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

Agenda

- Introductions & Goals

- Clinicals

- Integrated Areas

- Revenue Cycle

- What's Ahead

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

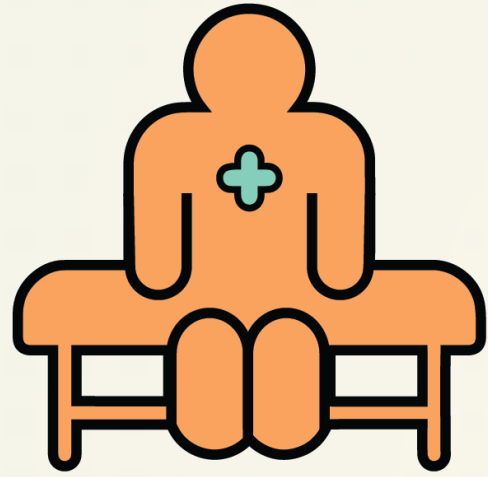JAN 2023 | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | **NOV** | DEC | JAN 2024 | FEB
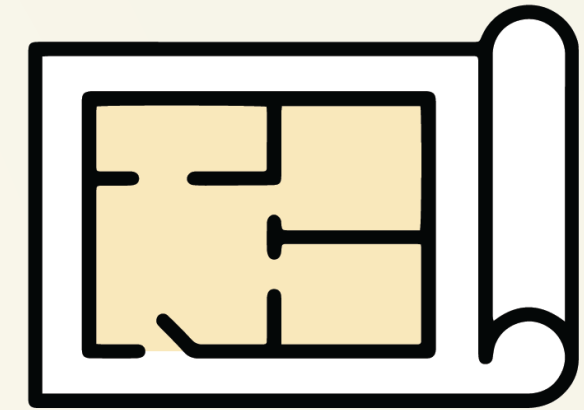
GUIDING PRINCIPLES

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
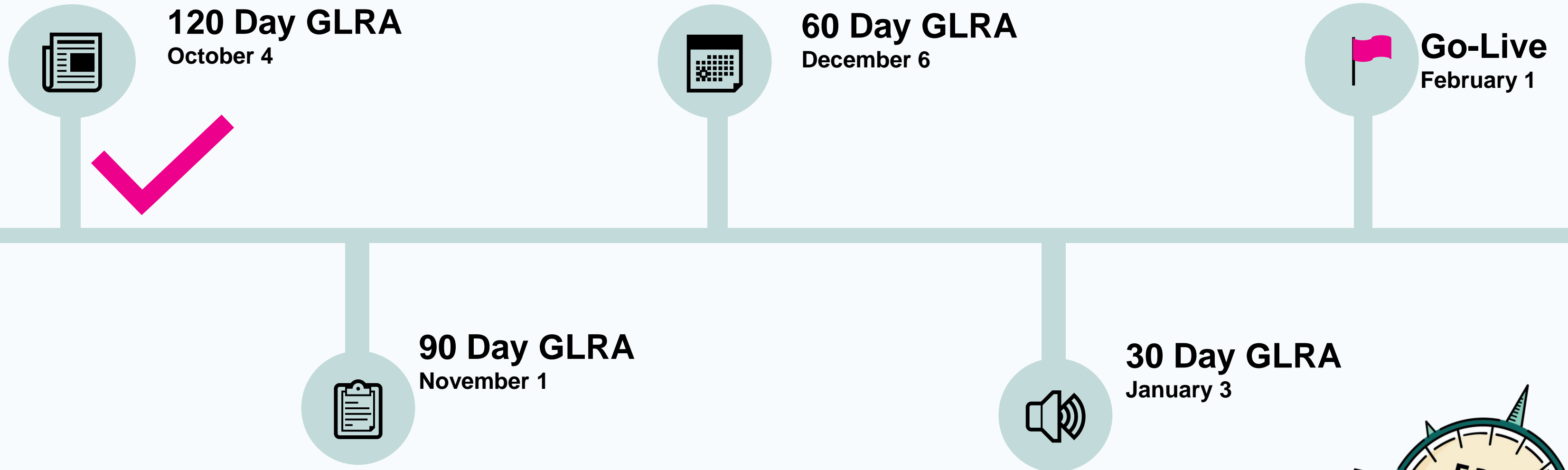
90 Day GLRA Statuses

	System Build (Epic and 3rd Party)	Charging and Financial (Epic and 3rd Party)	Super Users (Epic and 3rd Party)	Training (Epic and 3rd Party)	High Impact Changes (Epic and 3rd Party)	Technical (Epic and 3rd Party)	Communication (Epic and 3rd Party)	Go-Live Logistics (Epic and 3rd Party)
On Track	• System build complete, and • No issues (or minor issues) identified during testing	• All charge capture workflows defined with sign-off from operational stakeholders • Charge Champion and Co-champions for every department identified and aware of role responsibilities	• Super Users identified and registered for training • Super Users scheduled to lead readiness activities	• Over 90% of department registered for training and plan in place to target the remaining 10% • All DIL materials complete; All DIL activities and modeling session scheduled	• High impact changes identified through workgroups • Mitigation plans established and in motion • Department awareness of change	• 100% of hardware deployed for department • 100% of Printer Class Mapping complete • TDR Scripts Started and on track for November 10 completion	• Epic updates and readiness materials included regularly in department meetings and huddles	• Staffing schedules created for go-live • Super User support shifts identified • KPIs identified and owners assigned
At Risk	• Outstanding build with plan to complete in next 30 days, and/or • Testing issues are minor or significant with plan to resolve in next 30 days	• Minor charging workflow issues pending sign-off with plan to resolve in next 30 days • Charge Champion/Co-champion for every department tentatively identified but not aware of/bought into role responsibilities, with plan to finalize in next 30 days	• 90-99% of Super Users identified and registered for training	• 70-90% of department registered for training • DIL materials in progress; Scheduling of DIL activities and/or modeling sessions still in progress	• High impact changes identified through workgroups, mitigation plans in motion • Department awareness of change	• 75-99% of hardware deployed for department • 75-99% of Printer Class Mapping complete • 75-99% of TDR Scripts on track from November 10 completion	• Opportunities to incorporate more updates in department meetings and communication with specific plan to improve	• Staffing and Super User schedules in progress • KPIs identification outstanding
Serious	• Significant outstanding build, and/or • Testing issues are significant with potential to delay upcoming project activity	• Multiple charging workflow decisions outstanding • Multiple department charge champions not yet identified	• Less than half of Super Users identified and registered for training	• Less than 70% of department registered for training • DIL materials not started; DIL activities and/or modeling sessions still need to be scheduled	• Mitigation plans not in motion • Department not awareness of change	• Less than 75% of hardware deployed for department • Less than 75% of Printer Class Mapping complete • Less than 75% of TDR Scripts on track for November 10 complete	• 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 – 10:50)	Integrated Areas (11:00 – 11:45)	Revenue & Access (12:00 – 12:55)	Next Steps (12:55 – 1:00)
• 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 • Cutover – Patient Backload • Legacy Data Conversion • 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 • HB – Revenue Integrity • PB – Charging & Coding • Billing – Finance • Billing - Insurance • Billing – SBO • Billing – Claims	• The next 30 days

GLRA Logistics

- Anticipate 5 minutes per slide
- Timekeeper will indicate 1 minute remaining
- Notetaker is capturing parking lot items

Service Line

Right click to select the status fill color (Green/Yellow/Red) for each section

Right click to select the status fill color (Green/Yellow/Red)

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

Briefly summarize a key risk/issue. Should try to limit this to 5 top issues.

Include the specific next step or action item to address the risk or issue

Include the name(s) of the owner(s) for the Action Required/ Mitigation Plan

Include the Target Date (should be on or after the date of the GLRA)

90 GLRA Overall Readiness Status Description

1 or more Red = Overall Red

3 or more Yellow = Overall Yellow (or yellow areas are large concern)

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 – 2/1 Fifth Floor	🟢
Cancer Care – 2/1 Radiation Oncology	🟡
Cancer Care – 5/13 Medical Oncology	🔴
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
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

