Information Technology at a glance

April 2021

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Beaumont IT Best Moments

"I wanted to send a quick thank you to your team. This week we had to adapt our operations and create an alternative care area for Emergency Room patients. I sent an urgent request to **Colette (Calliea)** to create additional beds on Epic. Within an hour I received a phone call from the IT team to discuss what was needed and they went to work. Within a day they were able to turn this request around for us. John (Fox) made a comment on the EOC call that "We will move heaven and Earth to get the resources that you need." I wanted to let you know that IT truly walked the walk to support our efforts. Special shout out to **Liz Kaminsky**, **Henry Justusson** and the rest of their team.

I also want to thank you **Hans (Keil)** for your leadership. Your first week on the job over a year ago you spent time in our Command Center and wanted to know how you and your team could help.
I knew that our IT team was in good hands, and I was right!

What I will remember most about this pandemic is the teamwork and how much we can accomplish when we focus, and all pull in the same direction. I wanted to provide some positivity during a time that is all doom and gloom. With this type of teamwork, we will prevail!"

- **Brad Lukas**, Beaumont, Grosse Pointe, Chief Nursing Officer

Regarding the Mobile Heartbeat team and their support over the past six months:

"I appreciate the collaboration and feedback, the real time feedback and willingness to meet with me anytime and work with my team. I know it was challenging, but they met the team where they were and helped get them to where we needed them—a big skill and task!"

- **Melissa Foreman-Lovell**, Beaumont, Troy Chief Nursing Officer

IT Stars of the Month

Thanks to **Garret Sachs** and **John Estrada** for organizing a swat team to work on Windows 10 at the Beaumont, Royal Oak operating rooms on April 8.

The operating rooms are not easy to access, so after their normal shifts this team, also consisting of **Jordan Murray**, **Patrick Sullivan**, **William Reid** and **Peter Fleming** just kept going for an extra ~10 hours while the ORs were available. Really appreciate the dedication... not only that night but days of planning, inventorying, pre-building PCs, gathering necessary equipment and peripherals, etc.

- **John Schiffman**, IT Manager, Service Delivery

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O365 Tips & Tricks

All Beaumont Health employees have an Office 365 license, which means you have access to the latest versions of:

- Outlook for email and calendars
- Microsoft Teams for online meetings
- Office apps like Word, Excel and PowerPoint

How to log in when at Beaumont:

- All desktops have two icons – Office 365 Apps and Office 365 Outlook
- Log in with your BH email address and password

How to log in from your phone:

- Download the Outlook app for email
- Download the Teams app to access online meetings and chat

How to log into email from home:

- Go to Office.com
- Log in with your Beaumont email address and password

When logging in from home or on your phone, you will also need the Duo Security app on your phone, which is a secure way to verify your identity before accessing your Beaumont account.

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Recent Accomplishments

*Highlighted items presented to the Beaumont Board.

Business Office, ERP, EDM, Web & Mobile	Clinical Informatics	Healthcare Applications	Information Security	Infrastructure & Service Delivery
Physician Preference Guide (PPG) went live for Dearborn, Taylor, Trenton and Wayne.	Mobile Heartbeat go-live support at Troy.	Beaker go live Phase 2, Enterprise Laboratory Information System complete.	New User Access Review process and ownership for PeopleSoft was presented to the PeopleSoft Human Capital Mgt. & Financial Steering Committees.	Completed Mobile Heartbeat go-live support at Troy, bringing all acute care campuses live on Mobile Heartbeat.
Slicer Dicer Hospital Billing analytics models is now live.	Beaker go-live support.	Specimen Navigator enterprise rollout complete.	Implemented two proactive provisioning processes for student nurses to eliminate access issues.	Completed remediation / mitigation of Cyber Security vulnerability associated with non-supported servers.
Slicer Dicer Surgeries and Invasive Procedures analytics models go live.	Continuous Observation: Medical Management for Safety (Cat C).	Epic Video client pilot transitioned seven BMG clinics from Vidyo to Epic cloud solution.	Presented Strategy to the Payment Systems Governance Committee attestation to become compliant by Dec. 2021.	Completed updated patching or Oracle / PeopleSoft environments with zero downtime.
	Safe Environment (Universal Precautions) and Fall Interventions.	COVID-19 vaccine clinic information added to After Visit Summary reports & new treatment protocol/medication build for BAM combo therapy.	Received, configured and are currently testing the new firewalls for Check Point URL filtering.	
	Critical test result standardization.	WellStreet Troy Square Lake Beaumont Urgent Care opening.	Health Check and security tuning performed on Cisco Email security system.	

