Agenda

- Introductions & Goals

- Clinicals

- Integrated Areas

- Revenue Cycle

- What's Ahead

Go-Live Readiness Assessments (GLRA)

Purpose of GLRA:

- Review operational readiness and risks for go-live
- Openly discuss risks and issues without finger pointing or re-hashing history
- Ensure clear next steps and owners
- Facilitate communication and encourage transparency
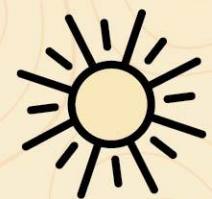- Ensure alignment across Operational Leaders, IT, and Epic

EPIC
ADVENTURE

EPIC ADVENTURE

0 PRE-WORK

1 WORKFLOW WALKTHROUGH & SYSTEM CONFIGURATION

2 TURN UP THE HEAT
USER & SYSTEM READINESS

YOU ARE HERE
TURN UP THE HEAT

3 TRAINING & GO-LIVE

4 POST-LIVE & SYSTEM OPTIMIZATION

JAN 2023 | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC | JAN 2024 | FEB
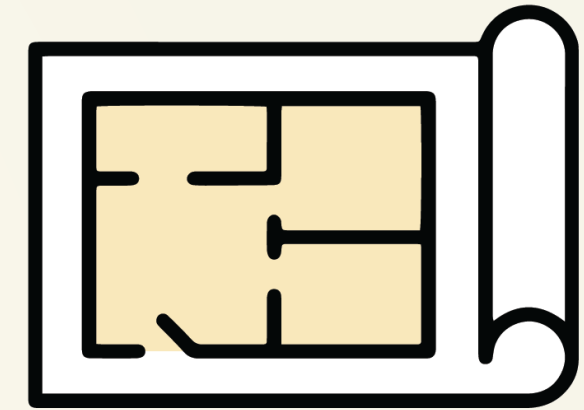
GUIDING PRINCIPLES

PATIENT FIRST

PROVIDER FRIENDLY

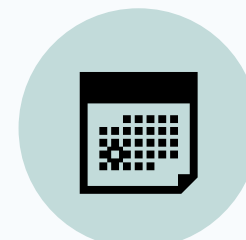**FOUNDATION FOCUSED**

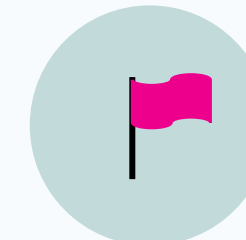**ORGANIZATIONAL ENGAGEMENT**

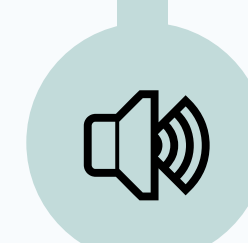**PROGRESS OVER PERFECTION**

GLRA Dates

120 Day GLRA
October 4

60 Day GLRA
December 6

Go-Live
February 1

90 Day GLRA
November 1

30 Day GLRA
January 3

EPIC ADVENTURE

120 Day GLRA Statuses

	System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics
On Track	• System build complete **and** • No issues (or minor issues) identified during testing with a plan in next 30 days	• All charge testing efforts 100% complete with review and sign-off from operational stakeholders **and** • All charging workflows and user roles included charging training (EUTS or DIL)	• All Super Users identified and registered for training, **and** • Super Users identified to lead readiness activities	• Over 75% of department registered for training	• High impact changes identified through workgroups • Mitigation plans established and in motion	• 100% of hardware deployed for department **or** know when additional hardware will be deployed	• Epic updates and readiness materials included regularly in department meetings and huddles	• Understand that Super Users will be taken out of staffing for go-live support and prepared to schedule staff
At Risk	• Outstanding build with plan to complete in next 30 days, **and/or** • Testing issues are moderate or significant with plan to resolve in next 30 days	• Over 90% of charge testing efforts outstanding/not reviewed, with plan to complete/sign-off in next 30 days, **and/or** • Minor gaps in charge capture training, with plan to update materials in next 30 days	• Majority (but not all) Super Users identified and registered for training, **and/or** • Majority (but not all) Super Users identified to lead readiness activities	• 50-75% of department registered for training	• High impact changes identified through workgroups • Mitigation plans established but not yet in motion	• Not aware of when additional hardware will be deployed	• Opportunities to incorporate more updates in department meetings and communication with specific plan to improve	• Understand that Super Users will be taken out of staffing for go-live support, but do not feel confident in being able to take folks out of staffing to support
Serious	• Significant outstanding build, **and/or** • Testing issues are significant with potential to delay upcoming project activity	• Less than 90% of charge testing outstanding; no plan outlined to complete in next 30 days • Major gaps in charge capture training or charging training content not yet reviewed	• Less than half of Super Users identified and registered for training, **and/or** • Less than half of Super Users identified to lead readiness activities	• Less than 50% of department registered for training	• High impact changes identified through workgroups with no mitigation plan	• Identified missing hardware that has not been purchased	• Minimal department communication about Epic	• Staffing shortage for go-live and/or • Unclear plan for Super User support

Overall GLRA Status

Status	Description
Green On Track	• Majority of areas On Track • No areas at Serious status • Risks are minor and easily mitigated without impacting other areas
Yellow At Risk	• Multiple areas are At Risk • Risks are moderate but there is a clear plan to get them on track for go-live
Red Serious	• One or more area is at Serious Status • Risks are significant and/or a mitigation strategy may be unclear

Today's Schedule

Clinicals (9:00 – 10:30)	Integrated Areas (10:30 – 11:10)	Revenue & Access (11:10 – 12:15)	Next Steps (12:15 – 12:30)
• Anesthesia • Perioperative • Outpatient • Cancer Care • Emergency (Assessment Center) • Imaging • Inpatient Pharmacy • Ambulatory Pharmacy • Lab (Beaker) • Med Surg/Oncology & ICU Acute • Perinatal • NICU • Ancillary Clinical • Quality, Regulatory, and Patient Safety • Healthy Planet • Research • Providers	• Training • Technical • Business Continuity Access • 3rd Party Applications • Cutover – Patient Backload • Patient Experience • Interoperability • Supply Management	• Patient Access – Registration • Patient Access – Scheduling • Grand Central – Patient Flow • Grand Central – EVS • HIM – Medical Records • HIM – Patient Confidentiality • HIM – Coding • PB – Charging & Coding • Billing – Finance • Billing – SBO • Billing – Claims & Insurance	• The next 30 days

Service Line

Overall Readiness

System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics
◯	◯	◯	◯	◯	◯	◯	◯

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date

120 GLRA Overall Readiness Status Description

1 or more Red = Overall Red

4 or more Yellow = Overall Yellow

EPIC ADVENTURE

Clinical Areas

SUMMARY

	System Build	Charging and Financial	Super Users	Training	Technical	Communication	Go-Live Logistics	High Impact Changes
CORe	🔴	🟡	🟡	🔴	🟢	🟢	🟡	🟡

System	Overall Status
Anesthesia	🟥
Perioperative	🟧
Outpatient	🟩
Cancer Care	🟩
Emergency (Assessment Center)	🟩
Imaging	🟩
Inpatient Pharmacy	🟥
Ambulatory Pharmacy	🟩
Lab	🟥
Med Surg/Oncology & ICU Acute	🟩
Perinatal	🟥
NICU	🟥
Ancillary Clinical	🟥
Quality, Regulatory, and Patient Safety	🟩
Healthy Planet	🟩
Research	🟩
Providers	🟥

Status	Description
Green On Track	• Majority of areas On Track • No areas at Serious status • Risks are minor and easily mitigated without impacting other areas
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Top 5 Key Wins

- All capsule neurons for Anesthesia have been installed and verified in the operating rooms
- Cancer protocol build is 100% complete
- Radiant VCT is 100% complete
- Beaker CCVI is 98.3% complete
- Specialty Review is 70% complete

Anesthesia

System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics
🟢	🟢	🟢	🔴	🟡	🟢	🟢	🟢

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Epidural Workflow Responsibility	• Finalize build of Epidural Order Set • Test end to end workflow for placing epidural, rate changes, and discontinuation. • Present Readiness session for L&D and Anesthesia to encourage clear communication on roles and responsibilities. • Review in L&D workgroup and training.	Heather Ballmer	November 3
Anesthesia User training	• Identify key hurdles to user training registration/scheduling. • Anesthesia leadership to work with Epic trainers to facilitate availability and registration.	Dr. Thomas Jamie Hunt	November 3
High impact change: moving from paper documentation to electronic documentation	• Anesthesia physicians and CRNAs will participate in DIL activities and shadow charting to help them in their training and transition to electronic documentation	Heather Ballmer	December 31

Perioperative

System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics
🟢	🟡	🟢	🟢	🟡	🟢	🟡	🟡

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
PACU Level Charging	• Complete build for PACU level verification checks for Main OR and L&D.	Mark Silva	November 3
Case Request Process	• Present workflow to PSI and HIS. • Woman's Schedulers will meet with provider offices to educate on the new workflow.	Mark Silva Stephanie Jarreau Alicia Plumer	November 3
IUD Policy Change/Creation	• Create a policy to restrict physicians from bringing in outside IUDs.	Brandi Iles	November 3
Electronic Order Entry	• Workflow needs to be defined. • Finalize policy on order entry for DOS. • Communicate out via HSI and PSI.	Dr. Welsch Alicia Plumer	December 1
IR Radiology	• Continue to communicate differences between IR and OR Cases.	Alicia Plumer	November 3

Outpatient

System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics
🟡	🟢	🟢	🟢	🟡	🟢	🟢	🟢

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
In Basket Message Types	• DIL Sessions will include In Basket workflows. • An additional in-person training session to go over In Basket workflows with users closer to go-live.	Angela Musso Dana Bourg Jason Kraemer	January 8
Specialty Review Build	• Turbo Rooms dedicated to Specialty Review Build. • Creating and maintaining a detailed task list.	Lindsay McCurnin Julie Ward Kris Schluter	November 13
Referral/Follow Up Orders	• Create tip sheets. • At go-live we will work with Patient Access to monitor appointment and referral work queues. • Continue presentations at Outpatient Advisory Council as needed.	Angela Musso Dana Bourg Jason Kraemer Erica Davis	January 26
GE Viewpoint	• Build/Testing hasn't started.	Julie Ward	October 20

Cancer Care

System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics
🟡	🟡	🟢	🟢	🟢	🟢	🟡	🟢

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Incomplete MOSAIQ testing: Interface Functional Testing and Charge Testing	Aaron Larose and Beacon teams to complete charge testing by 10/6 and interface functional testing by 12/1.	Aaron Larose, Jessica Troxclair, and Paul Kirk	October 6 and December 1
Outstanding Billing Build	Hospital billing and HIM teams to complete build by 10/6.	Rebecca Morgan and John Pickworth	October 6
Medication Assistance Contracting	Cancer Pavilion operations to complete contract by 10/13.	Kevin Guidry	October 13
Revenue Routing for Cancer Pavilion Lab and Main Lab	BID, Beaker, and Beacon teams to complete report build by 10/13 and review with Cancer Pavilion operations by 10/27.	Donald Carvajal and Cynthia Rabalais	October 13 and 27

Emergency – Assessment Center

Overall Readiness 🟢

System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics
🟢	🟡	🟡	🟡	🟢	🟢	🟢	🟢

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Point of Care Ultrasound Charging	The Orders, Radiant, and ASAP Epic teams will discuss the best way to charge for POC Ultrasounds in each area of the hospital and determine unit-based workflows.	Scott Vercher, Jordan Wilson	October 13
Code & Emergency Specialty narrator real-time documentation training	Josie Cort is working with Siobhan Grady and Cindi Sanders to schedule simulations where RNs will practice documenting hemorrhage and code scenarios real-time using the Emergency and Code narrators.	Josie Cort, Scott Vercher, Siobhan Grady	October 31
Ventra decided to move from an interface to a flat file extract for PEPA third-party billing	ASAP team will complete the configuration to send clinical information to Ventra.	Scott Vercher	October 20
Physician training registration is off track	Department supervisors will work with the Woman's training team to identify providers who have not registered for training and ensure they sign up.	Dr. Welsch, Dr. Rodriguez, Dr. Quin	October 20

Imaging

System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics
🟡	🟢	🟢	🟢	🟢	🟢	🟢	🟡

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Desktop Integration	Epic, Woman's and CareStream will finish SSO (single sign on) testing on all workstations and run the MRT Testing Script.	Marsha Shirey, Chelsea Louque, Ritesch Durgapersad	October 31
Breast Imaging Nurse Documentation	The Radiant team will build the Breast Imaging nurse navigator content and get sign-off from the Breast Imaging Nurse manager.	Chelsea Louque Sarah Babin	October 15
Mapped Record Testing with eCW and Pedi-Notes	Gary LaMoyne and EDI will complete PFT with eCW by October 16. The Radiant team will kick off MRT with eCW and Pedi-Notes by October 31 at the latest in order to complete MRT by December 5.	Marsha Shirey, Chelsea Louque, Stephen Spedale, Gary LaMoyne	December 5

Inpatient Pharmacy

System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics
🔴	🟢	🟢	🟢	🟡	🟢	🟢	🟢

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Communicating Deviations from Foundation Workflows and new Workflows to End Users	Establish a venue for communicating Woman's-specific dispensing workflows and expected changes from current state, including dispensing to LSU clinics.	Peggy Dean, Scott Hazlett	December 31
Order Sets/Panel Build is Behind	Willow analysts will continue to make weekly plans for build and coordinate with Orders to prioritize sets for review.	Hannah Ta, Steve Etter	October 31

Ambulatory Pharmacy

System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics
🟢	🟢	🟢	🟢	🟢	🟡	🟢	🟢

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Non-production hardware testing not complete	New receipt printers for Meds to Beds were ordered and are scheduled to arrive by 10/13. Printer testing session is scheduled the week of 10/16.	Anastasia Solovyova Kevin Hazenfield	October 20

Lab

System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics
🟡	🟡	🟡	🔴	🟢	🟢	🟢	🟡

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Lab MRT and Instrument Testing	• Need to obtain new instrument to replace sunsetting Microscan lab instrument by December 1. Currently waiting on PO to be signed. Will need to complete lab validation, DI mapping, and MRT by January 15. • EcW, Pedinotes, and OPH interface testing to continue occurring on weekly/biweekly calls and will finalize by December 22.	Jay Latour Gary LaMoyne Joshua Cheramie Dami Minvielle	MRT to begin December 4 for Microscan MRT due December 22
Charge Testing and Financial	• Scenario charge testing and SafeTrace volume charge testing will be completed by October 6. • Cancer pavilion revenue routing reports need to be confirmed/created by October 20.	Dami Minvielle Kim Gruse	October 20
Lab Staffing/Super User Enrollment	• Super Users are necessary for daily operations and will require the bandwidth to participate in Go-live activities. • Lab operations and HR will work to staff the lab sufficiently and schedule shifts to accommodate for super users to participate in respective go-live activities.	Jay Latour Kim Gruse Katie Baker	November 1

Lab

Overall Readiness

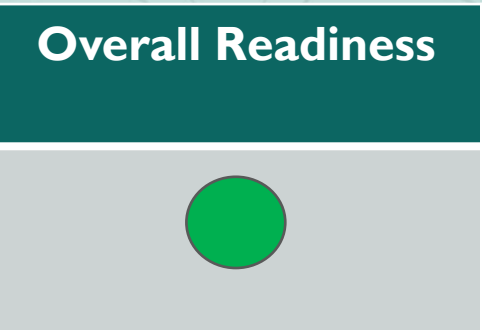| Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Lab User Training (33% of users fully registered)	• Lab leadership working with Epic trainers to facilitate availability and registration • Lab leadership is currently working with managers and staff to help the scheduling appropriate sessions	Jay Latour Kim Gruse	November 3
Superuser staffing for Go LIVE support	• Collaborate with Lab leadership on creative avenues to utilize existing staff contributions in both super user role and daily workload	Dami Minvielle Gary LaMoyne Jay Latour Kim Gruse	November 30
Blood Bank historical data extraction vendor not working well with Conversions team.	• Landon currently working with Haemonetics to either change vendors or obtain the specific data fields needed so Woman's can pull the information from DR.	Landon Roy	November 30

Med Surg/Oncology & ICU Acute

Overall Readiness 🟢

System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics
🟡	🟢	🟡	🟢	🟡	🟢	🟢	🟢

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Rover--TDR	Make sure users can see information, can log into device, device registered with the MDM.	Cherie Falgoust	November 15
Homegrown Discharge for Med Surg/HRU	Need to add Woman's specific Discharge Instructions to AVS	Cherie Falgoust	November 17
Provider Notes	• Build and validation complete for IMCC • Oncology note review is scheduled for October 19	Jordan Wilson	October 19
Order Sets	• Med-Surg Oncology order set build is complete. • IMCC has one order set left to build.	NeShana Bilbrew Hannah Ta	October 31

Med Surg/Oncology & ICU Acute

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Code & Emergency Narrators	Ensure team is trained on the new process for code and emergency narrators. High Risk Change – to be included in DIL	Cherie Falgoust	October 27
Super Users partially registered for training	Register super users for prep class	Davina Phillips	October 31

Perinatal

System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics
🔴	🟡	🟡	🟢	🟢	🟡	🟢	🟡

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
EFM Integration build and testing	• Need an identifier to match for each computer that will be matched to each Philips device. • Investigate context sync with Epic Expert. • Build and Test button to launch Epic to Phillips.	Brooke Verzwyvelt	October 31
LD Charging for Deliveries	Need to verify and make final decisions.	Brooke Verzwyvelt & Amye Reeves	October 20
Cord Blood/Cord Ph where the order will reside	Cord blood will be resulted on the baby; BPA will prompt nurses to order the cord blood. Build must be completed.	Brooke Verzwyvelt & Jay LaTour	October 20
Specimen Collections during delivery	Need to decide how nurses will document this. Workgroup meetings have resumed where this discussion can take place	Brooke Verzwyvelt & Jay LaTour	October 20

Perinatal

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Delivery Summary	Build and workflow for completing the delivery summary is outstanding.	Brooke Verzwyvelt Jordan Wilson	October 31
Ultrasounds	Build and testing for performing bedside ultrasounds is outstanding. Working to complete third party testing with GE Viewpoint.	Jordan Wilson Julie Ward Marsha Shirey	October 20
Induction Cases	Plan on how induction cases will be scheduled.	Brooke Verzwyvelt Amye Reeves	October 20
Newborn Workflow	On-going discussion needed for newborn workflow for bili, medications etc.,	Brooke Verzwyvelt Karrie Delise	October 31
Order sets	All obstetrics order sets have been built and are going through clinical review with PSI.	NeShana Bilbrew Hannah Ta	October 31
Super Users partially registered for classes	Register Super Users for Super User prep class	Jessica Lejeune, Lacee Sweezy Lauren Holmes	October 31

NICU

System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics
🔴	🟡	🟢	🟢	🟡	🟢	🟢	🟢

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Pedinotes testing to see if delivery information, orders, and notes can be pulled to Pedinotes	Stephen Spedale Jr. will test and report which information could not be pulled by October 17.	Heather Ballmer & NeShana Bilbrew	October 17
Cue Based Feeding	Heather Ballmer and Leif Weibe (ClinDoc Boost) will recreate the custom formulas for cue-based feedings. New Flowsheet documentation will be approved by Tiffany Theriot & Cindy Collins by October 27.	Heather Ballmer	October 27
Charging Changes	Physicians won't be using ProcDoc charging, instead nurses will be charging for procedures via Flowsheets. The difference in charging for the NICU will need to be specially trained and emphasized.	Darla Mathews	October 27

NICU

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Breast Milk Workflow (High Impact Change)	Steve Etter met with Tiffany Theriot and Cindy Collins to review workflow for ordering, feeding, prep, & administration of breastmilk, donor milk, and formula. • Next steps are to use order transmittal to configure breastmilk to follow similar printer routing that is used for specimen labels	Steven Etter, Carmen Hawkins, & Brooke Verzwyvelt	October 27
NICU content build	Will complete 2-3 sections of NICU build weekly	Cherie Falgoust & Brooke Verzwyvelt	October 27
Order Sets	NICU order sets build will begin in 2 weeks with a burn rate of 6-7 order sets per week	NeShana Bilbrew Hannah Ta, & Steven Etter	October 31

Ancillary Clinical

System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics
🔴	🟡	🟢	🟢	🟡	🟢	🟢	🟢

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Respiratory Charges	Waiting on operational decision for charges for suction, Vapotherm, transcutaneous CO2 to inform remaining build	Cherie Falgoust April Chaisson Danette Legendre	October 6
Outstanding flowsheet and clinical content build	Content review changes need to be reviewed with necessary workgroups.	Cherie Falgoust	October 27
Lactation Documentation	Content Review changes need to be reviewed with Lactation SMEs.	Cherie Falgoust	October 27
Audiology patient list	Verify all patients are appearing on patient list.	Cherie Falgoust	November 17
Case Management Fax Workflow	Recent XMedius changes require interconnect configuration. Client Systems and HIM teams reviewing necessary changes	Olivia Smith Tim Buchmann	November 17

Quality, Regulatory, and Pt. Safety

Overall Readiness 🟢

System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics
🟡	🟢	🟢	🟢	🟡	🟢	🟢	🟢

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Sepsis	Build and validate the OB and Neonatal Sepsis criteria. Woman's will be using Epic's Sepsis Care Path for identifying potential septic patients, which is a high impact change.	Jordan Wilson Dr. Welsch	October 26
QHR	Looking to leverage the MD-Staff available tools to replace the QHR product. This will require an additional interface to be scoped for the bridges team and a SBAR.	Mackenzie Schild	October 16
Daily safety huddle included with morning patient care huddle	Implementing a new surveillance process at go-live with house supervisors and nursing managers Working with Cheri and Wendy to communicate to nursing staff. Will be doing mock huddle with involved staff. Change in process; workflow – include in training; reinforce roles, etc.	Niki Morrison Tina Englade	October 16
Inpatient Regulatory Reporting	Building and validating the reporting needs for NICU regulatory programs.	Lauren Cianfrani	November 2

Healthy Planet

System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics
🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Social Determinants of Health Operationalization	Develop an enterprise-wide strategy for training and implementation of the new SDOH and Community Resource referral workflow.	Renada Deschamp Wendy Singleton	October 29
Cosmos	Develop a timeline and strategy for mapping each data type, decision-making and subsequent build on compliance/HIPAA filter rules.	Cathy Griffiths	October 23

Research

System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics
🟡	N/A	🟢	🟢	🟡	🟢	🟢	🟢

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Integrated Testing – Research and Research Oncology	Outstanding build will be completed for integrated testing. The Research oncology script will be run the week of October 9 and the Research script will be run the week of October 16.	Lindsay Lau	October 20
Operational Readiness	Use workgroups to validate workflows and present operational readiness/change management content. This will include clinical and billing review content.	Lindsay Lau	November 3

Providers

System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics
🟡	🟢	🟢	🔴	🟡	🟢	🟡	🟢

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Order Sets Build and Review – Off Track	• Ongoing review with PSI at weekly meeting. • Physician champions will attend PSI to help expedite progress & champion the Epic functionality.	NeShana Bilbrew Dr A. Boudreaux Dr. Moore	December 1
OB Notes Build and Review	• Have not been able to review notes with PSI due to order set review. Physician champions will attend PSI to share experience & references from other hospitals.	Dr. Welsch Dr. Rodriguez Dr. Moore	October 20
Readiness and Communication of High Impact Workflows (e.g. CPOE)	• Taking steps to increase targeted attendance at EPAC, especially non-employed partners. • Keep disseminating communication to medical staff through email & monthly meeting.	Dr. Welsch Dr. Rodriguez Dr. Moore	December 1
Training Registration	• 35% of providers are registered out of an expected 58% • Paula Delee and other PTs are reaching out to departments with low registration	Paula Delee	October 20

Integrated Areas

Training

Super User Registration	End User Registration	Provider Registration
🟡	🟡	🔴

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Capacity Analysis	We will continue monitoring registration reports to determine if and where additional seats or classes are needed.	Jessie Ward and Callie Mirfield	October 20
Provider Class Registration	Woman's Epic Training Team, in partnership with Medical Staff Services, will reach out to practices and providers to ensure registration.	Paula DeLee	October 20
User Settings Lab Registration	Communication will be sent to applicable providers when sessions are available to schedule in Epic U. We will monitor registration reports and continue to reach out to unregistered providers.	Paula DeLee	November 3
Super User Scheduling (Classroom Support)	Woman's Epic Training Team is working with managers to assign Super Users to support all classes.	Paula DeLee	October 9
Super User Scheduling (Floor Support)	Woman's Epic Training Team is working with managers to assign Super Users to support shifts for go-live and two weeks after.	Paula DeLee	November 9

Technical

Overall Readiness

Login/Access Strategy	End User Devices
🟡	🟢

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Persistence scope for go-live	Planned breakout session for the week of 10/2 to finalize persistence scope across Woman's	Rhett Roy Greg Huettmann	October 6
Ensure we can test workstations/printers/peripherals on Mary Bird Perkins' network for Cancer Pavilion	Rhett working with MBP IT director to set up a test laptop in the Cancer Pavilion with MBP network and peripherals for testing	Rhett Roy	October 27
TDR tester contract is not executed	Bryan and Rhett to sign contract with TekSystems.	Bryan Baucom	October 13
New A/V system for Conference Rooms	New system has been ordered. We will work with Marketing and vendor on installation and ensuring everything is functional prior to training start date.	Jeff Marshall Paul Kirk	October 20

Business Continuity Access (Downtime Planning)

Overall Readiness

System Build	High Impact Changes	Super Users	Training	Communication	Technical	Go-Live Readiness
🟢	🟢	N/A	🟢	🟡	🟡	🟢

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Communication Process	Refine process of how downtime communications will occur between Epic application team -> Woman's Hospital leadership -> Woman's Hospital staff.	Gary LaMoyne	October 27
Technical Deployment of Hardware	BCA Hardware Devices – Imaging and Deployment in progress to be completed prior to Technical Dress Rehearsal	Rhett Roy	October 25
Purchase Hardware	BCA Hardware Devices – Purchase Printers finalized.	Rhett Roy	October 13

3rd Party Applications

Overall System Build	Overall Integration	Overall Training	Overall High Impact Changes	Overall Hardware & Networking	Overall Communication	Overall Go-Live Logistics
🟡	🟡	🟡	🟢	🟢	🟢	🟢

Focus Applications

Applications with an overall status of "Red" or "Yellow"

Application	Product
eCW Interfaces	Lab & Rad Orders & Results - Hub and Spoke
Experian	Patient Estimates - Experian Estimator Tool
Experian	Coverage Discovery
GE Viewpoint	MFM PACS Reporting
Haemonetics Safe trace / Safetrace	Blood bank
Medisolv	QRDA I, QRDA III and eCQM/ Joint Commission ORYX / MIPS
Mosaiq	Electka
Ochsner	Epic Connection from Woman's Hospital to/from Ochsner
Radiology Associates - Change Health *(formerly RadSouth)*	Rad Reports to RadSouth Folder - information is used by Radiology Associates to file professional billing fees
Ventra - PEPA *Professional Emergency Physician Association*	Professional Billing Interface
Volpara	Tyrer Cuzick Breast Cancer Risk Assessment

Cutover – Patient Backload

System Build	Charging and Financial	Super Users	EU Training	High Impact Changes	Technical	Communication	Go-Live Logistics
N/A	N/A	N/A	🟢	N/A	🟢	🟢	🟢

Risk/Issue/Milestones	Action Required	Owner(s)	Target Date
Complete Readiness Wave 3 Cutover Building Blocks	Review and complete both Awareness and Decision points for all building blocks.	Application Team, Tawuana Ford, Cutover WG	November 3
Prepare for Dry Run 1	This will be an IT cutover dry run with charging dry run to follow Nov.15th	Cutover WG, WHAMS, Tawuana Ford	November 14
Prepare for Dry Run 2	To include Clinical Team for clinical backload and all application analysts identified for WG with charging cutover dry run to follow Dec. 6th	Cutover WG, WHAMS, Ops, Clinical Staff, Tawuana Ford	December 8

Patient Experience
(MyChart, Bedside, Welcome)

Overall Readiness 🟢

System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics
🟢	N/A	🟢	🟢	🟢	🟢	🟡	🟢

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
PRD-specific environment setup	URL table setup, Epic Video Client, SMS, Push Notifications, reCAPTCHA, Happy Together	Julie Ward	November 3
Welcome Mobile Device Management (MDM) Setup - Hexnode	Configure the MDM to push Welcome out to iPads currently in use.	David Corley / Kerry Klein	November 3
MyChart Marketing & Communications Plan	Woman's marketing team to start developing plan for promoting MyChart to patients and staff.	Laurel Burgos	November 3
MyChart Bedside Education	Marketing to provide the existing videos and PDF booklets.	Jeff Marshall	TBD

Interoperability

System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics
🟢	N/A	N/A	N/A	N/A	🟢	🟢	🟢

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Completion of outreach to EpicCare Link prospective sites	Complete initial outreach to EpicCare Link Site Administrators.	Lindsay McCurnin, Amy Delcambre, Dr. Cliff Moore	November 3
Image Exchange – Technical Testing and Setup	Complete Image Exchange technical setup along with support from the ECSAs.	Scott Vercher, David Lee, Dr. Cliff Moore	November 10

Supply Management

System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics
🟡	🟡	🟢	🟡	🟡	🟡	🟢	🟡

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
GTIN Codes (System Build, Training, Technical)	• Materials Management team will focus on manually adding GTIN codes to each OR and IR supply before go-live. • Materials Management team will pick up unscannable supplies from the ORs to fix barcodes.	Lekela Collins, Angela Vancel	December 4
Supply Charging (Charging and Financial, Training, High Impact Changes, Technical)	NAC will discuss supply charging workflows on 10/12. Charging workflows will be covered during training. Nurses and ancillary users will have tip sheets available to them at go-live.	NAC-Wendy Singleton, ClinDoc-Cherie and Mark Silva, Darla Mathews	January 3
Supply Charge Code Activation (Charging and Financial, Technical, System Build, Go-Live Logistics)	Meditech can only house one charge code per supply. Charge will be changed via a script at cutover.	Ben Caldwell	January 29

EPIC ADVENTURE

Revenue & Access Areas

SUMMARY

	System Build	Charging and Financial	Super Users	Training	Technical	Communication	Go-Live Logistics	High Impact Changes
ARCR	🟡	🟡	🟢	🔴	🟡	🟡	🟡	🟡

System	Overall Status
Patient Access – Registration	🟢
Patient Access – Scheduling	🟡
Grand Central – Patient Flow	🟢
Grand Central – EVS	🔴
HIM – Medical Records	🟡
HIM – Patient Confidentiality	🟢
HIM – Coding	🟢
PB – Charging & Coding	🟢
Billing – Finance	🟡
Billing – SBO	🟡
Billing – Claims & Insurance	🟢

Status	Description
Green On Track	• Majority of areas On Track • No areas at Serious status • Risks are minor and easily mitigated without impacting other areas
Yellow At Risk	• Multiple areas are At Risk • Risks are moderate but there is a clear plan to get them on track for go-live
Red Serious	• One or more area is at Serious Status • Risks are significant and/or a mitigation strategy may be unclear

Top 5 Key Wins

- Finalized Centralized Scheduling WQ Structure!
- Completed Hospital and Professional Contract Build!
- Obtained Sign off on Professional Billing Claim Scenarios!
- MPI Vendor is 71% complete with duplicate review, latest duplicate rate was down by 3%!
- 3M 360 launch issues have been resolved and testing is back on track!

Patient Access – Registration

System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics
🟡	N/A	🟢	🟢	🟡	🟢	🟢	🟡

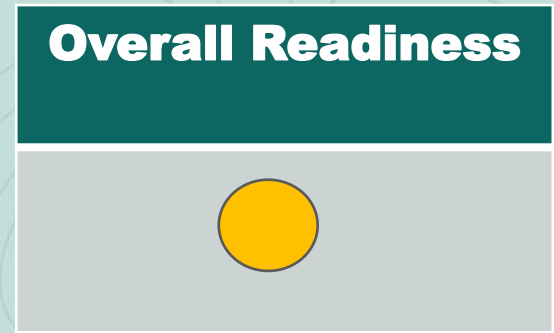| Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Experian Estimator – delayed kick-off	Product kicked off on 9/25. Epic Analysts will provide Charge/Fee Schedule extract, Payer Plan Master, and update RTE 270/271 messages per vendor requirements.	Janet Broussard	October 27
The Patient Access workflow in Epic has not been finalized for Suite 110 (Registration Area for Adv Imaging and lab).	Patient Access and Radiant have met and determined a proposed workflow to bring to operations for signoff.	Mandy Michelson, Chelsea Louque	October 6
Translated Registration Documents	Four document types remain outstanding for Non-English translations.	Mandy Michelson	October 27
Operations has concerns around puling super users from their daily jobs at go-live.	Donna to work on a plan for staffing at go-live	Donna Williams	November 1

Patient Access – Scheduling

Overall Readiness

System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics
🟡	N/A	🟢	🟡	🟡	N/A	🟡	🟡

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Patient Access is working on restructuring workqueues to match operational decisions for Pre-Verification / Pre-Registration Teams.	Patient Access analyst team will work with operations/KPMG on finalizing workqueue structure and complete workqueue unit testing.	Kelcie Patout, Mandy Michelson	October 27
MyChart scheduling settings have not been set at the provider level.	Kelcie will perform an audit of provider records and adjust as necessary.	Kelcie Patout	October 20
Mapped Record Testing has not started for MOSAIQ SIU interface.	Primary Functional Testing has been completed for MOSAIQ. Patient Access will coordinate with Beacon/ Vendor for Mapped Record Testing.	Kelcie Patout, Kristy McClammer	October 6
Operations has concerns around puling super users from their daily jobs at go-live.	Kristen to work on a plan for staffing at go-live	Kristin Harris	November 1

Patient Access – Scheduling

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Less than 75% of users are scheduled for training.	Kristin to work with staff to have them sign up for training.	Kristin Harris	October 9
Operations has not been communicating all Epic Readiness information in Central Scheduling departmental meetings.	Kristin to add Epic updates to Operational department meetings.	Kristin Harris	October 6

Grand Central – Patient Flow

System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics
🟡	🟢	N/A	N/A	🟢	🟢	🟢	🟢

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Transfer Center	Moving from a paper-based workflow to in-system documentation. Grand Central team will re-demo Transfer Center workflow at Patient Flow WG. Transfer Center Shadow Charting readiness exercise will occur during End User Training	David Corley	October 27
Mapped Record Testing	Grand Central MRT is off-track. David Corley is continuing to schedule meetings with vendors to validate that all discretely mapped ADT values show up correctly in both systems (patient class, room, bed, etc.)	David Corley	December 8

Grand Central - EVS

System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics
🟢	🟢	🔴	🔴	🟡	🟢	🟢	🟢

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Scope Deviation: EVS specialists will not log into Epic	Grand Central team will schedule recurring meetings with EVS operations to walk through workflows and prepare for go-live.	David Corley	October 13
Training registration	92% of managers/supervisors need to register for training.	Corey Poret, Wade Nettles	October 20

HIM – Medical Records
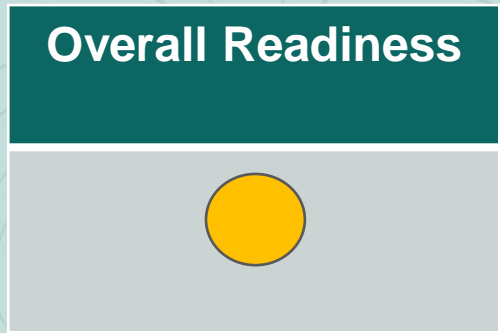
System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics
🟢	🟢	🟢	🟢	🟡	🟢	🟢	🟡

Risk/Issueis	Action Required/Mitigation Plan	Owner	Target Date
Volume of work for Chart Correction processes & decentralization of correction workflows owned by clinical staff	1. Assess scope of workflows for Data Integrity type users 2. Finalize plan for FTE identification or reallocation 3. Work with clinical teams to deploy Manual Chart Correction Guide to end users	1. Jennifer Perez 2. Jennifer Perez 3. Tracie Melville	1. October 13 2. October 27 3. November 17
Awareness of changes for providers (transcription work types, provider suspension processes, deficiencies triggering automatically, accessing scanned documents)	Include provider communication through newsletter and other avenues to impacted clinical areas through Readiness activities	Jennifer Perez	January 12
Birth Certificate Clerk workflow is custom and includes changes in process from current state. Need to ensure user and process readiness.	1. Finalize end to end materials to support Birth Certificate process. 2. Work with Birth Certificate clerks through standard DIL and readiness activities.	1. Martha Cook 2. Melanie Comeaux	1. October 20 2. January 12

HIM – Patient Confidentiality

Overall Readiness 🟢

System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics
🟢	🟢	🟡	🟡	🟢	🟢	🟢	🟢

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Awareness of Confidentiality decisions across the organization, especially clinical users.	Generate Confidentiality Summary to socialize with clinical workgroups and providers.	Cindy Amedee, Martha Cook	October 27
System readiness for Confidentiality decisions	Test end to end confidentiality scenarios such as SANE scanning, Employee Health, Sensitive Notes, and GRACE.	Tracie Melville	November 17
Less than 75% of users are scheduled for training.	Need to work with staff to have them sign up for training.	Cindy Amedee	October 9

HIM – Coding

System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics
🟡	🟢	🟢	🟢	🟡	🟢	🟢	🟢

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Abstracting workflows will be significantly different with Epic go-live compared to legacy.	1. Finalize build for custom abstracting items. 2. Create Abstracting specific tip sheet 3. Socialize readiness materials with coders that include Abstracting content	1. Martha Cook 2. Tracie Melville 3. Karen Rosata, Melanie Comeaux	1. October 20 2. November 10 3. January 12
CDI users will be in two systems at go-live (3M and Epic). Need to ensure strong plan for training and verify workflow efficiency.	Meet to discuss CDI training plan and develop materials alongside 3M to ensure CDI users get holistic training.	Lori Schmitz	October 27

PB – Charging & Coding

Overall Readiness

System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics
🟢	🟢	🟢	🟢	🟢	N/A	🟢	🟢

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
PB Coders will be performing HB/HIM Coding for PBB Clinics	PB Coders will take HB/HIM Coding training to better understand functionality in this area.	Traci Torres, Karen Rosata	December 1
LSU & Private Practice Provider Workflows	There are ~15 providers that split time between a combination of LSU, Woman's, and Private Practice. A proposed workflow has been outlined with leadership to ensure proper revenue routing, but not yet reviewed with providers.	Ally Nowak, Tanya Johnson and Dr. Suzanne Welsch	October 20

Billing – Finance

System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics
🟡	🟡	🟢	🟢	🟢	N/A	🟡	🟡

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
HB General Ledger Testing is behind schedule.	Rebecca Morgan will complete and bring testing scenarios to the Finance workgroup for sign-off throughout October.	Rebecca Morgan, Mary Rolfes	October 27
Revenue allocation and reporting for the Cancer Pavilion lab and other cancer related services at the hospital still undetermined.	Finance, Cancer Pavilion, and Woman's lab stakeholders to agree on revenue routing approach with support of Epic HB and Beaker teams.	Rachel Suominen	October 13
Interface dependent volume charge testing is behind track.	HB and Beacon teams will work with Aaron LaRose to complete MOSAIQ to Epic charge code mapping and testing. Ambulatory will complete GE Viewpoint charge testing once system is available in late October.	Rebecca Morgan, Kristy McClammer, Julie Ward	November 1

Billing - Finance

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Operations has concerns around puling super users from their daily jobs at go-live.	Courtney to work on a plan for staffing at go-live	Courtney Comeaux	November 1
Operations has not been communicating all Epic Readiness information in departmental meetings.	Courtney to add Epic updates to Operational department meetings.	Courtney Comeaux	October 6

Billing – SBO

System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics
🟡	🟡	🟢	🟢	🟡	🟢	🟡	🟡

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Outstanding HB build: Research Billing, Self-Pay Package Pricing, Employee/Board Member Discount, Revenue Guardian Checks	Complete outstanding build by the end of October for remaining HB app testing and readiness throughout November.	Rachel Suominen, Clay Horn, Rebecca Morgan	October 27
Managing Super User workload at go-live is a concern for the Patient Accounting team	Patient Accounting managers and training team to continue working together to create go-live scheduling and workload mitigation plan.	Courtney Comeaux, Paula DeLee	October 27
Patient Accounting is working with KPMG on reviewing decisions for possible restructuring.	KPMG is currently reviewing workqueue structure, denial matrix, and edit owning area. Review and edits must be complete by 10/15 for Epic team to make updates and adequately test.	Courtney Comeaux, KPMG, Clay Horn	October 27

Billing - SBO

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Operations has concerns around puling super users from their daily jobs at go-live.	Courtney to work on a plan for staffing at go-live	Courtney Comeaux	November 1
Operations has not been communicating all Epic Readiness information in departmental meetings.	Courtney to add Epic updates to Operational department meetings.	Courtney Comeaux	October 6

Billing – Claims & Insurance

Overall Readiness 🟢

System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics
🟢	🟢	🟢	🟢	🟡	🟢	🟡	🟡

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Cash reconciliation workflow and readiness with Capital One	Cash Management system build and testing has been completed. The claims team will meet weekly with Courtney Comeaux and Sandra LeBlanc to discuss the reconciliation process between Epic, Meditech, and ECW. Sandra and Courtney will provide a list of all lockboxes and types of deposits. Jesse will document full insurance cash reconciliation process by 10/6 to provide workflow clarity.	Jesse Van Fleet, Melissa Mills-Rawls, Courtney Comeaux, Sandra LeBlanc	November 10
Operations has not been communicating all Epic Readiness information in departmental meetings.	Courtney to add Epic updates to Operational department meetings.	Courtney Comeaux	October 6
Operations has concerns around puling super users from their daily jobs at go-live.	Courtney to work on a plan for staffing at go-live	Courtney Comeaux	November 1

What's Next

Next 3 Days

- Finish registering staff for training
- Review your Readiness Checklist

Next 3 Weeks

- Super User Training: 10/23/23 – 11/17/23
- Day-in-the-Life Modeling: 10/23/23 – 11/17/23
- PRCT Round 2: 10/30/23 – 12/08/23
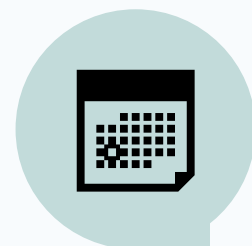- Lab Validation Testing: 10/30/23 – 12/29/23

What's Next

Next 3 Months

- Pilot TDR: 11/13/23 – 11/17/24
- Cutover Dry Run #1: 11/14/23
- TDR: 11/27/23 – 01/19/24
- End User Training: 11/27 – 01/26/24
- Day-in-the-Life: 11/27/23 – 01/26/24
- Cutover Dry Run #2: 12/08/23
- Appointment Conversion: 1/13/24 – 1/14/24
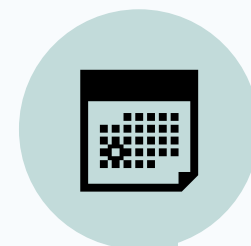- Epic Soft Go-Live: 1/15/24
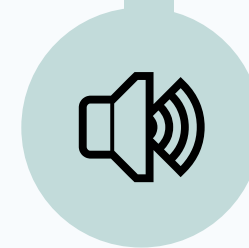
Post-Live

120 Day GLRA
October 4

90 Day GLRA
November 1

60 Day GLRA
December 6

30 Day GLRA
January 3

PLRA
TBD

EPIC ADVENTURE