Key Wins

- Radiology eCW Mapped Record Testing complete
- MRT 98% complete for all available instruments in the lab
- Preference Card mapping and import complete
- Pyxis logistics integrated testing and ES outbound integrated testing complete
- Initial order set review 90% complete
- ClinDoc Volume Charge Testing 100% complete
- Specialty Review sessions 90% complete
- Protocol validation 100% 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	• 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.	NeShana Bilbrew Hannah Ta Heather Ballmer	November 17
Anesthesia User training	• Anesthesia leadership to work with Jamie Ogan to register Anesthesia to User Settings Labs.	Dr. Thomas Jamie Ogan	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
Case Request Process	• Schedule workflow for review with PSI and HSI • Woman's Schedulers will meet with provider offices to educate on the new workflow.	Mark Silva Stefannie Jarreau Alicia Plumer	HSI – November 21st
IUD Policy Change/Creation	• Communicate/Enforce policy to restrict physicians from bringing in outside IUDs. • Communicate to HSI	Brandi Iles Alicia Plumer	November 21
Electronic Order Entry	• Finalize policy on order entry for DOS. • Communicate via HSI and PSI. Overall, communication with EPAC	Dr. Welsch Alicia Plumer	December 1
IR Radiology	• Schedule workflow walkthrough as a readiness activity (November 2 – Epic Internal Walkthrough)	Alicia Plumer	November 14
Post Operative Patient Flow	• Transfer-to-floor vs SCU education for Discharge to Home; Review Post-op to Floor/Discharge training material	Amanda Juban Mark Silva (and Neshana Bilbrew)	November 14

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 vs Pools	• 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 is behind	• 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 – now electronic instead of on paper	• 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 has accelerated timelines for Mapped Record Testing and Charge Testing.	• Prioritizing Mapped Record Testing • Work closely with billing to complete charge testing	Julie Ward Lindsay McCurnin	November 27

Cancer Care - 2/1 Go-Live

Fifth Floor Infusion

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
Undefined KPIs	Beacon team to discuss KPIs at a future Infusion touch base.	Jessica Troxclair Davina Phillips	November 9
New charging workflow	Beacon team to create a tip sheet for infusion administration charges.	Jessica Troxclair	November 9

Cancer Care - 2/1 Go-Live
Radiation Oncology and PET/CT

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
Undefined KPIs for Radiation Oncology	Beacon team to discuss current state KPIs with Tammy Asmus	Cynthia Rabalais Tammy Asmus	November 9
Define scope of hardware needed for electronic signatures across MOSAIQ, Epic, and PET/CT	Mandy Michelson working to confirm signature pad setup with Brandi Anderson	Mandy Michelson	November 10
Incomplete MOSAIQ testing: Integrated Functional Testing and Mapped Record Testing	Aaron Larose, Beacon, and EDI teams to complete 100% of Integrated Functional Testing & Mapped Record Testing	Aaron Larose, Jessica Troxclair, Ben Caldwell, and Paul Kirk	December 10

Cancer Care – 5/13 Go-Live
Medical Oncology

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
Hardware deployment plan behind schedule	Beacon and EUD team to refresh TDR timelines for Cancer Pavilion	Rhett Roy and Paul Kirk	November 3
Medication Assistance and Qualified Health	• Cancer Pavilion operations to complete outstanding BAA conversations by November 3 • Beacon and Patient Access teams to host workflow discussions	Kevin Guidry	November 10
Revenue Routing for Cancer Pavilion Lab and Main Lab	BID, Beaker, and Beacon teams to complete report build and review with Cancer Pavilion operations	Donald Carvajal and Cynthia Rabalais	December 1

While all Medical Oncology goes live May13, all build and testing is expected to be done by February1

Emergency – Assessment Center

System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics
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Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Code & Emergency Specialty narrator real-time documentation training	Josie Cort, Siobhan Grady, and Cindi Sanders identified staff who will be attending the specialty narrator training. Josie scheduled 11 sessions in January and managers are signing staff up. Training will be complete by January 19.	Josie Cort, Scott Vercher, Siobhan Grady	January 19
The flat file extract build for PEPA third-party billing configuration is not complete.	ASAP team pulled in the Epic Technical Services team to troubleshoot remaining issues.	Scott Vercher Kammy Salo	November 10
Logistics of admission to IP order is under review.	ASAP team will work with Orders and Clin Doc SMEs to determine whether the future state admission workflow will include a bed request order placed by Assessment Center physicians.	Josie Cort, Scott Vercher	November 10