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Recent And Upcoming Confirmed Go-Lives

Major Projects identified by the Executive Leadership Team	Status	Go-Live Date	Project Manager
Enterprise Credentialing System - Align PeopleSoft / HRIS with evolved Business Operations data	Green	5/15/21	Phil Bettendorf

Minor Projects	Status	Go-Live Date	Project Manager
WellStreet Urgent Care – West Bloomfield relocation	Green	5/12/21	Mike Todaro
Workhuman - B Extraordinary Employee Recognition platform	Green	5/30/21	Carolyn Bright

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Hot Topics in Progress

Rank	Title	Customer Description	Status
1	Mobile Heartbeat Replacements & Emergent Situation Plan	Battery life, a lacking repair program, and quantity are affecting patient safety. How does one communicate to another during emergency.	Pending Cap Ex approval. Discussions currently in place for emergent situation process/tool.
2	Transition from go-live support	Improve consistency in project planning: education, support during and after go live, lifespan, and maintenance for example. IT & business owners should approve the project plan together with the SOW and the post go live support needs.	IT PMO is in the process of re-establishing project intake and flow processes.
3	MS Office 365 Issues & Education	Great tools with limited knowledge on best practices for usage and how to's, O365 licensing to perform job.	Organization of materials that are available to employees is being completed. Budget approval pending for licenses.
4	IT Process for Onboarding staff & physicians	Delays in obtaining various system access for new/transfer/promoted employees. Ex. PeopleSoft, Epic access, etc.	Due to competitivity, multiple groups are involved in the process and some progress has been made (ex. HR, IT, Credentialing).
5	Legacy non-standard devices & applications	Delays in obtaining solutions from external and internal sources due to limitations on historic knowledge including equipment/apps, contracts and agreements. Ex. Syngo, Dinamaps, FormsFast, etc.	Small progress made due to limited staffing. Partnering with facilities.

Upcoming Activities / In Progress

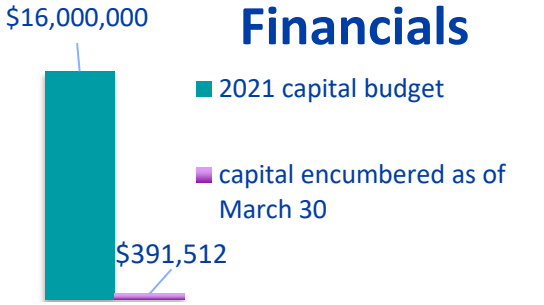
Business Office, ERP, EDM, Web & Mobile	Clinical Informatics	Healthcare Applications	Information Security	Infrastructure & Service Delivery
Rewards and Recognition Program launch.	Sepsis BPA and Predicative model.	21st CCA - sensitive notes will be available in *my*Chart.	Vulnerability Management program assessment and build-out with vendor.	Dearborn core network upgrade.
Redesign of Epic Ambulatory Program for independent physicians.	Decedent Affairs/Nursing Expiration Navigator standardization.	eSignature will be enabled in eCheck-in for all BMG Clinics.	Decommission project initiated for legacy system data protection system, ForcePoint.	Trenton network upgrades for six departments / units.
Meditract CLM upgrade.	Heparin Administration standardization.	Providers' ability to convert myChart messaging into an eVisit.	Phishing campaign to 13,000 users for testing on training and awareness.	Migration of Physician Referral, Scheduling and Transfer Call Centers to new telephony platform.
Planning for replacement of Remedy (ITSM/ticketing) platform in Q3/Q4 of 2021.	USP 800	Implement concurrent scheduling for therapists and machinery in Physical Therapy PEDS HC and OCC Therapy PED HC.	Open Data Shares remediation process piloted using real data.	Finalization of a new, 5-year, Microsoft contract.
Working with Supply Chain / PDC on utilizing Aristaflow for Asset Tracking.	PFCC – Friends/Family texting	NeoSoft, Optility & ZSCV upgrades.	Bring down the number of open very high priority risks in the risk register.	Initiation of a new Security Information Event management system.

IT By The Numbers

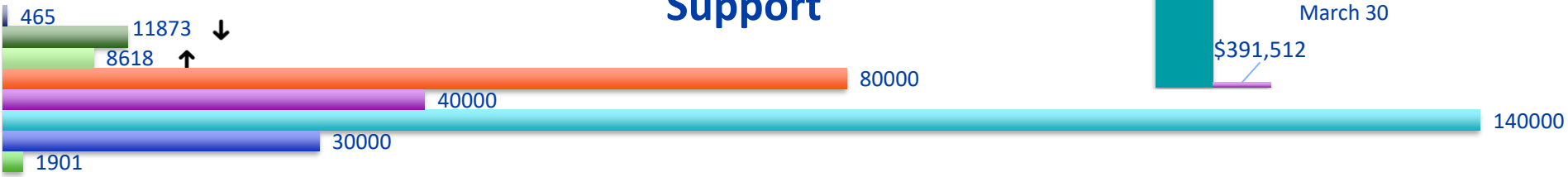
Portfolio

Total Projects in Intake	Aging 0-30 Days	Aging 31-60 Days	Aging 61-90 Days	Aging 91-120 Days	Aging 121-150 Days	Aging 151-180 Days	Aging >180 Days
127 Projects	2 Projects	39 Projects	7 Projects	13 Projects	11 Projects	32 Projects	23 Projects
Total Projects in Queued Up	**Queued Up Aging 0-30 Days**	**Queued Up Aging 31-60 Days**	**Queued Up Aging 61-90 Days**	**Queued Up Aging 91-120 Days**	**Queued Up Aging 121-150 Days**	**Queued Up Aging 151-180 Days**	**Queued Up Aging >180 Days**
33 Projects	0 Projects	0 Projects	4 Projects	3 Projects	13 Projects	8 Projects	5 Projects
Total Projects In Flight	**Projects In Planning**	**Projects In Execution**	**On Track Projects**	**At Risk Projects**	**Delayed Projects**	**No Status Projects**	
104 Projects	50 Projects	54 Projects	89 Projects	2 Projects	0 Projects	13 Projects	

Financials



Support



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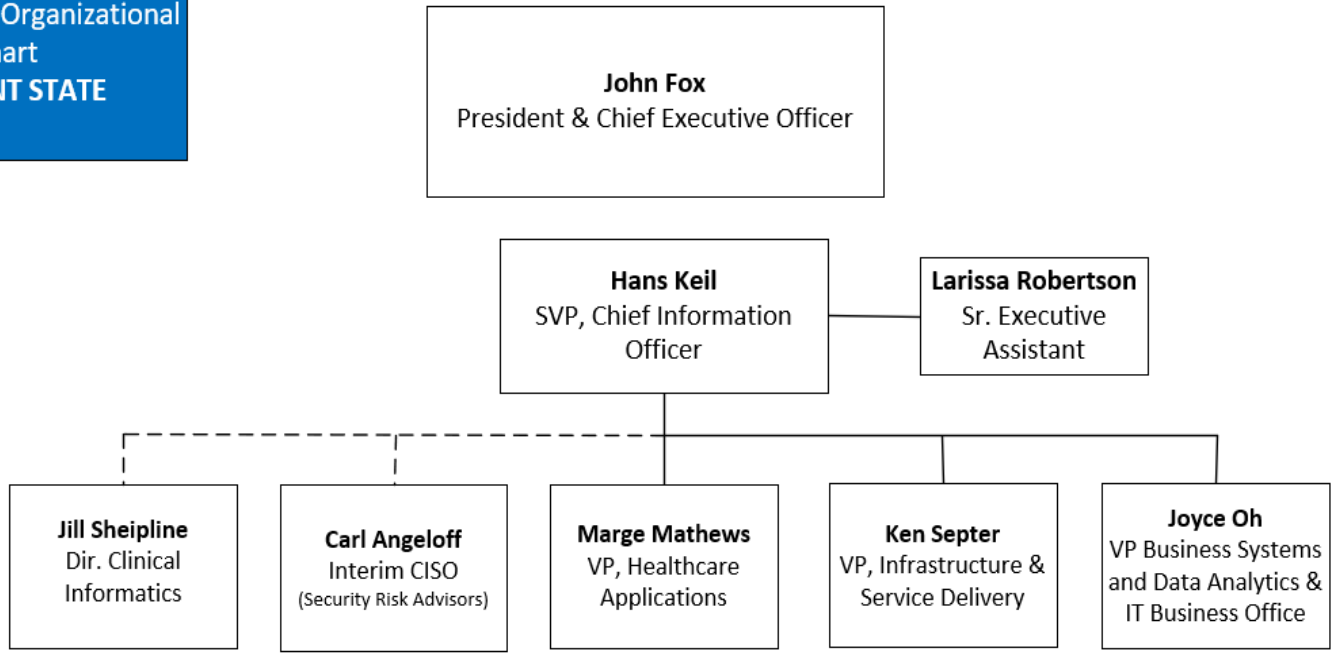
IT Leadership

Direct Report Organizational Chart
CURRENT STATE

Direct Report Organizational Chart



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Thank You!

For support, please contact the Service Desk at 888-481-2448 or via the web.

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