Beaumont Health Information Technology at a glance

April 2022

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IT Tips & Tricks

Important info about Teams chats with BHSH System colleagues

Collaboration improves the way we work together, leading to more innovation, efficient processes, increased success and improved communications. Save time by quickly messaging BHSH System team members over Microsoft Teams chat.

Some team members might have more than one account in Teams. To ensure you are reaching an active account, please manually enter the BHSH team member's email address in a new Teams chat and then send them a message to start the conversation.
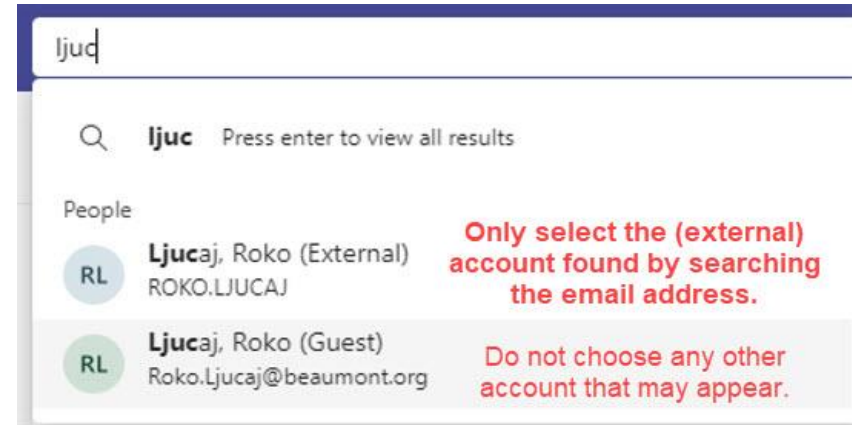
Pro tip: If you frequently chat with a BHSH System team member, click the three dots next to their name on the left side and choose Pin. This will save them to the top of your chat list for quick access.

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IT Tips & Tricks

Reminder - Epic/oneChart downtime for next update on May 8

On Sunday, May 8, from 2-4 a.m., *one*Chart will be unavailable while the system is updated to the latest version.

What should you do?
- Talk with your leader for specifics on how your department will be impacted.
- Help spread awareness by sharing the flyer and referencing the education materials on the [*one*Chart Updates page](#) or Learning Home Dashboard for Ambulatory offices.
- While using a Beaumont computer, please view the May 8th Bundle document on the [*one*Chart Update Bundles site](#) to learn more. Select the Ambulatory Updates button on the right to view the new Ambulatory Update Bundles page. Click the hyperlinks within the documents to open specific education materials.
- [Use established downtime instructions](#) during this time frame.

A support call center will be in place 24 hours a day Sunday, May 8, through Tuesday, May 10, reachable at 248-551-5483 (248-551-LIVE). Hours of operation will be adjusted based on call volumes. Application teams will be represented to answer calls and work towards a quick resolution for all issues.

Have questions in advance? Please contact the Service Desk at 888-481-2448 or the IT Support desktop icon.

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Hot Topics in Progress

Priority-Impact/Risk	Title	Customer Description	Status (Customer) for At a Glance
1	IT Process for Onboarding Employees	Delayed & incorrect system access for new, transferring, promoted (ex. NA to RN) employees. Inability to perform job duties cause escalations. IT Security, Credentialing and HR are working together to resolve these issues.	HRIS, Credentialing, IT Security, HR all working together to identify and resolve ongoing provisioning issues. IT added 2 contractors to address immediate needs. New automation added that has reduced some current onboarding issues. Third party reviewing processes to determine a system program for 2022.
2	Transition from Go-live support	Transition to Support needs to be addressed before a project is closed and marked successful. Business Operations and IT Operations should have a clear understanding of the support needed. The support plan should include business and IT owners, BCDR, technical requirements, training, education, lifespan of equipment and contract information. The plan should clearly delineate who is responsible for each piece.	IT Project Management Office (PMO) has drafted a program for transition to go live support that is under review with IT Leadership.
3	Legacy non standard devices and applications	Legacy devices (Smart Pumps, Vital Machines, Pt. Monitoring Systems) and applications (Form Fast) that need attention from our Operational partners. These legacy applications and devices create numerous IT escalations and result in many IT resource hours trying to fix old systems. Some are out of contract and many are not enterprise solutions.	Small progress made due to limited staffing. Partnering with Bio Med and Facilities.
4	MHB Phone Refresh & Emergent Situation Plans	Enterprise iPhone refresh program plan approved with maintenance coverage. Emergent hands free solution required for critical areas, repair program for legacy phones, downtime procedures needed.	New leased iPhone program launched at Dearborn & Farmington Hills in April. Refresh program approved that will include maintenance. Pending pilot program for extended shared devices in critical areas.

