



# IT, Epic Project and Epic Organizational Change Management Update

Health Commission, October 2, 2018

# IT: Infrastructure Accomplishments

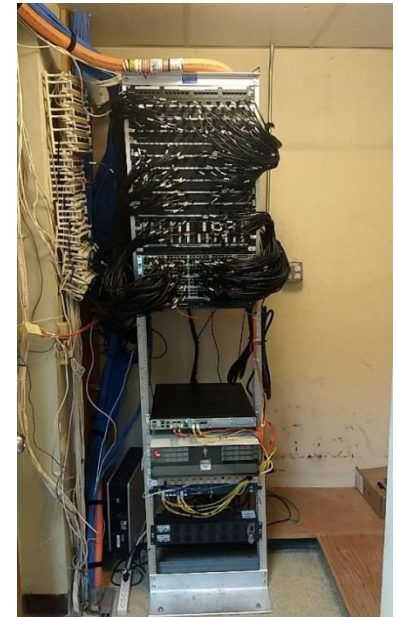
- Network Closet upgrades
- Epic readiness
  - Clinic refresh
  - Network upgrades
    - Average uptime 99.94%
  - Virtualization
    - Servers
    - Workstations

Network closet upgrades:

Before:



After:



# IT: Improvements – 2015 to 2018

Measure	2015	2018
MOD event 3 month average	11.0	2.67
Unresolved IT tickets	14.32%	3.25%
Customer indicates IT Service Desk Helpful	38%	88%

# IT: Information Governance

- Migration of data to Epic
- Archiving data
- Governance Oversight
  - Steering Committee
  - Master Data Management
  - Data Governance
  - Analytics Governance
  - External Exchange (HIE)
  - Research
  - Digital Services Management

# IT: Staffing

- Talent Management
  - Fill key IT Leadership
  - Recruitment & Retention
  - Succession planning
  - Staffing plan

# IT: What's Ahead

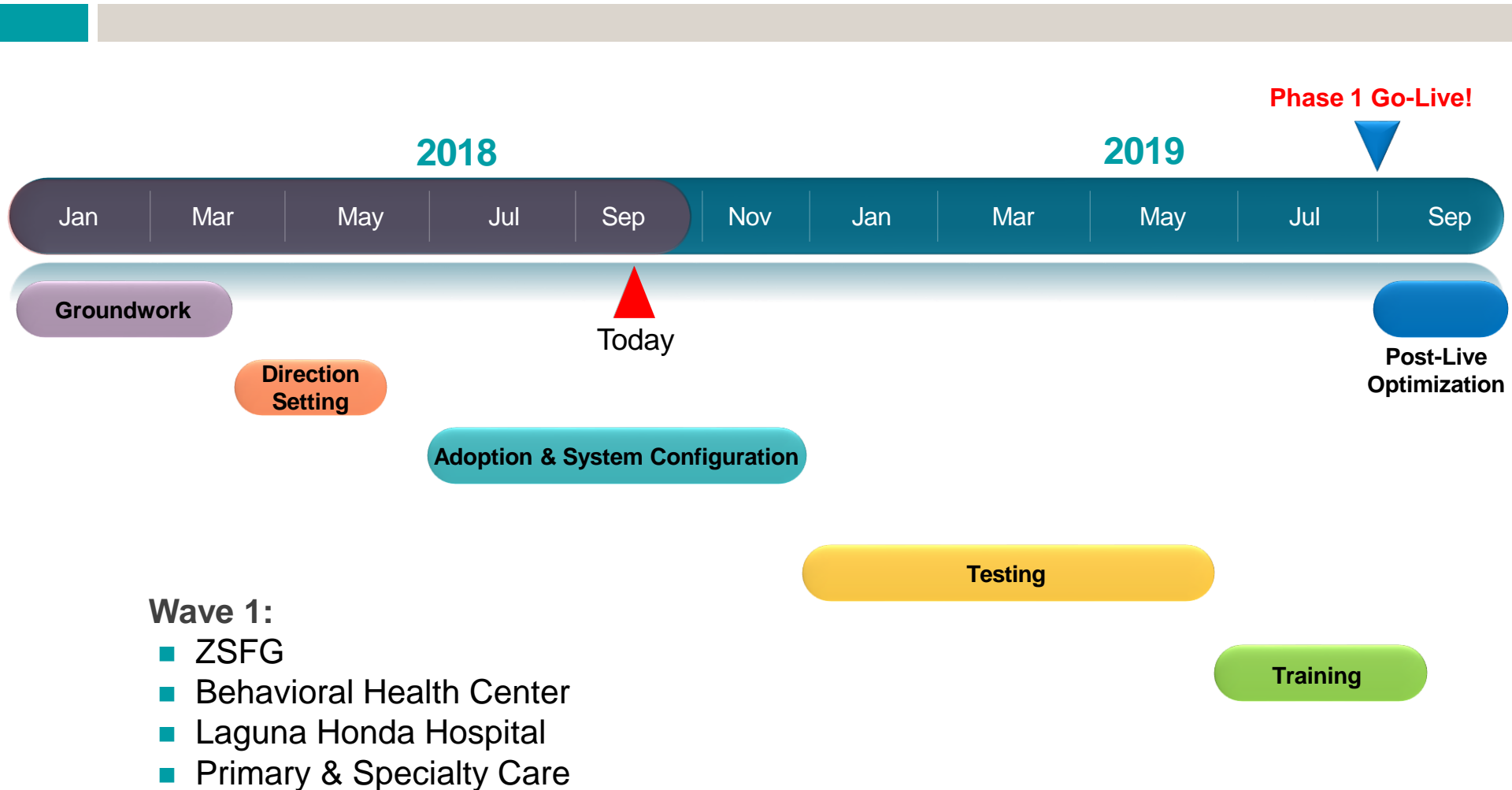
- IT focus over the next 12 months:
  - Epic
  - Talent Management
  - Vendor Management
  - System Decommissioning
  - Security and Business Continuity
  - Strategy Development
  - IT Service Management