Imaging

System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics
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Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Technical – Modality Worklist Testing	The Radiant team met with CareStream on October 25 to kick off Modality Worklist Testing. All modalities need to be tested by CareStream and the Radiant team.	Marsha Shirey, Chelsea Louque and James Harrison	November 30
Go-Live Logistics	Imaging Managers have the Super User support shifts identified and PTO blacked out for Go-Live. However, the staffing schedules are still being worked on for Go-Live.	Teri Decoteau, Garrett Beadle, Sarah Babin	December 6

Inpatient Pharmacy

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
DoseEdge Mapped Record Testing	MRT DoseEdge scope has increased by ~100 additional records, driving down percentages. Pharmacy needs to complete validation of 49 compounds per week to complete testing.	Scott Hazlett, Kirk Stansbury	December 2
Pyxis Functional Testing	Pyxis functional testing has 15 scripts outstanding. To complete testing on time, the team has increased meetings to twice a week and is completing additional testing over email.	Hannah Ta	December 2
Compounding and Repackaging	Due to competing priorities, Compounding and Repackaging will be de-scoped for Go-Live and moved to optimization; pharmacy will continue to use their legacy compounding system for now. Scott will review current state barcodes for compounds to confirm they will scan in Epic.	Scott Hazlett	November 10
Workflow Change Communication	Pharmacy to hold a departmental meeting on January 4 (after most users have completed training) to debrief on legacy workflow changes and training deviations. Sam Minor to draft content by November 10 to review with pharmacy.	Sam Minor, Peggy Dean	November 10
Go-Live Logistics	Super user go-live scheduling is in progress.	Peggy Dean	December 1

Ambulatory Pharmacy

System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics
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Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Non-production hardware testing not complete	New Networked Receipt printers ordered on 10/30. Will complete configuration and testing when new hardware arrives by 11/10.	Anastasia Solovyova Kevin Hazenfield	November 10th
Not enough network ports for Willow Ambulatory print devices in the pharmacy	New network ports will need to be added in the retail pharmacy to support production devices.	Anastasia Solovyova Kevin Hazenfield	November 10th

Lab

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System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics
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Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
System Build - Lab MRT and Instrument Testing	• Need to obtain new instrument to replace sunsetting Microscan lab instrument by December 1. Expecting delivery week of November 13 Will need to complete lab validation, DI mapping, and MRT by January 15. • SafeTrace MRT will be complete by November 10. • 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
Super User/Lab Staffing	• Super Users are necessary for daily operations and will require the bandwidth to participate in Go-live activities. A lab schedule for the months of February and March will be produced by November 30th which will accommodate for Go-live needs. PTO black-out dates for the period have been communicated to all staff and both the number of part-time and full-time employee staffed hours in the lab will be extended.	Jay Latour Kim Gruse Katie Baker	November 30

Lab

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Training - 84% of lab users are registered for training	• 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 30
Extract scope complications between Blood Bank historical data extraction vendor and Conversions team	• Landon is currently working with Haemonetics to supply the specific Legacy data fields needed for Blood Bank so it can be migrated to SafeTrace for go-live.	Landon Roy	November 30

Med Surg/Oncology & ICU Acute

Overall Readiness
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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 Training	• Adding Rover training into scope for the Mother/Baby and Med/Surg/Onc units. Working with Woman's training team to set up facilitation plan.	Cherie Falgoust	November 15
Homegrown Discharge for Med Surg/HRU	Need to add Woman's specific Discharge Instructions to AVS	Cherie Falgoust	November 17
Order Sets	• IMCC order set review in progress.to be completed by November 7th.	NeShana Bilbrew Hannah Ta	November 7
Code & Emergency Narrators	• Ensure team is trained on the new process for code and emergency narrators. • High Risk Change – to be included in DIL	Davina Phillips	January 10
Super User Schedules	Complete Super Users Schedule for go-live	Davina Phillips Gillian Sanford	December 1