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Upcoming Activities / In Progress

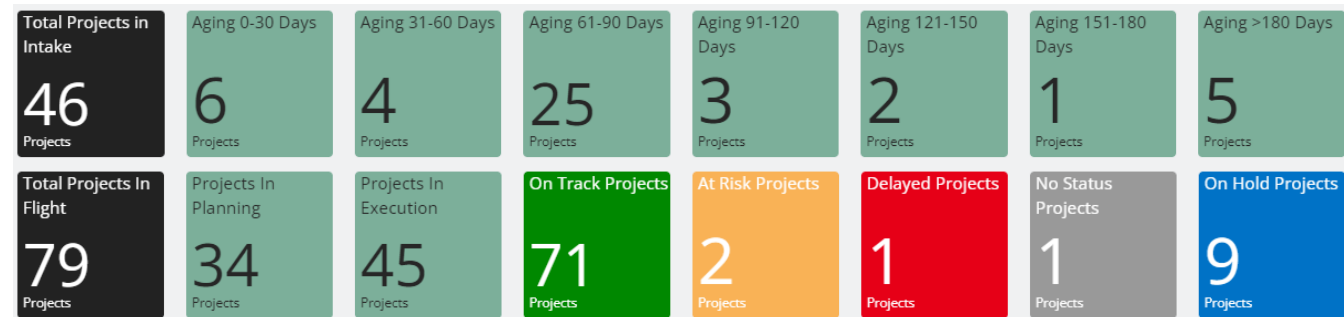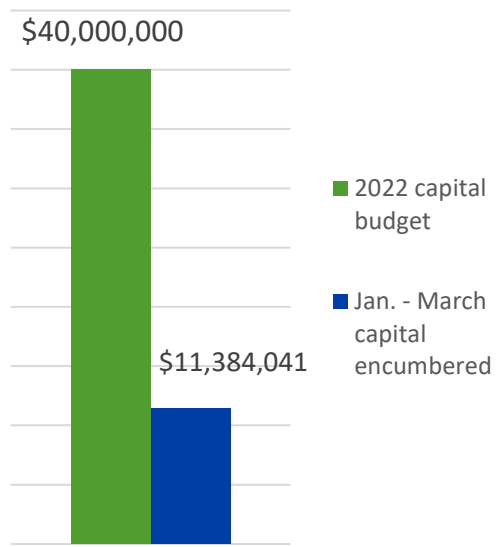| Business Office, ERP, EDM, Web & Mobile, IT Physician Services	Clinical Informatics	Healthcare Applications	Information Security	Infrastructure & Service Delivery
Rolling out the first use of MyBeaumontConnection, also known as EpicCare Link Study Monitor group feature. This will allow IT to grant temp access to an outside research team that needs to review a specific group of Beaumont patients for their study.	Roadshows with education on the unification of the physical assessment will continue.	Implement Professional Billing global billing regulatory edits.	**Epic Security** Establish standards for new Epic templates, sub-templates, and security classes. Onboarding process improvements for single sign on group assignments linked to new hire accounts, eliminating the need to submit service requests.	Staring build of foundational IT infrastructure at our new primary Data Center in Van Buren Township.
Creating a Yammer community for independent provider offices to increase their collaboration, engagement and awareness with Beaumont and fellow offices.	Creating a Yammer community for providers to increase their collaboration, efficiency, and engagement with Beaumont Health.	CAR-T Program for cancer care program.	**User Access Review** User Access Review kickoff for: 2nd quarter PeopleSoft FSCM, HCM and Epic Superusers.	Home Infusion/ Specialty Pharmacy Relocation Project. Staff is relocating from the 1410 14 Mile Rd, Madison Heights to 31157 Woodard Ave, Royal Oak. Go-Live is setup for 2 Phases, Phase I: May 12 pm & May 13 am. Phase II: May 19 pm & May 20 am.
Updating the new user authorization form for onboarding. Bringing on new staff at provider offices will be more automated with less errors.	Pediatric IT stakeholders' meetings are beginning again in May.	NK Neuro Workbench.	**Security Awareness** Phishing program for 33,000 employees using KnowBe4 application.	Completing network upgrades at Troy Ground East, Trenton 1st floor surgical areas, 2nd floor Pavilion and Taylor 1st floor outpatient areas.
Implementing Talis/CCS Perfusion electronic documentation for Cardiac procedures into Epic. This will replace current process of perfusion documentation and paper charting scanned into Epic. The IT PMO is creating a new Project closure/transition to operations process.	Dragon Medical One Phase 2 to transition providers using partial/full transcription services to our cloud-based dictation solution. Working towards a solution for Point of Care integration with BMG Ambulatory offices. Planning a webinar on Dragon Medical One.	Fetal Monitoring System. Four new Independent Community Connect offices- Q3 go-live.	**Payment Card Industry (PCI)** KPMG assessment kickoff for PCI. **IAM** Automate Duo enrollment for students.	Complete Lab label replacement activities for Troy and Grosse Pointe. New Internet Explorer 11 activity in May: Testing IE11 App compatibility with Edge and phased deployment of Edge as the default browser.