## Epic Project Update

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# Epic: Wave 1 Schedule





# Epic: Accomplishments

## Phase 0: Groundwork

- Staff hired and project leadership oriented at Epic
- Procurement of 3<sup>rd</sup> party systems began
- Project planning and survey of operations

## Phase 1: Direction Setting

- 230 Direction Setting Sessions with 800+ SMEs
- Team training and certification
- Project plan complete
- Operations orientation to Epic

## Phase 2: Adoption & System Configuration

- Content build (buckets 1-3)
- Adoption sessions 1 & 2
- Domain groups established
- Phase continues through November 2018

# Epic: Key Activity Status Update

Application	Status	Activities/Mitigation
Design and Build	●	<ul style="list-style-type: none"> <li>Overall we are at a green status at 95% for Build Bucket 3, with two buckets remaining</li> <li>Build is 46% complete</li> <li>Adoption sessions are complete</li> </ul>
Testing	●	<ul style="list-style-type: none"> <li>Testing strategy has been developed and under review</li> <li>Application script in development and under review</li> </ul>
Training	●	<ul style="list-style-type: none"> <li>Initial plan for training space fell through, we have a number of options currently under review and have confidence that we will secure the necessary space</li> <li>Initial curriculum development is complete and has been sent to analysts and Epic for review</li> <li>Workflow updates that feed curriculum are in progress and on schedule</li> </ul>
Interfaces	●	<ul style="list-style-type: none"> <li>Initial Interface Testing (the pre-requisite for full Epic testing) is 39% complete and on-track for the first phases of Epic testing, which starts in December.</li> <li>45 of 51 interface test environments have been built and are in varying stages of testing</li> </ul>
Infrastructure and Technology	●	<ul style="list-style-type: none"> <li>Ongoing network wide wireless upgrades and clinic end user hardware refresh/upgrades</li> <li>Focusing on pilot of incident and configuration management database to support Epic</li> </ul>
Go-Live	●	<ul style="list-style-type: none"> <li>Determining go-live staffing needs and initiating command center planning</li> </ul>
Contracts and Budget	●	<ul style="list-style-type: none"> <li>Currently 85 EHR required contracts on master list, with great success in fully completing 66 of these contracts</li> <li>Tracking 9 contracts with a medium to high risk designation that have potential Epic build or integration testing impacts</li> <li>Budget review in progress in order to adjust initial estimates</li> </ul>

# Epic: Future Wave Timeline

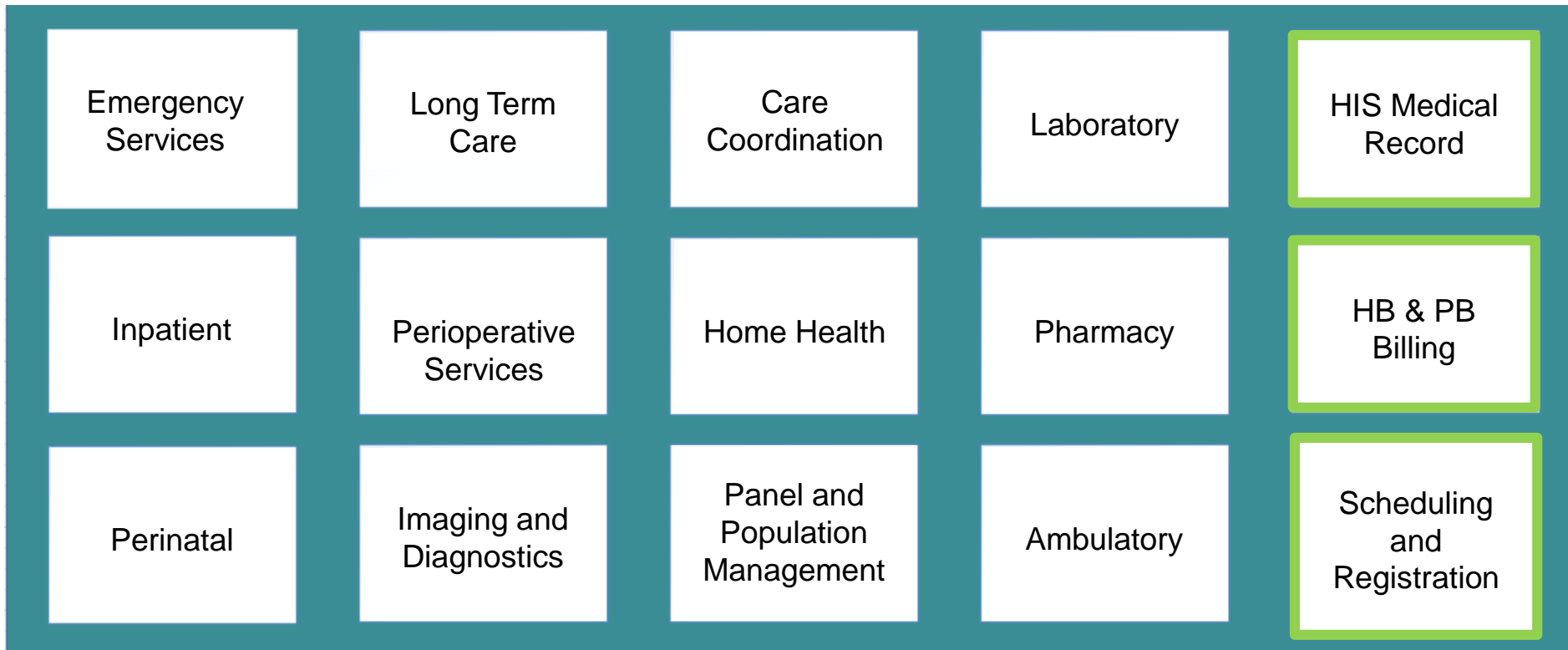
Go-Live Date	DPH Programs
Q1 2020	Population Health Division Maternal Child and Adolescent Health
Q1 2021	Jail Health Services
Q4 2021	Behavioral Health Services Laboratory



