



**Go-Live Readiness
Assessment (GLRA)
60 Days**

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



0

PRE-WORK



1

WORKFLOW WALKTHROUGH
& SYSTEM CONFIGURATION



2

USER & SYSTEM
READINESS



YOU ARE HERE

3

EXPLORE NEW TERRAIN
END USER TRAINING



3

EPIC
GO-LIVE



4

POST-LIVE
& SYSTEM
OPTIMIZATION

JAN
2023

FEB

MAR

APR

MAY

JUN

JUL

AUG

SEP

OCT

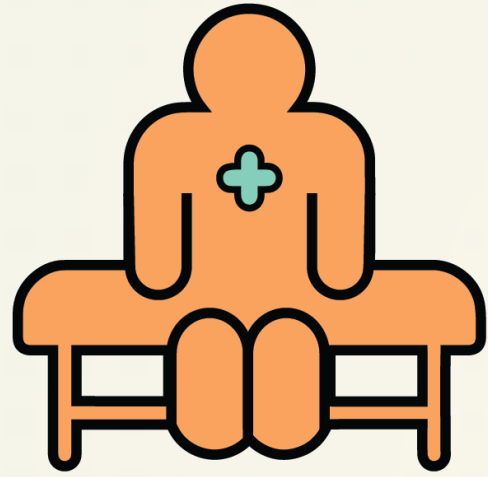
NOV

DEC

JAN
2024

FEB

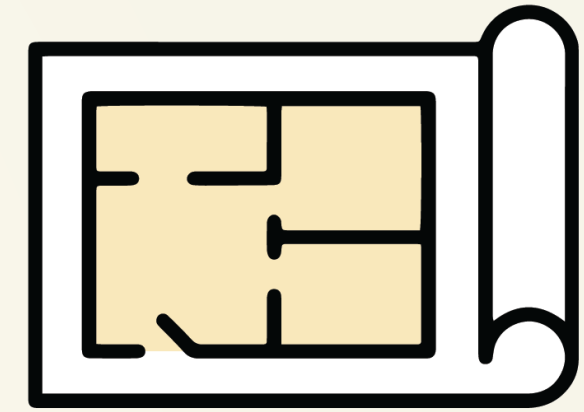
GUIDING PRINCIPLES



**PATIENT
FIRST**



**PROVIDER
FRIENDLY**



**FOUNDATION
FOCUSED**

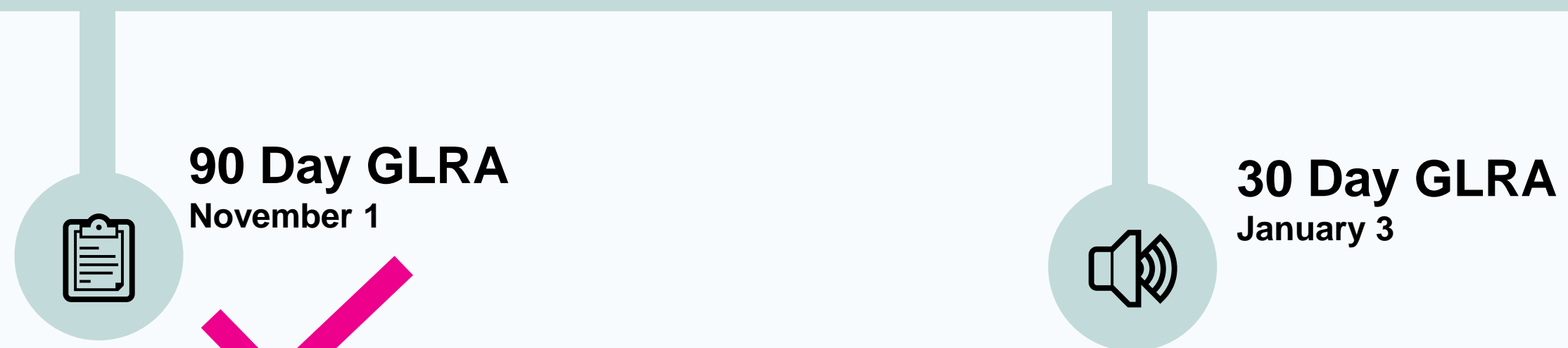
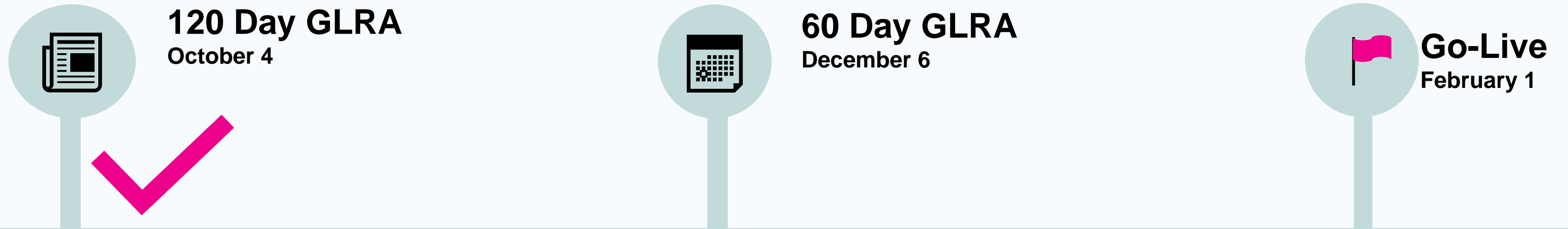


**ORGANIZATIONAL
ENGAGEMENT**



**PROGRESS OVER
PERFECTION**

GLRA Dates



60 Day GLRA Statuses

	System Build (Epic and 3 rd Party)	Charging and Financial (Epic and 3 rd Party)	Super Users (Epic and 3 rd Party)	Training (Epic and 3 rd Party)	High Impact Changes (Epic and 3 rd Party)	Technical (Epic and 3 rd Party)	Communication (Epic and 3 rd Party)	Go-Live Logistics (Epic and 3 rd Party)
On Track	<ul style="list-style-type: none"> System build complete, and No issues (or minor issues) identified during testing 	<ul style="list-style-type: none"> Charge reconciliation owners signed up for charge capture management workshops 	<ul style="list-style-type: none"> Super Users scheduled to support all end user training classes. Super Users completed training Super Users scheduled to lead readiness activities 	<ul style="list-style-type: none"> All staff registered for training; new hires are planned to be registered within 2 weeks. Plans in place for all staff to participate in their roles recommended readiness activities 	<ul style="list-style-type: none"> Mitigation plans established and in motion Department awareness User awareness Readiness checklist in use and up to date 	<ul style="list-style-type: none"> 100% of hardware deployed for department BCA printers and workstations identified and communicated to staff TDR for the area is on track (either complete) 	<ul style="list-style-type: none"> Epic updates and readiness materials included regularly in department meetings and huddles 	<ul style="list-style-type: none"> All staff scheduled for go-live Super User support shifts staffed Go-Live meeting planning in progress (but not complete)
At Risk	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Some charge reconciliation owners not identified or not signed up for workshops 	<ul style="list-style-type: none"> 90-99% of Super Users registered to support end user training 90-99% of Super Users completed training 	<ul style="list-style-type: none"> 95-99% of department registered for training Not all readiness activity planning finalized 	<ul style="list-style-type: none"> Mitigation plans established and in motion Department awareness No user awareness Readiness checklist in use, but some items overdue 	<ul style="list-style-type: none"> 80-99% of hardware deployed for department Outstanding questions on BCA hardware or workflow 	<ul style="list-style-type: none"> Opportunities to incorporate more updates in department meetings and communication with specific plan to improve 	<ul style="list-style-type: none"> Staffing and Super User schedules in progress Go-Live meeting planning not started
Serious	<ul style="list-style-type: none"> Significant outstanding build, and/or Testing issues are significant with potential to delay 	<ul style="list-style-type: none"> No charge reconciliation owners identified or no one registered for workshops 	<ul style="list-style-type: none"> Less than 90% of Super Users registered to support end user training Less than 90% 	<ul style="list-style-type: none"> Less than 70% of department registered for training No readiness activities planned 	<ul style="list-style-type: none"> Mitigation plans established and in motion No department or user awareness Readiness 	<ul style="list-style-type: none"> Less than 80% of hardware deployed for department Significant gaps in BCA deployment 	<ul style="list-style-type: none"> Minimal department communication about Epic 	<ul style="list-style-type: none"> Staffing shortage for go-live and/or Unclear plan for Super User support

Overall GLRA Status

Status	Description
Green On Track	<ul style="list-style-type: none">• Majority of areas On Track• No areas at Serious status• Risks are minor and easily mitigated without impacting other areas
Yellow At Risk	<ul style="list-style-type: none">• Multiple areas are At Risk• Risks are moderate but there is a clear plan to get them on track for go-live
Red Serious	<ul style="list-style-type: none">• One or more area is at Serious Status• Risks are significant and/or a mitigation strategy may be unclear

Today's Schedule

Clinicals (8:55 – 10:30)	Integrated Areas (10:30 – 11:10)	Revenue & Access (11:15 – 12:15)	Next Steps (12:15 – 12:20)
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Training • Technical • Business Continuity Access • Cutover – Patient Backload • Legacy Data Conversion • Patient Experience • Interoperability • Supply Management 	<ul style="list-style-type: none"> • Patient Access – Registration • Patient Access – Scheduling • Grand Central – Patient Flow • Grand Central – EVS • HIM – Medical Records • HIM - Coding • HIM – Patient Confidentiality • HB – Revenue Integrity • PB – Charging & Coding • Billing – Finance • Billing - Insurance • Billing – SBO • Billing – Claims 	<ul style="list-style-type: none"> • 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

Update with the name of your 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
↑	↑	↑	↑
<div style="border: 1px solid red; padding: 5px; width: 80%; margin: auto;"> Briefly summarize a key risk/issue. Should try to limit this to 5 top issues. </div>	<div style="border: 1px solid red; padding: 5px; width: 80%; margin: auto;"> Include the specific next step or action item to address the risk or issue </div>	<div style="border: 1px solid red; padding: 5px; width: 80%; margin: auto;"> Include the name(s) of the owner(s) for the Action Required/Mitigation Plan </div>	<div style="border: 1px solid red; padding: 5px; width: 80%; margin: auto;"> Include the Target Date (should be on or after the date of the GLRA) </div>
<div style="background-color: #004d40; color: white; padding: 10px; display: inline-block; border-radius: 5px;"> 60 GLRA Overall Readiness Status Description </div>			
1 or more Red = Overall Red 2 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	<ul style="list-style-type: none"> Majority of areas On Track No areas at Serious status Risks are minor and easily mitigated without impacting other areas
Yellow At Risk	<ul style="list-style-type: none"> Multiple areas are At Risk Risks are moderate but there is a clear plan to get them on track for go-live
Red Serious	<ul style="list-style-type: none"> One or more area is at Serious Status Risks are significant and/or a mitigation strategy may be unclear

Key Wins
<ul style="list-style-type: none"> Order set build and review is 100% complete and ready for User Settings Specialty Review Sessions 100% complete Initial retail pharmacy inventory load completed successfully CCV3 currently at 70% of expected 55% Philips intelligispace testing complete Exchange transfusion workflow finalized Cutover decisions made on patient backload and first shift responsibilities Imaging workflows for OR finalized Device testing complete for all active anesthesia carts

Anesthesia

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
Epidural Workflow Responsibility	<ul style="list-style-type: none"> Validate workflow in shadow charting Review in L&D workgroup and training 	NeShana Bilbrew Hannah Ta Heather Ballmer	December 18
Moving from paper documentation to electronic documentation <i>(High Impact Change)</i>	<ul style="list-style-type: none"> 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
Risk Communication	<ul style="list-style-type: none"> Anesthesia leadership to communicate go-live risks to the anesthesia department Shadow Charting communication: End User contact with Super Users and Epic at-the-elbow support 	Dr. Roussel Dr. Andermann Jennifer Comeaux	December 18
Device Integration	<ul style="list-style-type: none"> Device testing is 99% complete. Jeremy Witcher will complete testing by December 8. 	Jeremy Witcher	December 8

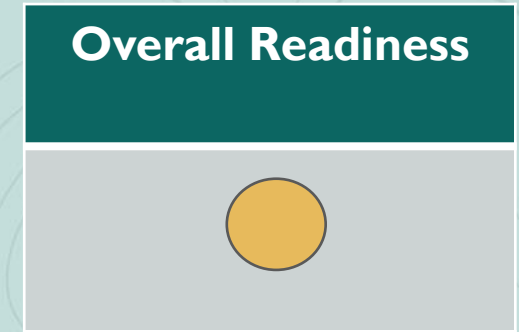
Perioperative

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
Case Request Process <i>(High Impact Change)</i>	<ul style="list-style-type: none"> Woman's Schedulers will meet with provider offices to educate on the new workflow. 	Mark Silva Stefannie Jarreau Alicia Plumer	December 21
Electronic Order Entry <i>(High Impact Change)</i>	<ul style="list-style-type: none"> Finalize future expectations on order entry for DOS. Communicate clinical expectations via HSI and PSI. Overall, communication with EPAC. 	Dr. Moore Alicia Plumer	December 21
Post Operative Patient Flow <i>(High Impact Change)</i>	<ul style="list-style-type: none"> Transfer-to-floor vs SCU education for Discharge to Home; Review Post-op to Floor/Discharge training material Distribute/Sign-Off on Workflow at HSI and EPAC 	Amanda Juban Mark Silva	December 12
Device Integration	<ul style="list-style-type: none"> Device testing is 99% complete. 	Jeremy Whitcher	December 8

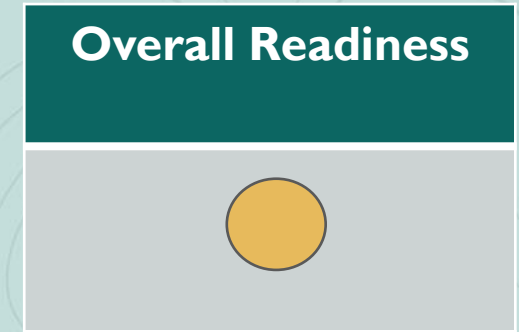
Outpatient



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
Delayed start in Surescripts test scripts and build issues with electronic prior authorization.	<ul style="list-style-type: none"> Lindsay to focus on scripts in preparation for E-Prescribing Workflow Walkthrough on 12/20. Riya to work on overall testing scripts sent from Surescripts Lucas will continue to troubleshoot electronic prior authorization workflow and pull in experts as needed. 	Riya Ohri Mikey Mattone Lindsay McCurnin	December 20
Specialty Review Build is behind.	<ul style="list-style-type: none"> Turbo Rooms dedicated to Specialty Review Build. Creating and maintaining a detailed task list that indicated priority Recruiting remote protostars to complete build requests. 	Lindsay McCurnin Julie Ward Kris Schluter	January 15

Outpatient

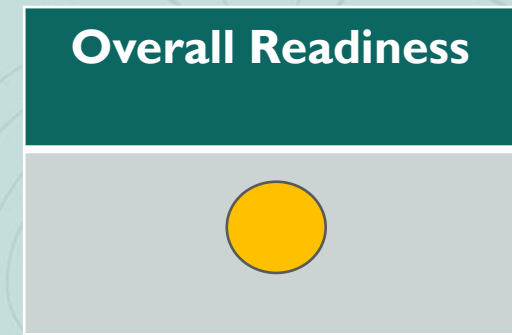


System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Charge Testing for GE ViewPoint is delayed due to a delayed start with ViewPoint integration.	<ul style="list-style-type: none"> Julie Ward will complete GE ViewPoint charge triggering by December 8th Julie will work closely with Rebecca Morgan to ensure that billing and pricing information is correct for these charges. This was a known risk. Mapped Record Testing and Charge Testing did not begin until Primary Functional Testing was complete at the end of October. 	Julie Ward Rebecca Morgan	December 8

Cancer Care - 2/1 Go-Live

Fifth Floor Infusion

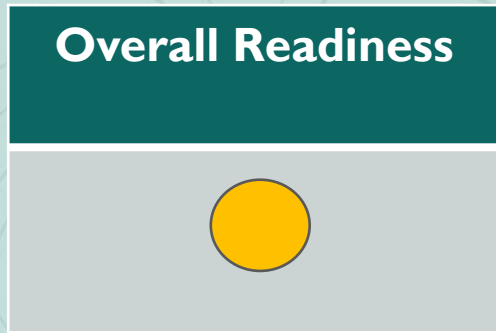


System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Significant hard stops found during testing for therapy plan workflow	Beacon team to update workspace build & user security for Fifth Floor nurses	Jessica Troxclair	December 15
New charging workflow	Beacon team to create a tip sheet for infusion administration charges.	Jessica Troxclair	December 22

Cancer Care - 2/1 Go-Live

Radiation Oncology and PET/CT

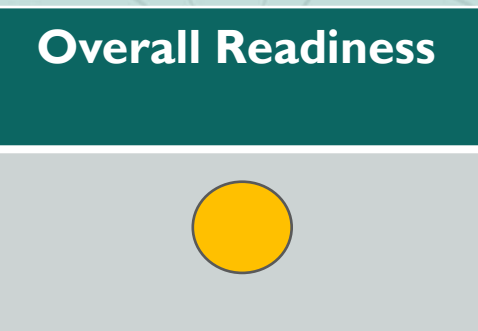


System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics

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	December 22
Map electronic signatures across MOSAIQ & Woman's Epic	Beacon team to work with Tanya Suter to map out electronic signature pads per EMRs	Mandy Michelson Jessica Troxclair	December 16
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. Currently at 81% complete for Functional Testing & at 61% for Mapped Record Testing.	Aaron Larose, Jessica Troxclair, Ben Caldwell, and Paul Kirk	December 10
HDR Workflow	Beacon team will host two separate Day-in-the-Life events to demon HDR workflow within Epic. Sessions scheduled December 6 and 2.	Jessica Troxclair	December 12

Cancer Care – 5/13 Go-Live

Medical Oncology

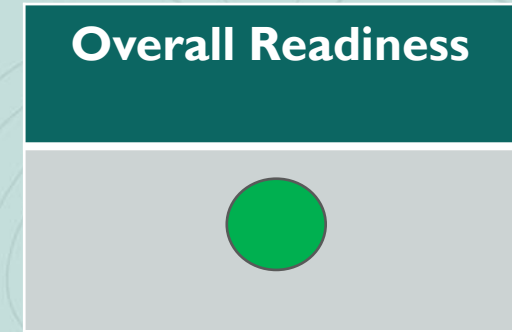


System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics

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	December 22
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 8
Epic access and training requirements for Qualify Health are undefined for Medication Assistance workflows in the Cancer Pavilion	Rose Snyder to work with Qualify Health and Epic internal teams to determine appropriate access and training requirements	Rose Snyder and Kevin Guidry	December 15

While all Medical Oncology goes live May 13, all build and testing is expected to be done by February 1

Emergency – Assessment Center



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
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

Imaging

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
Technical – At home Desktop Integration Testing	The Radiant team is working with Mark Callais on testing Desktop Integration for the 3 at home Radiologist workstations. Hyperdrive has been installed on these workstations.	Audrey Funk, Ritesh Durgapersad, and Mark Callais	December 25
Technical – Letter Testing in Production	The Radiant team is working through access issues to allow the Result and Reminder letter to be sent to a file path on Womans FTP.	Audrey Funk, Meaghan McCracken, Marsha Shirey and Chelsea Louque	December 22
Technical - Letter Printing via Third Party	Once the Radiant team is able to file the letters to the FTP then we will be able to send these letters to the third party to be printed.	Audrey Funk, Meaghan McCracken, Marsha Shirey and Chelsea Louque	December 29

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
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, Peggy Dean	January 4
FDB Medication Dosing Warnings	Epic TS Olivia Montgomery identified that a recent med load from our med vendor (FDB) deleted 10,000 dosing warnings from our system. Scott Hazlett has met with our FDB and is working with pharmacy operations to determine which warnings should be re-activated.	Sam Minor, Scott Hazlett	December 18

Ambulatory 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
Non-production hardware testing not complete	Working with the hardware team while onsite to complete outstanding non-prd configuration. Once complete in TST, we will migrate and test in production during our TDR efforts.	Anastasia Solovyova Kevin Hazenfield	December 7
Delays to Technical Dress Rehearsal due to hardware configuration issues.	Working with the hardware team to resolve issues while onsite in real-time.	Anastasia Solovyova Kevin Hazenfield	December 7

Lab


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
System Build – Lab MRT and Instrument Testing	<ul style="list-style-type: none"> The net new MicroScan has been delivered and installation is complete, however validation has yet to be complete. 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 due December 22
Blood Bank Historical Data	<ul style="list-style-type: none"> Landon has received the BAA from ELLKAY, and it has been approved by our Legal. ELLKAY on scope of data for blood bank conversions and VPN pipeline is operational for the data transfer. ELLKAY has given pushback on a 2/1 completion date for conversion efforts. 	Landon Roy	December 18

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 Training		<ul style="list-style-type: none"> 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		December 15
Homegrown Discharge for Med Surg/HRU		Need to add Woman's specific Discharge Instructions to AVS			Cherie Falgoust and Shelly Taylor		December 15

Perinatal


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
Homegrown Discharge Info	Need to add Woman's specific Discharge Instructions to AVS	Cherie Falgoust	December 15
Newborn Workflow	On-going discussion needed for newborn workflow for bili, medications etc.	Shelly Taylor Karrie Delise	December 8

Ancillary Clinical

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
PT/OT/SLP - Outstanding flowsheet and clinical content build	Content review changes need to be reviewed with necessary workgroups.	Cherie Falgoust	December 15

NICU


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
Pedinotes MRT testing	Complete 600 orders for MRT by December 15. Including orders information in NICU Physician readiness activity	Heather Ballmer, Carmen Hawkins, & Jordan Wilson	December 15
Homegrown Discharge Info	Need to add Woman's specific Discharge Instructions to AVS	Cherie Falgoust	December15

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 testing for identifying patients with maternal sepsis is wrapping up. This is a high impact change for staff to correspond to 2022 CMQCC guidelines. Team will do a readiness presentation at ClinAC on December 19.	Jordan Wilson Dr. Welsch and Rodriguez	December 19

Healthy Planet

Overall Readiness

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

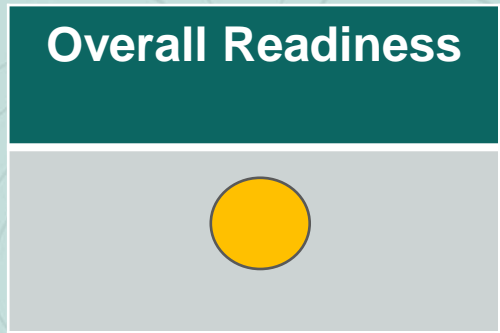
Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Social Determinants of Health Operationalize Workflow	Use the biweekly SDOH workgroup and onsite time to prepare the e-learning videos and breakout group training materials that will be used across the enterprise. Finalize timelines for when to deliver these non-EMR training efforts.	Renada Deschamp Wendy Singleton Jennifer Levy	January 1
Cosmos	Complete testing for data mapping and compliance filter rules. Schedule filter-rule call and testing call to review and approve build with the Cosmos team at Epic.	Cathy Griffiths	December 22

Research

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
Outstanding Build Updates		There are specific study scenarios that still need to be built; work with integrated app teams as needed.			Rachel Ignasiak Molly Carpenter		January 3
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 Molly Carpenter		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
CPOE	<ul style="list-style-type: none"> Epic, Woman's IT, and clinical exec leadership are crafting a memo for the medical staff about CPOE expectations Physician champions and Dr. Moore will share the memo in January, along with importance of mobile documentation and User Settings Labs Plan to work with chiefs of physician groups and identify a pilot OB group to give extra attention at go-live 	Dr. Moore Cheri Johnson Wendy Singleton Dr. Welsch Dr. Rodriguez	January 22
User Settings Labs Readiness	<ul style="list-style-type: none"> 96% of Region 1 providers are registered for USLs in January Woman's physician super users will complete USL modeling by Dec. 15 to get a head start on personalization for their peers Providers will personalize orders, order sets, notes, patient lists, along with third party setup for Imprivata, M*Modal, and Haiku/Canto 	Caroline Isemann Paula DeLee Tanya Johnson	January 2



**Integrated Areas –
Starting at 10:30**


Training

Overall Readiness

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
Go-Live Super User Support	We are still waiting on a few departments to provide Super Users for at-the-elbow support at go-live. Some departments also have provided less support than requested. Paula DeLee and training team will continue working with department managers to ensure end users have appropriate at-the-elbow support during go-live.	Paula DeLee	December 31

Technical


Overall Readiness








Login/Access Strategy	End User Devices
	

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Install backordered printers	Complete remaining hardware installation in outpatient clinics	Rhett Roy	December 8
TDR With TDR having recently commenced, TekSystems is not yet completing the required daily quantity of workstations	Meet daily with TekSystems to review open issue tracker for systemic and application issue resolution TDR burn rate performance = 75 workstations per day 5 TekSystems staff testing x 15 workstations daily	Rhett Roy	December 8
Disaster Recovery - Practice	Complete practice of Epic disaster recovery	Rhett Roy	December 12

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
System Build - Hardware Deployment 60% complete.	Jason and team to deploy hardware (BCA workstation, printer, and binder) to remaining areas – outpatient clinics and surgery areas.	Rhett Roy	December 8
Technical – Tip Sheet & Forms Folder being compiled	Gary and Caroline are establishing a standard binder to be a companion for each BCA location.	Gary LaMoyne	December 28

Cutover

Overall Readiness

System Build	Charging and Financial	Staffing for Backload	Cutover Staffing Training	Practice Session Logistics	Technical	Communication	Go-Live Logistics
N/A	N/A						

Risk/Issue/Milestones	Action Required/Mitigation Plan	Owner(s)	Target Date
Cutover – Patient Backload Dry Run #2	Patient Access – 9am @ 3 rd floor IT area Pharmacy – 1pm @ 3 rd floor IT area Nursing – 1pm @ 1 st floor Conf Room #3	Zach Underwood	December 8
Communication Planning	Downtime and Epic Live communication	Samantha Murray, Christina Weimer	December 11
Cutover – Technical / Operational Review	Ensure all understand the major steps between 2300HRS 1/30/24 – 0400 HRS 2/1/24. Conduct high level, executive “walk through” with Hospital operational leaders <i>(Patient access, Nursing, HIM) and Epic teams (Interface, Prelude, and ClinDoc/Orders)</i>	Zach Underwood	December 22
Cutover – Patient Backload Dry Run #3 Conference room logistics	Conference Room #5 Space required for: 7 patient access staff (AM session) 32 nurses and 5 pharmacists (PM session)	Zach Underwood	January 4

Legacy Data Conversion

Overall Readiness


System Build	Validation	Technical	Communication	Go-Live Logistics








Risk/Issue	Action Required/Mitigation Plan	Owner(s)	Target Date
eCW Note Full Scale Validation Delay – Separate validation effort due to delays getting data from eCW.	Errors from Data Load: Daniel Shaw to complete resolving errors by 12/8 Validation: Validators to complete validation by 12/15	Landon Roy, Conversion Team	December 15

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
MyChart Marketing	Creation of final digital and printable materials to market MyChart and Bedside to patients.	Laurel Burgos	December 11
MyChart Communications	Creation of draft content for net-new pages for new functionality (e.g. video visits, proxy, etc.)	Laurel Burgos	December 11

MyChart Go Live Key Dates

Milestone(s)

Date	Description
1/13-1/14/2024	Appointment Conversion Weekend
01/15/2024	<ul style="list-style-type: none">- Patient Access end user soft-live period- MyChart Help Desk Live- MyChart soft-live period with limited security
01/25/2024	eCheck-In Reminders Start Sending (7 days before go live)
01/31/2024	<ul style="list-style-type: none">- Move Legacy Portal to Read-Only- Woman's Website Updated- MyChart Marketing Material Displayed
02/01/2024	Go Live!



Interoperability

Overall Readiness

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 phase 2 outreach to EpicCare Link Site Administrators and begin user provisioning	Lindsay McCurnin, Amy Delcambre, Dr. Cliff Moore	January 3
Carequality Setup	Complete the Carequality connectivity packet and identity proofing	Scott Vercher, Bryan Baucom, Dr. Cliff Moore	December 15

Supply Management

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
GTIN Codes (System Build, Training, Technical)	<ul style="list-style-type: none"> 5000 (Primary Procedure areas) of 12000 complete Materials Management team will pick up unscannable supplies from the ORs to fix barcodes. Approx. 4200 Non-stock items left to complete 	Lekela Collins, Angela Vancel	December 31
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)	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
Zero Dollar Supply Reporting	Reporting Workbench report (dashboard component);	Tad Aycok	December 31



**Revenue & Access
Areas – Starting at**

11:15

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	<ul style="list-style-type: none"> Majority of areas On Track No areas at Serious status Risks are minor and easily mitigated without impacting other areas
Yellow At Risk	<ul style="list-style-type: none"> Multiple areas are At Risk Risks are moderate but there is a clear plan to get them on track for go-live
Red Serious	<ul style="list-style-type: none"> One or more area is at Serious Status Risks are significant and/or a mitigation strategy may be unclear

Key Wins
<ul style="list-style-type: none"> Obtained approval from Executive Leadership to implement Rover devices for EVS at go-live. 72% of PRCT Claims have received operational sign-off! Completed HB Volume claim testing with a 95.82% acceptance rate! Completed first Finance mock month end! Finalized scope and data collection for Coverage Discovery. MPI Duplicate rate is at 2.97% which is below the patient safety goal!

Patient Access – Registration

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
Topaz e-signature Integration is outstanding	Patient Access analyst team will work with End User Devices and Epic Hosting to complete testing for Topaz e-signature integration	Stacy Hoggatt Alexis Cross	December 8

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
Provider Schedule Template Build completion is behind schedule.	Patient Access analyst team will meet weekly with template builders to resolve appointment import testing errors. Template Builders will continue to build out provider schedule templates	Jennifer Levy Allyson Gaspard Kelcie Patout Stacy Hoggatt Rose Snyder	December 8
Overdue Readiness Checklist Items & Mitigation Plans	<ol style="list-style-type: none"> Maegan Dunn to complete outstanding 120- and 90-Day Checklist items. Jennifer, Maegan, and Kristin to signoff on risk mitigation strategies not yet implemented. 	<ol style="list-style-type: none"> Maegan Dunn Jennifer Levy Kristin Harris Maegan Dunn 	December 15

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
None at this time	N/A	N/A	N/A

Grand Central - EVS

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
Outstanding build for Rover devices	Due to the change in workflow decision, build is being completed for the newly scoped Rover Devices.	David Corley	December 10
Cleaning request generation workflow	When a patient is discharged from a room, that room is automatically marked dirty, and a cleaning request is sent to EVS. We're discussing potential build/workflow solutions for when a baby is transferred/discharged (generating the cleaning request), but mom remains in the room.	David Corley	December 10

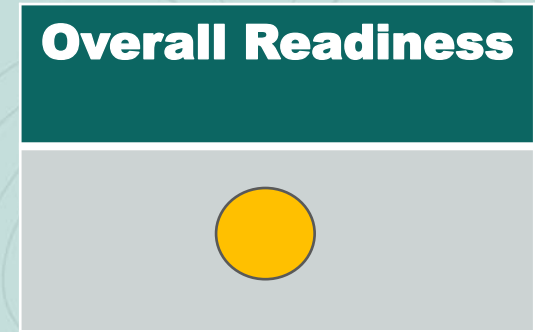
HIM – Medical Records

Overall Readiness

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	Manual Chart Correction Guides have been updated by individual applications. The next step is to verify that Learning Home Dashboards have been updated in Production for each application team.	Tracie Melville	January 5
Birth Certificate Clerk workflow is custom and includes changes in process from current state. Need to ensure user and process readiness.	<ol style="list-style-type: none"> Finalize end to end configuration to support Birth Certificate process. Work with Birth Certificate clerks through standard DIL and readiness activities. 	<ol style="list-style-type: none"> Martha Cook Melanie Comeaux 	<ol style="list-style-type: none"> Overdue: December 1 January 12
There are outstanding integration points for the OnBase Scanned Signature Deficiency process.	OnBase is installing a software update to support this integration, after which the Epic hosting team will re-install OnBase files.	Bob Barrett/Alexis Cross	Overdue: December 1

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.	<ol style="list-style-type: none"> Create Abstracting specific tip sheet Socialize readiness materials with coders that include Abstracting content 	<ol style="list-style-type: none"> Jen Wrenn Karen Rosata, Melanie Comeaux 	<ol style="list-style-type: none"> December 15 January 12
Ownership outside of HIM for Simple Visit Coding Errors (PB, Wellness Center, Lab)	<ol style="list-style-type: none"> Work with decentralized areas to identify operational accountability for SVC errors Ensure readiness for areas with tip sheet and training plan 	<ol style="list-style-type: none"> Melanie Comeaux Martha Cook 	<ol style="list-style-type: none"> December 15 January 5

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
Go-Live readiness for EHI Export (new regulation that goes into place 1/1/2024)	We have finalized operational decisions for EHI Export to support 21st Century Cures regulations and need to import and test decisions made by operations.	Tracie Melville	January 5
System readiness to support Confidentiality decisions for all in-scope scenarios.	We have fully tested GRACE, Behavioral Health, and patient-level confidentiality settings. However, we still need to end-to-end test Employee Health (including specific orders and user access), SANE documents, and the use of sensitive notes.	Tracie Melville	December 15

HB – Revenue Integrity

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
Charging scope for Employee Health clinic is not defined.	Gina Caro and Mary Rolfes to work with employee health stakeholders to determine scope and consolidate charges.	Gina Caro Mary Rolfes	December 15
Interface dependent volume charge testing is behind track, preventing billing and pricing validation for these charges.	Ambulatory will complete GE Viewpoint charge triggering. Rebecca Morgan will validate billing and pricing information for these charges.	Julie Ward Rebecca Morgan	December 8
Epic fee schedule currently reflects FY 2023 prices. Additionally, price changes between Meditech and Epic that were sent for review in early October are pending validation and sign-off.	<ol style="list-style-type: none"> 1. April Chaisson to validate Craneware pricing information for FY 2024 fee schedule and Meditech-to-Epic price changes. 2. Gina Caro to provide Rebecca Morgan updated FY 2024 fee schedule to be imported into Epic. 	<ol style="list-style-type: none"> 1. April Chaisson 2. Gina Caro 	<ol style="list-style-type: none"> 1. December 22 2. December 27

PB – Charging & Coding

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
Interface dependent volume charge testing is behind track, preventing billing and pricing validation for these charges.	Ambulatory will complete GE Viewpoint charge triggering. Alaina Stewart will validate billing and pricing information for these charges.	Julie Ward	December 8
2024 CPT & HCPCS Codesets	Stephanie Harrison to load the 2024 CPT and HCPCS codesets once the files are received from the vendor.	Stephanie Harrison	December 8
Experian Claims Scrubber Integration	Alaina to continue working with Experian to test initial connectivity and with Tracie to determine which edits should fire in Experian. Donnie Carvajal to test the New v. Established patient load.	Alaina Stewart Donnie Carvajal	December 15

Billing – Finance

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
General ledger build and testing completion is pending information on new client clearing account adjustment code and string.	<ol style="list-style-type: none"> 1. April Chaisson to provide client clearing account adjustment and GL string. 2. Rebecca Morgan update GL build and test with sign-off from Finance. 	<ol style="list-style-type: none"> 1. April Chaisson 2. Rebecca Morgan 	<ol style="list-style-type: none"> 1. December 8 2. December 22
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 8
Full run-through and validation of Epic financial reports is outstanding.	<ol style="list-style-type: none"> 1. Epic team to utilize Mock Month End (MME) end to review full reporting scope and identify any updates/gaps. 2. Epic team to incorporate feedback from MME into reporting build. 	Mary Rolfes Ally Nowak	<ol style="list-style-type: none"> 1. December 6 2. December 29
Scoping of badge tap/scan devices and payroll deductions for payments in Employee Health clinic is outstanding.	Employee Health and finance stakeholders to meet with Epic to complete discovery and determine if workflow will be in-scope for February 1 go-live.	Mary Rolfes	December 8

Billing – 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
Consecutive accounts unit testing is outstanding; clarified requirements for recurring series consecutive accounts need to be incorporated into the system.	Clay Horn to complete applicable build updates and test all consecutive accounts scenarios.	Clay Horn	December 22
Overdue Readiness Checklist Items & Mitigation Plans	Courtney Comeaux to complete outstanding 120- and 90-Day Checklist items. Courtney Comeaux to signoff on risk mitigation strategies not yet implemented.	Courtney Comeaux	December 15
Patient Accounting department needs more in-depth understanding of new integrated workflows between third parties and Epic.	Epic Rev Cycle ACs to incorporate all rev cycle third-party systems with integrated workflows into pre-live DILs or workgroup demos.	Jack Ericson Rachel Suominen Myles Stearns	December 29

Billing – SBO

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
Migration of Experian estimates from Meditech to Epic is ongoing, with a planned completion date of January 22.	Janet Broussard to obtain timelines and expected Woman's/Epic resources for estimates testing from Experian.	Janet Broussard	December 8
Manual workflows will be used to apply employee discounts for employees and family members without Woman's insurance plan.	Alaina Stewart and Rebecca Morgan to complete necessary build to accommodate these workflows.	Alaina Stewart, Rebecca Morgan	December 15
Statement unit testing will kick-off once Experian patient and client statement designs have final sign-off from Patient Accounting.	Once sign-off is complete, Clay Horn to use statement testing toolkit to generate test scenarios and statement extract for Experian.	Clay Horn	December 15

Billing – Claims

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	<p>Capital One agreed to provide ACH data in NACHA format on November 16, which will allow Epic to receive all insurance deposits for lockboxes and EFTs.</p> <ul style="list-style-type: none"> Melissa Mills-Rawls to load test file to validate all required fields are populating accordingly due 12/15. Melissa to work with file movement team to confirm connection is setup with Capital One by 12/15. 	Jesse Van Fleet, Melissa Mills-Rawls, Courtney Comeaux, April Chaisson	December 15

What's Next

Next 3 Days

- Monitor staff completion of training
- Review your Readiness Checklist
- **Patient Flow Day: 12/7/23**
- **Cutover Dry Run #2 with Operational Staff: 12/8/23**

Next 3 Weeks

- **Technical Dress Rehearsal: 11/27/23 – 01/19/24**
- **End User Training: 11/27 – 01/26/24**
- **Day-in-the-Life: 11/27/23 – 01/26/24**

What's Next

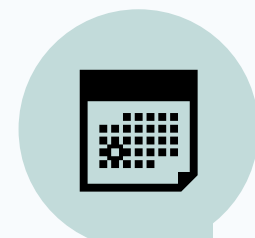
January/February

- **GLRA 30: 1/3/24**
- **Cutover Dry Run #3 with Operational Staff: 1/4/24**
- **Provider User Settings Labs: 1/10/24 – 1/31/24**
- **Appointment Conversion: 1/13/24 – 1/14/24**
- **Epic Soft Go-Live: 1/15/24**
- **Epic Cutover Begins: 1/30/24**
- **Epic Go-Live: 2/1/24**

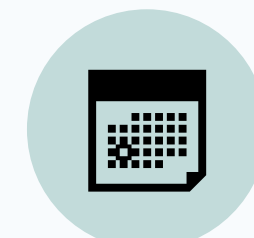
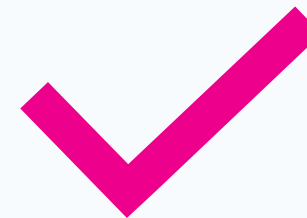
Post-Live



**120 Day
GLRA**
October 4



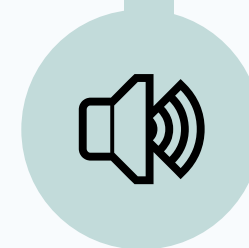
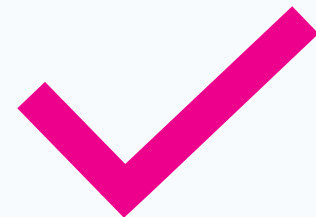
60 Day GLRA
December 6



PLRA
TBD



90 Day GLRA
November 1



30 Day GLRA
January 3