Recent Accomplishments

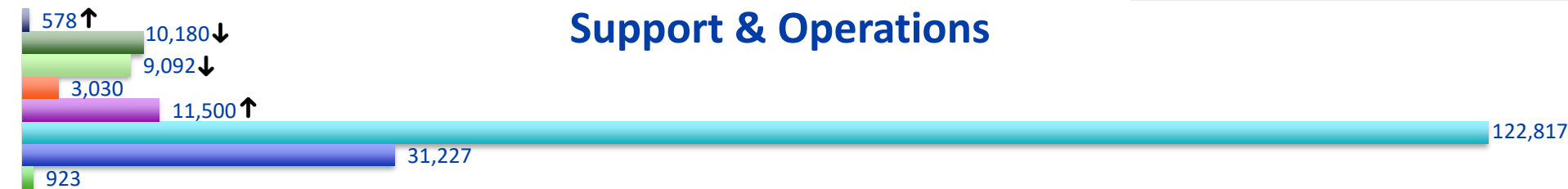| Business Office, ERP, EDM, Web & Mobile, IT Physician Services	Clinical Informatics	Healthcare Applications	Information Security	Infrastructure & Service Delivery
Released an IT Application Portfolio Management Dashboard to provide progress report of all the documented applications and their missing/completed fields. This allows leadership to track and monitor progress on all Beaumont applications.	Hands-on Mobile Heartbeat training in Corporate Nursing Orientation went live on April 5. This ensures login success and increases familiarity with the application and the devices before nursing staff present to their units.	**Livonia Outpatient Campus & Lenox Ambulatory Surgical Center - open for business!** • 100+ IT team members completed the *one*Chart build and go live support for the LVA OPC. • The Lenox ASC has completed its first surgery! Onsite support was successfully provided to assist in this landmark achievement. The ASC build will serve as a template for other ASCs that BH plans to open in the future.	Implemented fast pass visitor management system group automation for facility security which allows tracking and monitoring all visitors entering the BSC and all eight hospitals.	Refreshed the telephone system at Dearborn replacing ~1800 phones, relocating 1200 analog stations (faxing, patient phones, wall phones) and re-creating 32 voice menu's and 60 announcements.
Automated PeopleSoft User Access data integration to IT Security's user access reports. Enhances the needs of regularly review PeopleSoft data in Finance, Supply Chain, HR, Benefits and Payroll.	Roadshows with education regarding the unification of the physical assessment occurred throughout April.	**3M Project Achievement - Supporting Operational Efficiency** - 3M Facility CAC 360 solution for Computer Assisted Coding has been expanded to Farmington Hills, Dearborn, TTW hospitals & optimized the system for all locations. This solution should provide for greater effectiveness and efficiency in coding.	Developed and implemented a Service Request Response form to summarize work performed on a ticket or Service Request Exceptions from a VIP/Physician.	Successfully completed major code upgrade on the enterprise firewalls in the Grand Rapids Data Center. This is to prepare GRDC for expansion as part of the Data Center migration initiative.
Hosted a two-day immersion trip for Epic reporting and data movement at BSC. The first day of the meetings focused on the roadmap for Epic Crystal Transition and other overarching reporting changes. Then reviewed processes for implementation, standard build of our reporting tools within EPIC, along with Cognitive Computing Models. Identified pain points from build to the ease of usability with insights from reporting customers. The second day, the discussions continued with planned changes around all data movement from Hyperspace to reporting data bases. Reviewed standard day to day processes for Clarity, Caboodle, Kuiper, and SlicerDicer. Epic will now report back on recommendations for improved processes and other findings.	