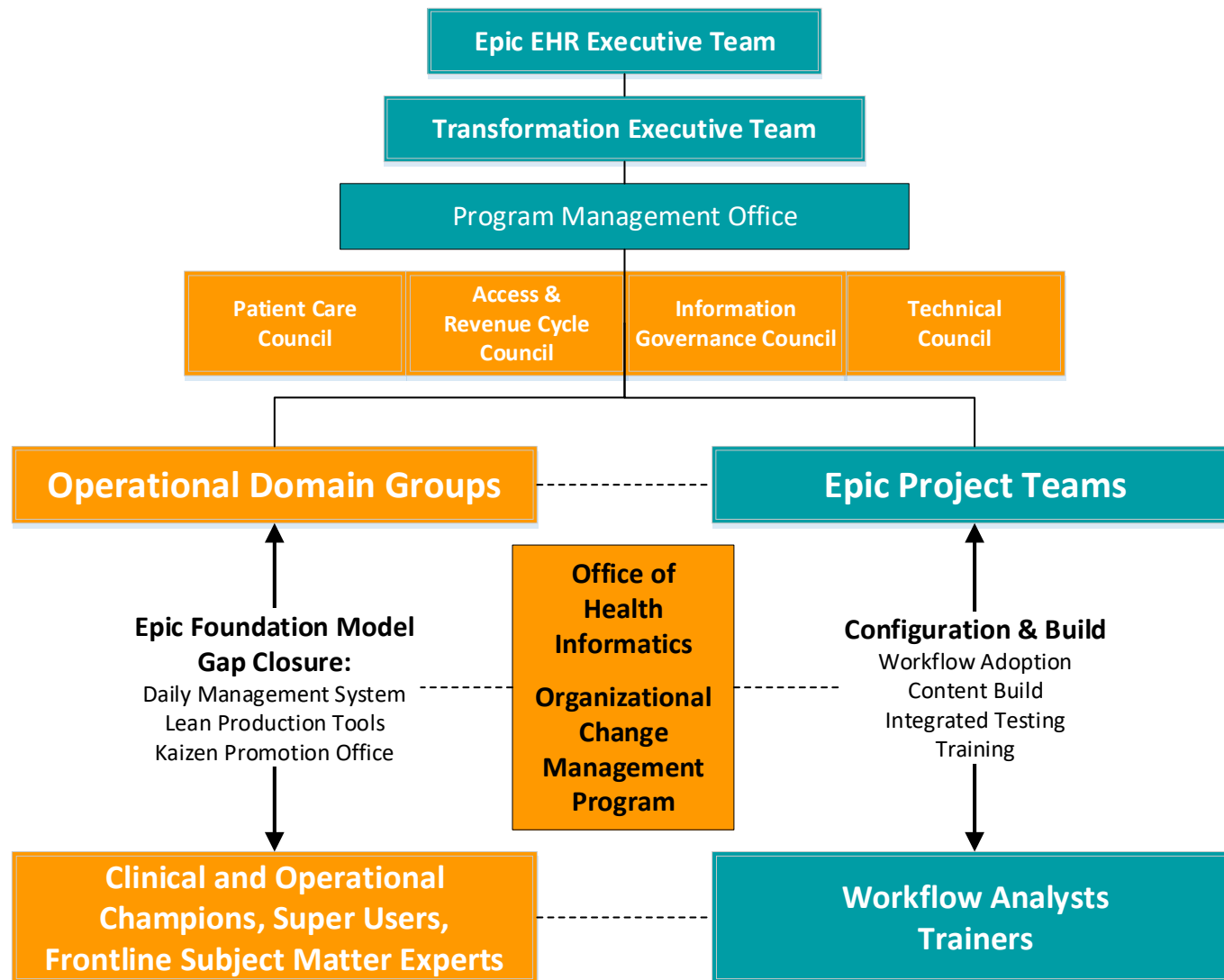
# Epic Organizational Change Management (OCM) Update

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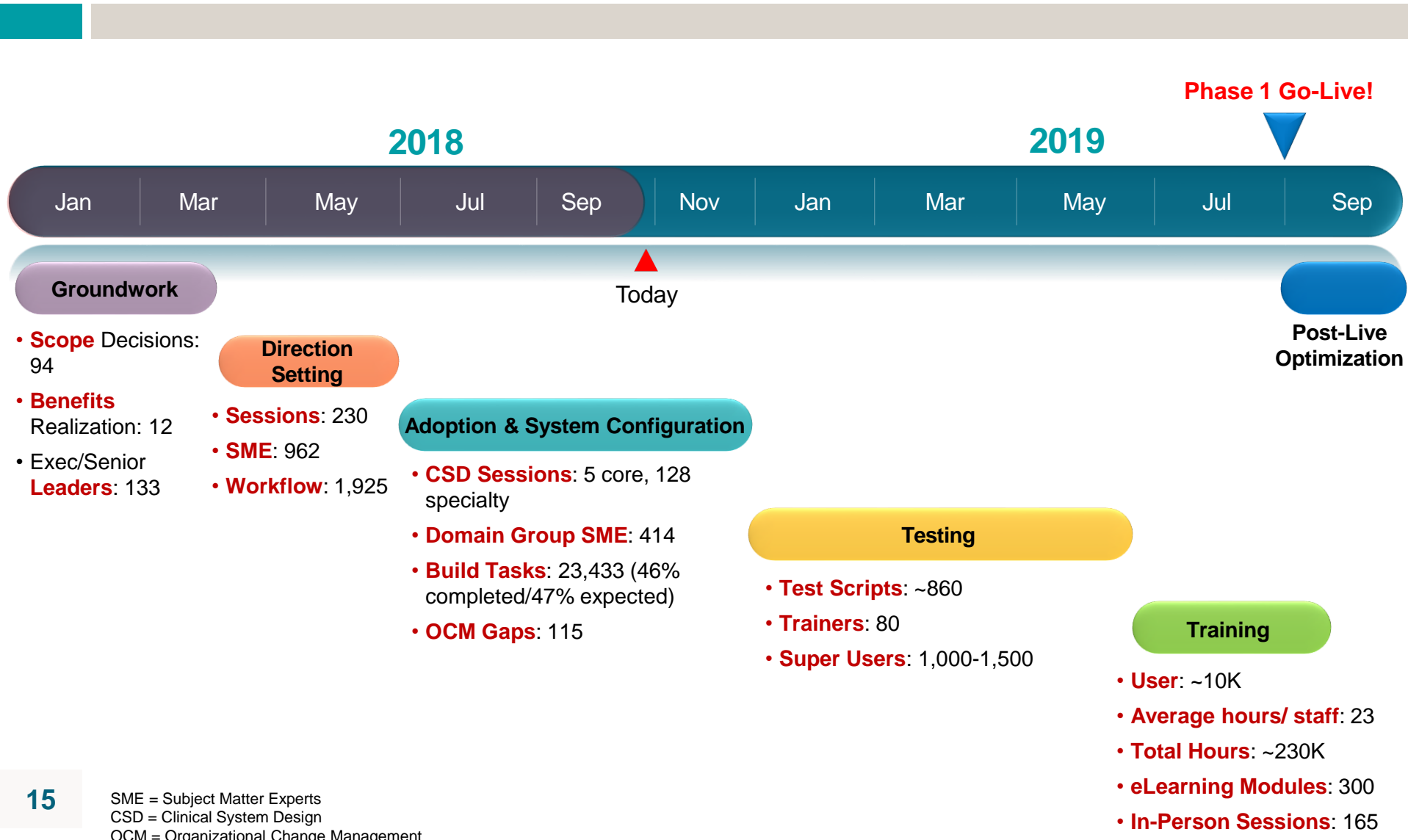
# Domain Groups = Operational Project



# Domain Group Governance Alignment



# Operational Project = Staff Engagement



# Scheduling & Registration Use Case