Perinatal

System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics
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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	November 10
Homegrown Discharge Info	Need to add Woman's specific Discharge Instructions to AVS	Cherie Falgoust	November 17
Ultrasounds	Working to complete third party testing with GE Viewpoint.	Julie Ward Marsha Shirey	November 10
Newborn Workflow	On-going discussion needed for newborn workflow for bili, medications etc.,	Brooke Verzwyvelt Karrie Delise	November 10
Order sets	All obstetrics order sets are going through initial clinical review with PSI. Following initial review, we will need to obtain final sign-off on all OB order sets.	NeShana Bilbrew Hannah Ta	December 1

Perinatal

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Printer Class Mapping	VLP being set up to use with breast milk and specimen label printers	Carmen Hawkins	November 3
Super User Schedules	Complete Super User schedules for go-live	Karrie Delise Leah Terrell Jessica LeJeune Lacee Sweezy	December 1

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 MRT testing	Complete 600 orders for MRT by December 1	Heather Ballmer, Carmen Hawkins, & Jordan Wilson	December 1
Homegrown Discharge Info	Need to add Woman's specific Discharge Instructions to AVS	Cherie Falgoust	November 17
Breast Milk Workflow (High Impact Change)	Use order transmittal to configure breastmilk	Steven Etter, Carmen Hawkins, & Brooke Verzwyvelt	November 10
Super User Schedule	Complete Super User Go-Live Schedule	Tiffani Theriot Shannon Thibodeaux	December 1

Ancillary Clinical

System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics
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Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
PT/OT/SLP - Outstanding flowsheet and clinical content build	Content review changes need to be reviewed with necessary workgroups.	Cherie Falgoust	November 17
Lactation Documentation	Content Review changes need to be reviewed with Lactation SMEs.	Cherie Falgoust	November 30
Audiology Newborn Hearing Screen patient list	Configure workflow for rescreening patients.	Cherie Falgoust	November 10
RT Charges	Need validation from Revenue Integrity for 2 charges: Bi-pap for infant and Infant hand bagging CPT code.	Cherie Falgoust	November 15
Super User Schedule	Complete Super User Go-Live Schedules	Danette Legendre Kayla Tamplain Dawn Quantrille Tracey Dantin	December 1

Quality, Regulatory, and Pt. Safety

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

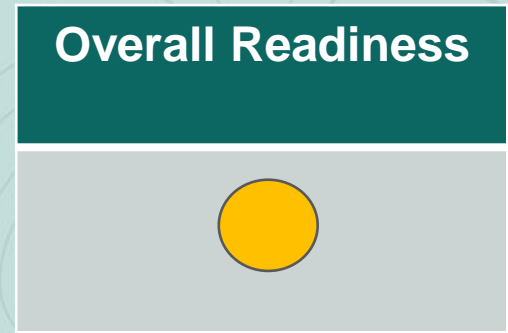| Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Sepsis	Build and testing for identifying patients with maternal sepsis is still in progress. This is a high impact change for staff to correspond to 2022 CMQCC guidelines. After build is complete, we will do a readiness presentation at ClinAC.	Jordan Wilson Dr. Welsch	November 21
Inpatient Regulatory Reporting	Review of measures submitted to CMS and as part of LaPQC are being reviewed by Epic Extra Help (Lauren Cianfrani). Medisolv eCQM integration with Epic is outstanding, waiting for Medisolv to review eCQM with Meditech.	Zach Underwood	November 10

Healthy Planet

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

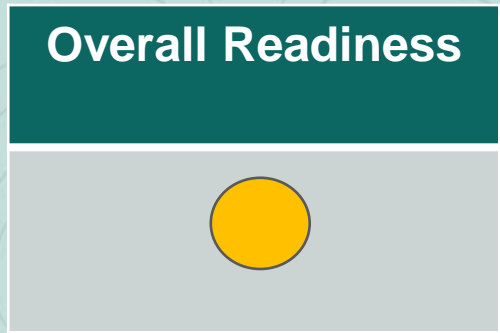| Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Social Determinants of Health Operationalize Workflow	For the enterprise-wide training efforts, prepare training materials	Renada Deschamp Wendy Singleton Jennifer Levy	November 6
Cosmos	Finalize compliance decisions with the Woman's Legal and Compliance team. Assign data mapping tasks to application teams that have unmapped data elements.	Cathy Griffiths	November 17

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 – Oncology Research & Research script	Oncology Research script pass 2 is in progress. Will have Rachel run full Research script as all users to streamline completion.	Rachel Ignasiak	November 3 November 10
Training and Security Updates	Reviewing proposed job category updates with research operations and will adjust training classes and security for affected users accordingly.	Rachel Ignasiak	November 10
Operational Readiness	Use weekly workgroup to finalize policies and workflow ownership for high impact research workflows and finalize detailed plan and owners for converting research studies into Epic for go-live.	Rachel Ignasiak	December 29

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	November 17
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
71% of providers are fully registered for training.	• Jennifer LeBlanc is working with Medical Staff Services and Dr. Moore to contact and help register physician for classroom training and User Settings Labs.	Dr. Moore Paula DeLee Jennifer LeBlanc	November 17

Integrated Areas

Training

Super User Registration	End User Registration	Provider Registration	Super User Training Completion	End User Training Completion	Provider Training Completion
🟢	🟢	🟡	🟢	TBD	TBD

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Provider Registration	71% of providers are fully registered for classroom training and user settings labs. Jennifer LeBlanc is working with Medical Staff Services and Dr. Moore to contact and help register physician for classroom training and User Settings Labs.	Paula DeLee Jennifer LeBlanc Dr. Moore	November 17
Super User Classroom Support	We still have more than 100 classes without Super Users scheduled to support them. We will reach out to managers again and work with area leadership to cover with available staff.	Paula DeLee	November 17

Technical

Login/Access Strategy	End User Devices
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Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
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	November 3
Recently identified hardware for installation in clinics	Complete remaining hardware installation in clinics	Rhett Roy	November 15
Printing of lab specimen labels	Complete remaining printer class mappings. Zach Underwood / Nicholas DeVito to coordinate with application teams to build. Molly and Tanya to walk the floors during the week of 10/30	Zach Underwood / Nicholas DeVito	November 15
Printing of breast milk labels	Complete remaining OTX mappings	Carmen Hawkins	November 15

Business Continuity Access (Downtime Planning)

Overall Readiness

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

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Unable to login to BCA workstations	Working with Epic technical team to resolve via Sherlock - 8224197	Gary LaMoyne	November 3
Technical Deployment of Hardware	Printers are in shipment and will be deployed by the vendor upon arrival. Our goal for full deployment is 11/15 for the pilot TDR.	Rhett Roy	November 15
Hardware	BCA computers are on-site. BCA Printers have been shipped by the vendor on 10/26, delivery by 11/3, physical deployment by 11/15	Rhett Roy	November 3

Cutover – Patient Backload

System Build	Charging and Financial	Staffing for Backload	EU Training	High Impact Changes	Technical	Communication	Go-Live Logistics
N/A	N/A	🟡	🟢	N/A	🟢	🟢	🟢

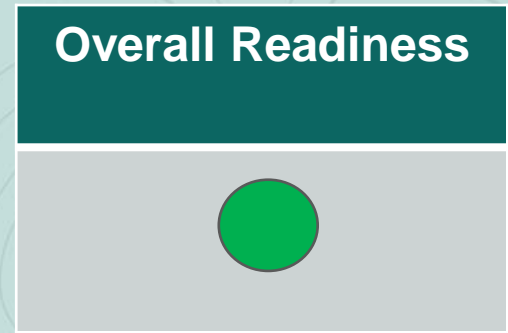| Risk/Issue/Milestones	Action Required/Mitigation Plan	Owner(s)	Target Date
Identify Staff for Backload – RISK	Need staff identified for night of Cutover	Operations	October 30
Complete Readiness Wave 3 Cutover Building Blocks	Review and complete both Awareness and Decision points for all building blocks	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 November 15	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 December 6	Cutover WG, WHAMS, Ops, Clinical Staff, Tawuana Ford	December 8

Legacy Data Conversion

Overall Readiness
🟡

System Build	Validation	Technical	Communication	Go-Live Logistics
🟡	🟡	🟢	🟢	🟢

Risk/Issue/Milestones	Action Required/Mitigation Plan	Owner(s)	Target Date
eCW Notes – Separate validation effort due to delays getting data from eCW	10/27 - 11/17: Fix issues from Large Scale 11/17 - 12/3: Full Scale Validation	Landon Roy, Conversions Team	December 3
Gap Load Testing – Catching added, updated, changed data between initial load and go-live	11/8: Begin initial gap load testing in PJX 1/22 - 1/26: Initial gap load of 12/4 - 1/21 data 1/31: 1/22 - 1/30 data gap load 2/1: 1/31 data gap load	Landon Roy, Conversions Team	January 31
Full Scale Validation	Ensure validators are on track to give time to implement fixes before go-live	Landon Roy, Conversions Team	November 10
Sprint Validation	Special validation session using MPE to test fixes before Production loads	Landon Roy, Conversions Team	November 17
Production Loads	Have all fixes resolved and data ready to load by 12/18 and complete 1/5	Landon Roy, Conversions Team	January 5

Patient Experience
(MyChart, Bedside, Welcome)

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
MyChart Marketing	Creation of draft digital and printed materials to market MyChart and Bedside to patients.	Laurel Burgos	November 10
MyChart Communications	Creation of draft content for net-new pages for new functionality (e.g. video visits, proxy, etc.)	Laurel Burgos	November 17
Clinical Questionnaires	Woman's Clinical application teams to finalize questionnaires that go out during eCheck-In	• Ambulatory • Healthy Planet • OpTime • Radiant	November 24

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 for both phase 1 and phase 2 groups.	Lindsay McCurnin, Amy Delcambre, Dr. Cliff Moore	December 1
Image Exchange Advanced – 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)	Charging workflows will be covered during training and charging workshops. Nurses and ancillary users will have tip sheets available to them at go-live.	Wendy Singleton, Cherie Falgoust 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. Will complete test dry run with Meditech	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	🟩
HB – Revenue Integrity	🟨
PB – Charging & Coding	🟩
Billing – Finance	🟩
Billing – Insurance	🟩
Billing – SBO	🟨
Billing – Claims	🟩

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

Key Wins

- Completed Provider Scheduling Template build training!
- MOSAIQ charge testing has been completed!
- Successfully completed Experian Address Verification/Patient Financial Clearance interface build and testing
- MPI Duplicate Rate s 3.17%
- PB completed General Ledger testing and validation of Meditech file import
- Successfully completed the build and testing for the 3M APC (GPCS-Core Grouping Software).

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
Financial Assistance and Charity workflow review	Patient Access analyst team will work with operations/KPMG on restructuring Financial Assistance workflow	Courtney Comeaux Kelcie Patout	October 27
Super User Training attendance	Clinics have identified super users by area and are working through the scheduling piece so that all classes can be attended.	Jennifer Levy	November 11

Patient Access – Scheduling

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
Patient Access is working on restructuring workqueues to match operational decisions for Hospita/Physician Verification, Clinic Pre-Registration and Utilization Management 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 – build complete December 1 – testing complete

Grand Central – Patient Flow

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 Flow Workflows	David will re-demo workflows that represent a large change to the organization, such as Transfer Center, at the Patient Flow WG. He will also partner with analysts to review and demonstrate patient flow workflows during Patient Flow Day on December 7.	David Corley	November 3
Mapped Record Testing 76% complete/63% expected	David will continue to schedule meetings with vendors, including office hours sessions open to all remaining vendors, to validate that all discretely mapped ADT values show up correctly in 3rd party systems.	David Corley	December 1

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
Workflow challenges with initial workstation proposal.	The Grand Central team will schedule weekly meetings with EVS leadership to review the planned current-state workflow and develop change management plans for their staff.	David Corley	November 10

HIM – Medical Records

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

Risk/Issues	Action Required/Mitigation Plan	Owner	Target Date
Volume of work for Chart Correction processes & decentralization of correction workflows owned by clinical staff	Work with clinical teams to deploy Manual Chart Correction Guide to end users	Tracie Melville	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 configuration to support Birth Certificate process. 2. Work with Birth Certificate clerks through standard DIL and readiness activities.	1. Martha Cook 2. Melanie Comeaux	1. November 3 2. January 12
There are outstanding integration points for OnBase, including ROI and Scanned Signature Deficiency processes.	Set up 3x weekly testing sessions with OnBase and Epic to configure and test integrations.	Janet Broussard	November 6