Initiated workshops for Informatics and IT using Human Factor principles to create a safer healthcare system.	**Epic Gold Stars - Improving the way we work!** • **Opioid Registry & Opioid Management Dashboard** allow for population management for patients that qualify for the registry. • **Hierarchical Condition Categories (HCC) Dashboards** provides better visibility for providers and office managers to monitor HCC. • **Epic Work Queue Scoring** allows for increased operational staff efficiency to determine which work queue items are the highest priority. • ASAP **Care Area Track Board view in Haiku/Canto** added the mobile track board configuration for staff so they can have the same views as in their hyperspace. • **Default Resulting Agency**	Closed Duo automation gap with BH_CITRIX_CAG active directory group. • ~2600 users in BH_CITRIX_CAG were not in DUO • Of these ~1700 accounts in the exception table due to 180-day inactivity • ~900 not in Duo – Added to exception table due to not accessing BHApps remotely with the need of Duo	Refreshed Mobile Heartbeat phones across Dearborn and Farmington Hills (989 and 588 respectively). This provided longer battery life for use by clinicians during their shifts. Diminishing battery life has been a growing issues impacting clinical communication.
The IT PMO completed a project go-live certification process for quality assurance.	Conducted a webinar to Beaumont Health on using preference lists for easier ordering.	**Improved Patient Engagement** • **CT Ticket Scheduling** updates allows for ~138 CT procedures with contract to go live on ticket scheduling. • **AVS updated** to include ticket scheduling	Kicked off an email phish campaign for 32,974 colleagues using KnowBe4 application.	Deployed 206 IT assets to enable the opening of the Livonia Outpatient facility.
Released enhancements to the Neuroscience Seizure and Epilepsy dashboard to include new EEG codes amongst other features.	**Quick Wins** • Pediatric Blood Pressure maximum warning • New Potential to Violence Census for security • Adjusting the presence of MAPS aimed at Ambulatory Provider Efficiency	• **Ultrasound Scheduling Enhancements** to prevent duplicate appointments. • **Mammogram** appointment confirmation email updated to contain a link to cancel without logging in to myChart. • **Refund integration** between Epic & PeopleSoft allowing for automated refund posting as quicker operational reconciliation.	IAM Provisioning Process Improvement for single sign on group assignments linked to new hire accounts, eliminating the need to submit service requests	Completed network upgrades Taylor 1 East Classrooms, 2&3 East Med Surge. As well as Royal Oak, 9 Center Psych, 8 Center Med Surg, 7 East PT and 6 Center Med Surg.

