:

Priority: 1-Critical

[Click here to view Command Center in Browser](#)



Remote Access



CAB, CAB & More CAB



- ▶ Where: Command Center CT4
- ▶ When: 3am, 9am, 4pm
- ▶ Leads: Alka, Neelam


HealthONE Meeting Cycle

- **Dedicated huddle for each application** (Ambulatory, Radiology, Lab, etc...)
 - Lead - application director and/or point of contact
 - Participants - operational leads, application analysts, key stakeholders, Epic AC/AM
- **Integrated Area Huddles** (Patient Movement, Patient Safety. Etc...)
 - Lead - application director and/or area point of contact
 - Participants - operational stakeholders, application analysts, Epic AC/AM
- **Rev Cycle huddles** (Rev tracker call, workqueue huddles)
 - Lead - application director and/or area point of contact
 - Participants - Revenue area owner, operational stakeholders, application analysts, Epic AC/AM

Resolving

Status*:

- In Progress
- Cancelled
- Change Requested
- In Progress
- Waiting For Customer
- On Hold
- PRD Installed
- Resolved



Tickets Created By Me | All Tickets | Edit: Command Center HCC-79 | View

Submit | Save | Refresh | Print | Actions

Customer Information

General Information

Change Request

Attachments

Resolution

History

Resolution

First Call Resolution:

Resolution Comments*:

History

Event Date	User
04/05/2018 11:47:37 AM	Function, Giselle

Expand All | Collapse All



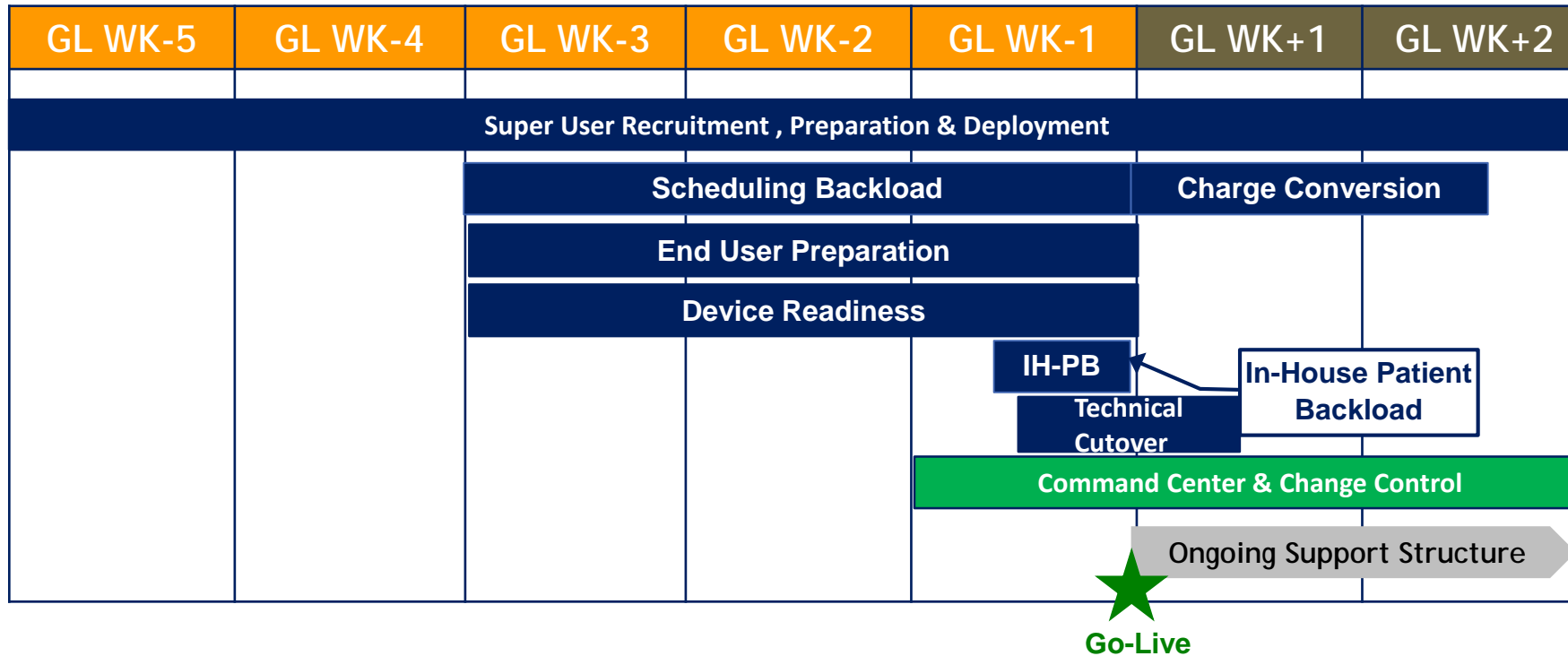
We are asking for 3 attempts to be made to reach the end-user, 2 by phone and 1 email. One attempt each day. If on the 4th day you have not heard from the user, the ticket can be Resolved.

Setting Expectations

- ▶ The HealthONE team will be working hundreds of tickets each day.
- ▶ If you have an issue, first, look for an at the elbow support (ATEs in black vest)
- ▶ Every issue requires a ticket through x4400...
- ▶ Please note, the HealthONE team members will be working varied hours and days. The most efficient and effective way of getting your issue resolved is to call x4400.



Major Activities



Pre Go-live Checklist



(Patient Identification)

HealthONE Clinical Staff Pre-Conversion Checklist

<i>Friday, April 27, 2016</i>	
BEFORE 1000 AM:	Initials
<input type="checkbox"/> Assure that an accurate height and weight is documented on every patient	
<input type="checkbox"/> Clean up/discontinue appropriate orders:	
<input type="checkbox"/> Only 1 active diet order is present	
<input type="checkbox"/> If oxygen is in use, only 1 order is present	
<input type="checkbox"/> Code/No Code order is present	
<input type="checkbox"/> Discontinue completed nursing communication orders	
<input type="checkbox"/> ReNEW restraint orders	
<input type="checkbox"/> Review allergies for accuracy and completion	
<input type="checkbox"/> Review Home Medications for accuracy and completion	
<input type="checkbox"/> Review PCD Database for completion	
<input type="checkbox"/> Round with Care Coordination to identify possible discharges	
<input type="checkbox"/> Downtime Box is present and stocked	
AFTER 1000 AM:	Initials
<input type="checkbox"/> Discharge all appropriate patients	
<input type="checkbox"/> Downtime Box is present and stocked	
STARTING AT 1100PM:	Initials
<input type="checkbox"/> Printed downtime MAR from Legacy by 11PM on 4/27 (Rx to print)	
<input type="checkbox"/> Order entry into Legacy to stop at 1145pm	
<input type="checkbox"/> Med orders written on paper after 1145pm- copied & faxed/tubed to Rx	
<input type="checkbox"/> Transcribe newly written med orders to paper MAR	
<input type="checkbox"/> Downtime begins at 12MN - please use legacy or Epic downtime forms during downtime to facilitate back entry of data into Epic once the system is available	

Initials:	Printed Name:	Signature:	Date/Time:
Initials:	Printed Name:	Signature:	Date/Time:



Post Go-Live Checklist



Nursing Unit _____

Room # _____

Attending MD/# _____

Place Patient sticker here

PATIENT "GO-LIVE" UCONN CHECKLIST **DATE** _____

Instructions:

This form is completed by the nurse caring for the patient immediately after "Go-Live".

Go to Patient Header	Complete- Initial/Time
Verify Code Status	
Verify Isolation Status	
Go to the Admission Navigator	Complete- Initial/Time
Verify home meds in Prior to Admission Medications section	
Verify Height/Weight	
Verify Allergies	
Add Preferred Language	
Add Patient Belonging	
Acknowledge all orders entered during conversion in Epic	Complete- Initial/Time
Use the IP Order Task Report in Patient Summary to acknowledge all orders	
Update treatment team in Epic: Attending MD, Admitting MD, Consulting MD, RN	
Go to Doc Flowsheet activity	Complete- Initial/Time
Add lines, drains, airways and wounds.	
Add last set of vitals signs for Med/Surg (12 hours of vitals for ICU).	
Complete initial shift assessment	
Go to MAR Activity	Complete- Initial/Time
Verify all medications and due times on the MAR are accurate	
Document any medications that were administered during downtime	
Go to Care Plan Activity	Complete- Initial/Time
Apply appropriate Care Plan Templates	
Go to Patient Education Activity	Complete- Initial/Time
Complete Learning Assessment	
Apply Appropriate Patient Teaching Templates	

Night Shift RN Signature _____ Date _____ Time _____

Day Shift RN Signature _____ Date _____ Time _____



Cutover Night

- ▶ 6AM- Start of backload of current in-house patients
- ▶ 9PM- Lab systems go down. All lab orders go on downtime slips.
- ▶ 12MN- LCR goes down. Pyxis on Critical Override. (Downtime)
 - ▶ Will receive banner communications on workstations
- ▶ 12MN- Begin arm-banding patients with new Epic wristband
- ▶ Approx. 3AM- HealthONE go-live instant
 - ▶ Will receive banner communications on workstations