HIM – Patient Confidentiality

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
Awareness of Confidentiality decisions across the organization, especially clinical users.	Send out summary for awareness.	Cindy Amedee, Martha Cook	November 24
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

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. November 10 2. November 17 3. January 12

HB – Revenue Integrity

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
Interface dependent volume charge testing is behind track.	Ambulatory will complete GE Viewpoint charge testing.	Julie Ward	November 3
Revenue Guardian build updates are still in progress.	Rebecca Morgan to complete and test Revenue Guardian build updates by December 1	Rebecca Morgan	December 1
Revenue Reconciliation process is changing from a centralized model to a decentralized model.	Department users will need to attend training classes in January	Mary Rolfes	January 18

PB – Charging & Coding

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
LSU & Private Practice Provider Workflows	The proposed workflow has been shared and approved with the identified providers. 1. A tip sheet will be made to help the providers with the workflow at Go-Live. 2. Leadership will share the tip sheet and communicate to the providers	1. Lindsay McCurnin / Alaina Stewart 2.Jennifer Levy / Dr. Suzanne Welsch	December 1
Charge Reconciliation	Jennifer Levy and Erica Davis will attend a Charge Capture Management Workshop in January to review the charge reconciliation process for Outpatient Clinics and Professional Billing charges.	Ally Nowak	January 18

Billing – Finance

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
Reports for revenue allocation for the Cancer Pavilion lab and other cancer related services at the hospital are incomplete.	Donnie Carvajal will complete custom report build before Finance Mock Month End.	Donnie Carvajal	December 1

Billing – Insurance

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
Multiple consecutive accounts issues have been discovered during integrated testing.	Clay to complete unit testing effort for consecutive accounts to ensure all scenarios are configured correctly.	Clay Horn	November 17

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
Self-Pay Package Pricing build is outstanding	Rachel to discuss build options in October 24 billing workgroup in order to complete build by November 14.	Rachel Suominen, Clay Horn, Rebecca Morgan	November 14
Patient Accounting is working with KPMG on reviewing decisions for possible restructuring	The Epic team will work with Analysts to make the suggested/necessary changes to edit, workqueue, and other build as determined by Patient Accounting	Stephanie Harrison, Alaina Stewart, Clay Horn, Rebecca Morgan	*Overdue*: October 27

Billing – Claims

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	Capital One indicated that they cannot use the same format they are using for lockbox deposits for Woman's electronic deposits. Jesse and Myles have identified and proposed an alternative format. The file structure for electronic deposits needs to be determined by October 27. The claims team is continuing to meet with operations weekly to discuss cash reconciliation workflow and outline high impact changes between legacy and future state.	Jesse Van Fleet, Melissa Mills-Rawls, Courtney Comeaux, Sandra LeBlanc	November 10

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
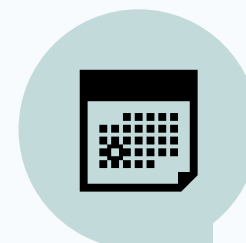
What's Next

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
- **Patient Flow**: 12/7/23
- **Cutover Dry Run #2**: 12/08/23
- **Appointment Conversion**: 1/13/24 – 1/14/24
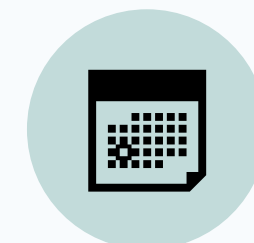- **Epic Soft Go-Live**: 1/15/24
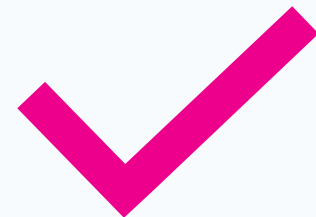
Post-Live

120 Day GLRA
October 4

60 Day GLRA
December 6

PLRA
TBD

90 Day GLRA
November 1

30 Day GLRA
January 3

EPIC ADVENTURE