IT By The Numbers

Project 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
46 Projects	6 Projects	4 Projects	25 Projects	3 Projects	2 Projects	1 Projects	5 Projects

Total Projects In Flight	Projects In Planning	Projects In Execution	On Track Projects	At Risk Projects	Delayed Projects	No Status Projects	On Hold Projects
79 Projects	34 Projects	45 Projects	71 Projects	2 Projects	1 Projects	1 Projects	9 Projects

Financial

$40,000,000

$11,384,041

- ■ 2022 capital budget
- ■ Jan. - March capital encumbered

Support & Operations

- 578 ↑
- 10,180 ↓
- 9,092 ↓
- 3,030
- 11,500 ↑
- 122,817
- 31,227
- 923

- ■ IT staff members
- ■ April Incidents resolved
- ■ April Service Requests fulfilled
- ■ Medical Devices integrated with Epic
- ■ Duo MFA prompts per day
- ■ Mobile Heartbeat clinical texts and calls per day
- ■ Windows computers supported
- ■ Locations

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Silent Celebrations, Good Catches, Best Moments

"I have no issues. Always available and helpful. Problems get resolved."

"They have either been very efficient in handling all requests successfully or been able to guide me to the right resolution."

"Most, if not all of my tickets are resolved in a relatively timely manner."

"IT plays an important role in timely communication between hospital staff and providers."

- Beaumont Health IT Leadership Survey Feedback, December 2021

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A Sampling of B*Extraordinary* IT Team Members

Charles Sneed

received recognition from Mary Hughes for **Excellence**

High Score Surveys for April

Well done Michael. High score surveys with no low scores.

Lakshmi Jonnalagadda

received recognition from Andrea Judd for **Teamwork**

Great Team work

Lakshmi - thank you for all that you are doing to help organize and automate the HIE request process for the independent offices. I know that our customers will appreciate the transparency and I'm excited to see how far we can take this rom an automation and catalogue perspective. Thank you for providing Orgett and I the information necessary and working with us as we attempt to move the needle in user experience.

Martha Hernandez Garcia

received recognition from Joyce Oh for **Teamwork**

APM Dashboard

Martha, great work in delivering the APM dashboard in Qlik on such short notice. This is an important element to a critical IT initiative and your ability to quickly pivot and deliver what was needed is greatly appreciated. Thanks for the value and dedication you bring to the team and to Beaumont.

Christine Bacha

received recognition from Geeta Kapoor for **Excellence**

Thank you!

Thank you for helping with Integration coordination, scheduling, and predicting needs before they occur!!

Patricia Reed

received recognition from Paul Holland for **Teamwork**

Thank you for your contributions!

Patricia, I wanted to recognize you for the positive impact you've had on our team. You've brought a plethora of knowledge to the team which you have unselfishly shared. Just to name a few examples... your demonstration and follow up instructions on how to export/import from Epic was a great learning experience. Being a second set of eyes and helping me solution a service request that had me stumped and for your creativity in designing and writing our first issue of Dedomena for the Yammer community. Your hard work and dedication is an example to everyone on our team. Thank you!

Dawn Fell, Martha Hernandez Garcia, and 2 others

received recognition from Joyce Oh for **Excellence**

New BI Portal

Team, most excellent work on the new BI Portal! It is well organized, informative, and looks great. Thank you, Srini, for the vision and to the team for such a great execution.

Dawn Fell

received recognition from David Murphy for **Excellence**

Coordinate and Facilitate Epic Immersion Visit

Dawn, your diligent effort in coordinating this Immersion Visit, including communicating with other teams, encouraging participation, developing agendas and managing the meetings was instrumental in the success of the visits. This was a great opportunity to learn and to share across our teams and with our Epic partners to further our adoption of new tools, share achievements and challenges, and work to improve our reporting success.

Debra Kowalski, Jeremy Wolff, and 4 others

received recognition from Joyce Oh for **Teamwork**

New PMO Site

Team, great work on the new PMO site. It looks beautiful, is intuitive to navigate, and has tons of useful information. Rod, thank you for the vision and leading the initiative and thank you to the rest of the team for all your contribution to the site. I know that no one has extra bandwidth nowadays, so the fact that you pulled this off in relatively short order is amazing! I know that the site will be very useful to both IT as well as our business partners. Thank you!

Paul Holland

received recognition from David Murphy for **Excellence**

Presenting at the Epic Immersion Visit

Thank you, