



**Go-Live Readiness
Assessment (GLRA)
30 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

In the Final 30 Days, Focus On...

- Applying what you learn in training and Day-in-the-Life activities to your day-to-day work
 - Every user is responsible for learning; IT, Epic, or your manager can't do it for you!
- Find your why – establish a goal
 - It's going to be tough at first, but it's worth it in the end. Find a reason to turn your nervousness into excitement.
- If you need help, say something!
 - While it's your responsibility to learn, escalate if you need help.



Agenda

- Introductions
- GLRA Goals
- Clinicals
- Integrated Areas
- 15 Minute Break
- 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

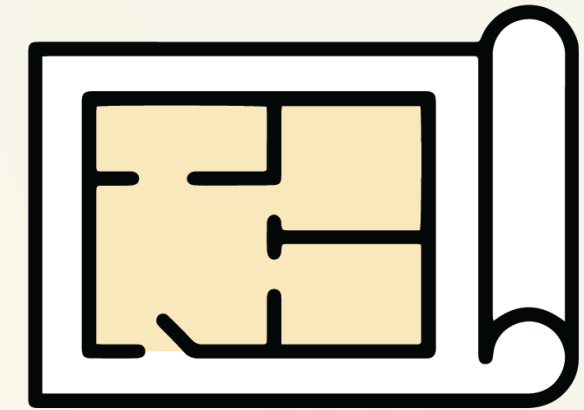
GUIDING PRINCIPLES



**PATIENT
FIRST**



**PROVIDER
FRIENDLY**



**FOUNDATION
FOCUSED**

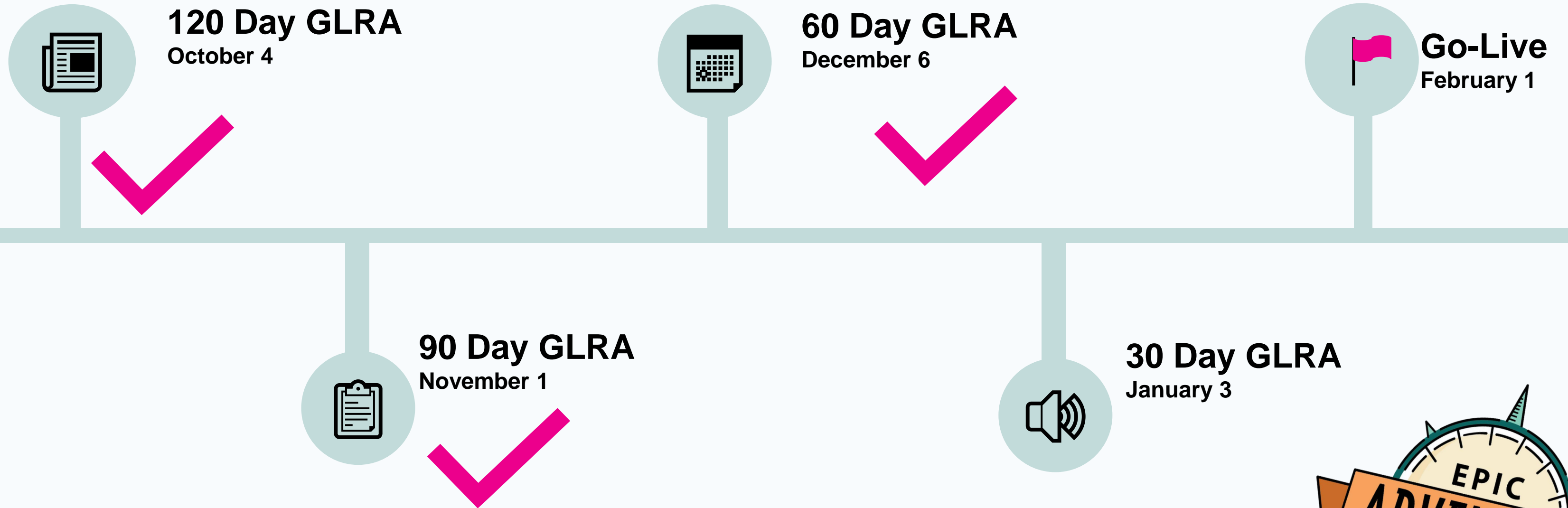


**ORGANIZATIONAL
ENGAGEMENT**



**PROGRESS OVER
PERFECTION**

GLRA Dates



30 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 Testing complete 	<ul style="list-style-type: none"> All Charge champions are registered for charge capture workshops 100% of descoped charges are inactive 	<ul style="list-style-type: none"> 25% of Super Users completed training. Remainder registered. Super Users participating in readiness activities 	<ul style="list-style-type: none"> 25% of staff completed training. Remaining registered. Staff participating in their roles recommended readiness activities 	<ul style="list-style-type: none"> Mitigation plans established and in motion Department awareness User awareness 	<ul style="list-style-type: none"> 100% of hardware deployed for department Over 70% of department hardware tested and passed TDR >90% users completed login testing 	<ul style="list-style-type: none"> Daily department communication about training and Epic go-live Plan in place for go-live rounding and communication 	<ul style="list-style-type: none"> Staffing schedules complete for go-live Super User support schedules finalized Go-Live meeting schedule finalized for your areas
At Risk	<ul style="list-style-type: none"> Outstanding minor build with plan to complete in next 14 days Outstanding minor testing issues with plan to complete in next 14 days 	<ul style="list-style-type: none"> All charge champions are registered for Charge Capture Management Workshops 80% of descoped charges are inactive 	<ul style="list-style-type: none"> 20% of Super Users completed training. Remainder registered. 	<ul style="list-style-type: none"> 20% of staff completed training. Remaining registered. Staff are not scheduled for readiness activities, but have a plan to register and complete by go-live. 	<ul style="list-style-type: none"> Mitigation plans established and in motion Department awareness No user awareness 	<ul style="list-style-type: none"> 100% of hardware deployed for department 50-70% of department hardware tested and passed TDR 50-75% of login testing completed 	<ul style="list-style-type: none"> Plans in progress to add additional communication Go-Live rounding and communication planning in progress (but not complete) 	<ul style="list-style-type: none"> Staffing and Super User schedules in progress Go-Live meeting planning in progress (but not complete)
Serious	<ul style="list-style-type: none"> Significant outstanding build, and/or Testing issues are significant with potential to delay upcoming project activity or impact success of go-live 	<ul style="list-style-type: none"> Not all charge champions are registered for Charge Capture Management Workshops <80% of descoped charges are inactive 	<ul style="list-style-type: none"> Less than 15% of Super Users completed training. 	<ul style="list-style-type: none"> <15% of staff completed training. Staff not registered for readiness activities. 	<ul style="list-style-type: none"> Mitigation plans established and in motion No department or user awareness 	<ul style="list-style-type: none"> Less than 100% of hardware deployed for department Less than 50% of department hardware tested and passed TDR Under 50% of login testing completed 	<ul style="list-style-type: none"> Minimal department communication about Epic Unclear plan for go-live rounding or communication 	<ul style="list-style-type: none"> Staffing shortage for go-live Unclear plan for Super User support Go-Live meeting planning not started

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 (Begins 10:15)	Integrated Areas (through 11:30)	Revenue & Access (11:45 – 12:25)	Next Steps (12:25 – 12:30)
<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 • Security & Access • 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

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
↑	↑	↑	↑
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)
30 GLRA Overall Readiness Status Description			
1 or more Red = Overall Red 1 or more Yellow = Overall Yellow			



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"> Ahead of target on Pref Card Review with 76% completed on 12/28 CCV3 complete The Panther molecular lab instrument fully functional BPAM complete Imaging patient correspondence letters correctly dropping to folders for 3rd party printer OpTime has entered 3rd week of shadow charting; They have been able to make changes that have been identified which equates to less tickets at go-live. End users are also becoming more comfortable in the Epic environment. ClinDoc moved from serious to watch status for the project 90% of Quick Start Guides completed Breast Milk printing issues resolved Discharge Instructions built out for all nursing units 100% Device integration completed Maternal Sepsis model validation completed

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
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 Dr. Roussel, Dr. Andermann, J. Comeaux	January 30
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	January 30


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	January 11
Electronic Order Entry <i>(High Impact Change)</i>	<ul style="list-style-type: none"> Propose a plan for expanding Citrix access to clinic staff. Communicate expectations on order entry for DOS. 	Dr. Moore Alicia Plumer Wendy Singleton	January 11
Preference Card Build	<ul style="list-style-type: none"> 75% review complete by January 9 (LDOR and OR) 	Alicia Plumer, Brandi Iles, Kim Taylor, Jessica Lejeune, Lacey Sweezy	January 9

Outpatient

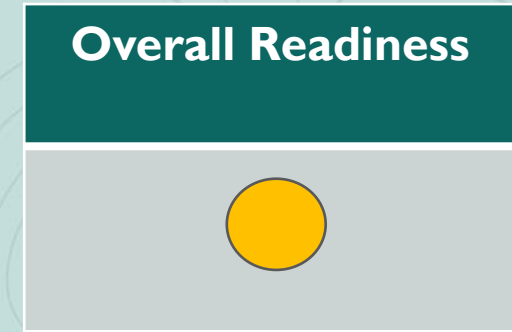
Overall Readiness


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
<ul style="list-style-type: none"> Abstraction is off track to abstract 2 weeks of patients charts before go-live. 	<ul style="list-style-type: none"> Clinic managers will start pulling reports in Epic to monitor their clinics' abstraction progress Begin 10-minute huddles every Monday, Wednesday, and Friday to quickly identify and resolve issues 	Jen Levy Erica Davis	January 31

Cancer Care - 2/1 Go-Live

Fifth Floor Infusion

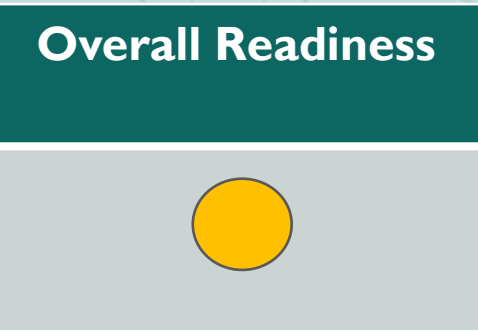


System Build	Charging and Financial	Super Users	Training	High Impact Changes	Technical	Communication	Go-Live Logistics

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Uncertainty around what new hardware needs to be deployed and TDR timelines	The Beacon and technical teams to confirm list of new hardware and deployment dates, then confirm dates for TDR efforts	Nicholas Devito, Davina Phillips, and Rhett Roy	January 5
Undefined referral linking process	Clean up authorization referral workqueue and confirm process for linking appointments and referrals for external providers.	Stacy Hoggatt, Jessica Troxclair, Davina Phillips	January 12
Nurses will be dropping charges for infusion administrations future state	Beacon team to create a tip sheet for infusion administration charges, and infusion nurses to start practicing their charging workflows with a charge capture preference list printout	Jessica Troxclair, Davina Phillips, and Sherry Poss	January 31

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
TDR delays in the Radiation Oncology department	Beacon and technical teams to ensure that all radiation oncology and PET/CT areas complete TDR effectively	Jessica Troxclair Rhett Roy	January 12
HDR follow-ups from Day-in-the-Life and testing	Beacon team to test operative notes from MOSAIQ to Epic, Radiation Oncology HAR auto-assignment, and resource mapping for HDR.	Aaron Larose, Jessica Troxclair, Stacy Hoggatt	January 12
High impact change – transcribing imaging orders from MOSAIQ to Epic	The Beacon team will continue to meet with impacted end users.	Jessica Troxclair, Mandy Michelson, Tammy Asmus	January 19

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
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 Cynthia Rabalais	January 5
Epic access and training requirements for Qualify Health are undefined for Medication Assistance workflows	Rose Snyder to work with Qualify Health and Epic internal teams to determine appropriate access and training requirements	Rose Snyder Kevin Guidry	January 12
ADT interface to Omnicare will end with 2/1 go-live	From 2/1-5/13 nurse navigators will maintain patient demographics in Omnicare and Epic .	Mary Salaro Brooke Coogan	January 19
Undefined ownership of oral chemo compliance documentation.	Katie Pierce and Brooke Coogan will confirm documentation expectations with Shields and OLOL nurses.	Katie Pierce Brooke Coogan	January 26

Emergency – Assessment Center

Overall Readiness



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

Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
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
Emergency bedside c-section	AC nurse will use the c-section link in the Delivery Summary to document emergency bedside c-section interventions.	Josie Cort, Scott Vercher	January 19
Transfer Center	House Nurse Supervisors will manage incoming and outgoing ED transfers using the Transfer Center. Katie Altman will create training materials for this workflow.	Katie Altman, Josie Cort, Scott Vercher	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.	Audrey Funk, Ritesh Durgapersad, and Mark Callais	January 5
Technical – Production Desktop Integration Testing	The Radiant team is working with CareStream on testing Desktop Integration in production for Radiologist workstations at the Hospital.	Audrey Funk, Ritesh Durgapersad, and Mark Callais	January 5

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
Human Milk Lab Technician Training	Steven Etter will demonstrate the Epic workflow for Human Milk to Woman's Lab Technicians. In addition, a tip sheet will be created for future reference.	Steve Etter	January 15
Post Live Review Plan for Medication Warnings	Prior to Go-Live, the Epic project team will have a meeting with Pharmacy to ensure a plan for post-live review of medication warnings.	Sam Minor	January 15

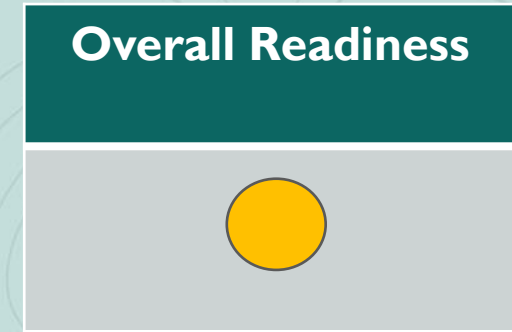
Lab

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 completed. Will need to complete lab validation, DI mapping, and MRT by January 12. Outreach and State Reportable MRT remain outstanding and will need to be complete by January 12. 	Jay Latour Gary LaMoyne Joshua Cheramie Leslie Conley	All Beaker MRT complete by January 12
Blood Bank Historical Data	<ul style="list-style-type: none"> ELLKAY has given pushback on a 2/1 completion date for blood bank conversion efforts and will not make this date for completion. Contingency plan is to run double monitors in blood bank for access to Meditech and Epic. This will not affect our Epic go-live negatively. 	Landon Roy	TBD

Ambulatory Pharmacy




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









Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
TDR is not complete after the December onsite trip.	Hardware will be set up in the test lab for Point-of-Sale workstations and production testing will be complete by January 5.	Anastasia Solovyova Kevin Hazenfield	January 5
	Workstations will be deployed in the Pharmacy during Cutover.	Anastasia Solovyova Kevin Hazenfield	January 31

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"> Worked with Woman's training team to have Rover interactive PowerPoint added to HealthStream Ensure staff is completing training 			Cherie Falgoust		January 31

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
Newborn Workflow	<ul style="list-style-type: none"> Update Bilirubin to AAP 2022 data set is complete. Working with Dr. Sanches on orders needed to follow the latest guidelines. 	Shelly Taylor Karrie Delise	January 12

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	Need to complete pediatric therapy changes	Cherie Falgoust	January 11
Audiology – patient list changes and letter templates	Policy for newborn screenings is changing in January – need to update patient list and workflow to match.	Cherie Falgoust and Carmen Hawkins	January 11
Epiphany cardioserver build is delayed. EKG orders will be manually entered into the EKG machine	Weekly meetings with Epiphany on build updates	Chris Dickerson	January 12

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

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 Identification and Treatment	<ul style="list-style-type: none"> Distribute Clinical Advisory Council presentation to all clinical staff for adult sepsis and the custom maternal sepsis model. Upload the recording to Health Stream. Complete clinical sign-off on the Sepsis order set 	Jordan Wilson Dr. Welsch and Rodriguez	January 10

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	Review and sign-off on the "Exploring Social Determinants of Health for Clinicians" e-learning module. Create infographic with key information from the e-learning to post in high-traffic areas of the hospital.	Renada Deschamp Wendy Singleton Kayla Tamplain Whitney Craig	January 15

Research

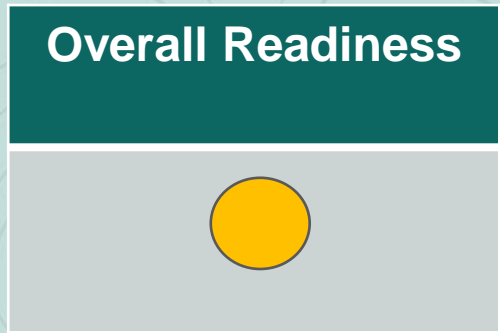
Overall Readiness



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
OLOL/MBP Fee Schedule	Rachel and Molly will work with the hospital billing team to complete build for the fee schedule to handle research-specific pricing for Our Lady of the Lake and Mary Bird Perkins.	Rachel Ignasiak Molly Carpenter	January 19
TMIST Study Integration	Rachel and Molly will work with the MBP study team to understand how this study will move from paper into Epic and build study-specific components if necessary.	Rachel Ignasiak Molly Carpenter	January 19

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"> Clinical exec leadership will communicate with medical staff about CPOE expectations, 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
Provider Training Readiness	<ul style="list-style-type: none"> 72.1% of providers completed their training for all Epic-led classes. The training team will contact individuals who have not completed training. Woman's physicians will attend USL sessions starting January 10 to personalize orders, order sets, notes, patient lists, and complete third-party setup for Imprivata, M*Modal, and Haiku/Canto. 	Caroline Isemann Paula DeLee Tanya Johnson	January 10



**Integrated Areas –
Starting at 11:00**

Training


Overall Readiness

Super User Registration	End User Registration	Provider Registration	Super User Training Completion	End User Training Completion	Provider Training Completion


Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
Go-Live Super User Support	While all departments have provided a list of Super Users for floor support, we are 95 resources short over the course of 78 shifts in the two weeks post go-live. We have contracted with a third party in addition to bringing in Epic floor support to assist most of these areas during this time frame, which should provide adequate support as not to disrupt patient care or business operations.	Caroline Isemann/ Paula DeLee	January 26

Technical

Overall Readiness



End User Devices



Risk/Issue	Action Required/Mitigation Plan	Owner	Target Date
NICU label printers	NICU Label printers printing many blank labels	Matthew Carlin	January 5
<i>As of 2 January –</i> Insufficient total quantity of workstations “passed” TDR testing 50% “passed” TDR testing versus 65% expected “passed”	To achieve goal date of 100% TDR complete by 19 January, we must ensure our daily rate of 56 workstations passed per day. Additional TEKSystems staff and internal Woman’s IS members will begin testing this week.	Rhett Roy	January 19

Security and Access


Overall Readiness







System Build	Pt Backload Staffing	Login/Access Strategy	Communication	Go-Live Logistics

Risk/Issue/Milestones	Action Required/Mitigation Plan	Owner(s)	Target Date
Incomplete SER/Application build	Individual application teams were tasked with completing review of persons SER (provider) records and associated blueprints. Based on the feedback from the review, the Provisioning team will make updates to provider records as needed or follow up with the credentialing team to validate any discrepancies.	Epic Application Teams; Nathan Arnold; Zelcha Emmanuel; Lena Lee	January 5
Missing Users/Providers	Working with Medical Staff/HR to verify all active users are accounted for in Epic up until go-live.	Damian Widmer	January 31

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 - Making final configurations for report push. Hardware Deployment 100% complete,	Working through naming of workstations and configuring report push with networking.	Rhett Roy	January 12
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	January 12

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 #3 – Part 1	Patient Access – 1pm @ Conf Room #4	Zach Underwood	Wednesday January 3
Cutover – Patient Backload Dry Run #3 – Part 2	Patient Access – 9am @ Conf Room #2 Pharmacy – 1pm @ Conf Room #1 Nursing – 1pm @ Conf Room #2	Zach Underwood	Thursday January 4
Cutover – Technical Dry Run #3	Project Team to rehearse technical steps for final 48 hours preceding “Go Live”	Zach Underwood	Friday January 5
Cutover – Patient Backload Dry Run #4	Pharmacy – 1pm @ Conf Room #1 Nursing – 1pm @ Conf Room #2	Zach Underwood	Tuesday January 9
Cutover – Patient Backload January 30 – January 31 Staff scheduling	Ensure all nursing, pharmacy, and patient access staff are scheduled for their respective Cutover – Patient Backload work shifts	Wendy Singleton Kirk Stansbury Maegan Dunn	Friday January 12
Final “Pulse Check”	Recap with Nursing, Pharmacy, and Patient Access leaders/teams	Zach Underwood Gabe Geschke	By Friday January 19

Legacy Data Conversion

Overall Readiness

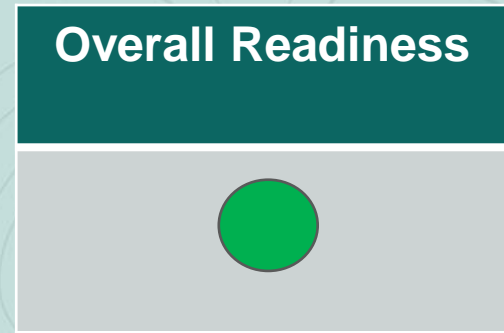


System Build	Validation	Technical	Communication	Go-Live Logistics
				

Risk/Issue	Action Required/Mitigation Plan	Owner(s)	Target Date
None at this time!	Conversions team kicked off bulk Production Loads, and is on track to load data up to November 17 by January 8.	Landon Roy, Conversion Team	January 8

Patient Experience

(MyChart, Bedside, Welcome)




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

Awareness	Next Steps	Owner	Target Date
MyChart Marketing Materials	<p>Marketing materials ordered by individual areas should be picked up from Marketing mid January – January 26.</p> <p>They should be displayed in the specific areas by January 31 by those that purchased them.</p>	Laurel Burgos/ Individual Department Leadership	January 31

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 user provisioning for EpicCare Link users	Complete user provisioning for all Go Live scope EpicCare Link Users	Lindsay McCurnin, Amy Delcambre, Dr. Cliff Moore	February 1
Carequality Setup	Complete the Carequality identity proofing and Certificate installation.	Scott Vercher, Bryan Baucom, Dr. Cliff Moore	January 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)	<ul style="list-style-type: none"> 9,735 (Primary Procedure areas) of 11,136 complete Materials Management team will pick up unscannable supplies from the ORs to fix barcodes. 1,401 items left to complete 	Tad Aycocock, Angela Vancel, Cheryl Oldendorf	January 30



**Revenue & Access
Areas – Starting at
11:45**

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"> Completed Patient Flow Day! 100% of PB and HB Volume Charge Testing. All OnBase integrations are fully functional! Finalized end-to-end workflow for birth certificates. 100% of PRCT Claims have received operational sign-off!

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

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 (93% of an expected 100% by December 21).	The Patient Access analyst team will continue meeting regularly with template builders to resolve outstanding template build and errors. Allyson Gaspard and Trista Roy will work with credentialling to input outstanding providers into the system for template build.	Jennifer Levy Allyson Gaspard Kelcie Patout Stacy Hoggatt Rose Snyder Trista Roy	<i>Overdue from December 29</i> New Goal: January 5
Overdue workqueue ownership (patient, appointment request, referral)	The Patient Access analyst team will meet with Maegan Dunn, Erica Davis, Jennifer Levy, and Allyson Gaspard to finalize workqueue ownership and populate supervisors in PRD.	Kelcie Patout Stacy Hoggatt Mandy Michelson Erica Davis Maegan Dunn	January 5

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

HIM – Medical Records

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

HIM – 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
None at this time!	N/A	N/A	N/A

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	Complete (Except for SANE, meeting December 28)

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
Charges for Employee Health clinic have been scoped and created, but clinical charge capture build needs to be completed.	Mikey Mattone and Riya Ohri to complete Ambulatory charge capture build for Employee Health charges.	Mikey Mattone Riya Ohri	January 12
HB GE Viewpoint volume charge testing is 37% of expected 100% complete.	1.HB and Ambulatory teams to meet daily until all charges have been triggered. 2. Rebecca Morgan to resolve any billing fails.	Julie Ward Rebecca Morgan	1. January 5 2. January 10
April and Revenue Integrity team signed off on price changes between Meditech and Epic and provided updated charge master with FY 2024 prices on December 21. These prices have not yet been incorporated into the system.	Mary Rolfes and Rebecca Morgan to update fee schedule in CDM and Epic.	Mary Rolfes Rebecca Morgan	January 5

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
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.	Donnie Carvajal	January 26
Workflow diagram for Employee health billing is in progress.	Mary Rolfes to complete Employee Health billing diagram and present to Employee Health stakeholders in January 4 workgroup.	Mary Rolfes	January 4
HB Reimbursement Contract testing is behind, with 58% of sign off outstanding. For Medicare contract, APC Grouping set up with 3M CGS is in progress.	<ol style="list-style-type: none"> Jesse Van Fleet and Rachel Suominen to coordinate with 3M to complete APC Grouping configuration. Katherine Gauthier to work with HB team, including Boost resource, during first two weeks of January to finish contract testing Katherine to meet with Maegan Dunn to receive sign off on remaining contracts. 	Katherine Gauthier Rachel Suominen	<ol style="list-style-type: none"> January 5 January 12 January 19
Scope of stat charging report for extract into General Ledger is still being finalized.	Landon Roy and financial analyst team to provide definitions and calculations of metrics before Epic team proceeds with stat charging report build.	Landon Roy	January 5

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

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 50% complete.	HB team, including Boost resource, to finish testing all consecutive accounts scenarios.	Clay Horn Rachel Suominen Mary Rolfes	January 12
Client Billing build and testing is in progress.	<ol style="list-style-type: none"> Clay Horn and Rachel Suominen to finish client import to update fee schedules and inactivate unused clients. Clay and Rachel test client account write off logic for clients billed out of Meditech. Rachel to confirm Radiology grant review workqueue logic with Glenn Augustine. 	Clay Horn Rachel Suominen	<ol style="list-style-type: none"> January 5 January 5 January 10
NICU Medicaid outlier report for identifying additional Medicaid reimbursement was added to scope on December 21.	<ol style="list-style-type: none"> Rachel and Mary to discuss with other Louisiana organizations to determine what existing build can be leveraged. 	Mary Rolfes Rachel Suominen	<ol style="list-style-type: none"> January 5

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 at risk due to late project timeline and prior delays in data collection.	<ol style="list-style-type: none"> Mary Rolfes to provide updated charge master with FY 2024 prices to Experian. Janet to continue meeting with Experian rep to ensure build is complete. Courtney to work with Experian rep to test estimates on live patient data. 	Mary Rolfes Janet Broussard Courtney Broussard	<ol style="list-style-type: none"> January 5 January 12 January 16
Patient statement unit and end-to-end testing is in progress.	<ol style="list-style-type: none"> Experian to complete statement processing and send physical proofs to Woman's Courtney Comeaux and Cherie Boudreaux to sign off on physical proofs Courtney to complete scan line testing with Capital One 	Courtney Comeaux Cherie Boudreaux	<ol style="list-style-type: none"> January 12 January 17 January 19

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> <ol style="list-style-type: none"> Once production test file has been received, Melissa to complete all testing for the file by January 12. 	Jesse Van Fleet, Melissa Mills-Rawls, Courtney Comeaux, April Chaisson	1. January 12
EDI Enrollment for Louisiana Medicaid	<p>EDI enrollment has been completed for all payers other than Louisiana Medicaid. Enrollment paperwork for Louisiana Medicaid was submitted on December 21.</p> <ol style="list-style-type: none"> Receive confirmation from Louisiana Medicaid that EDI enrollment has been completed. 	Abby Vinnett, Courtney Comeaux	1. January 5

What's Next

Next 3 Days

- Monitor staff completion of training
- Review your Readiness Checklist
- **Cutover Dry Run #3 with Operational Staff: 1/3/24 and 1/4/24**

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**
- **Cutover Dry Run #4 with Clinical Operational Staff: 1/9/24**
- **NICU and Stable Patient Backload: 1/30/24**
- **Full Census Patient Backload: 1/31/24**

What's Next

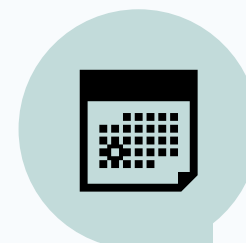
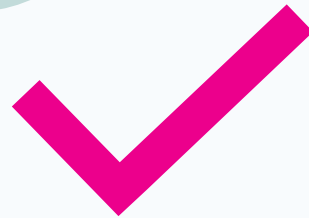
Post Go-Live

- **All-Staff Survey:** 3/18/24 through 3/29/24
- **Epic Onsite Visit with Departmental Shadowing:** Week of 4/8/24
- **Post-Live Readiness Assessment:** 4/10/24

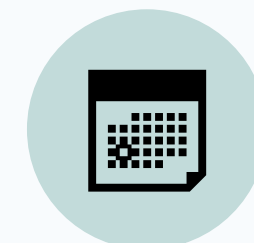
Post-Live



**120 Day
GLRA**
October 4



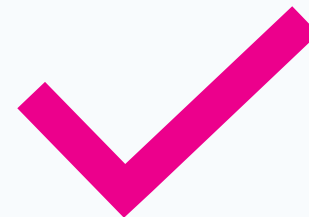
60 Day GLRA
December 6



PLRA
April 10



90 Day GLRA
November 1



30 Day GLRA
January 3

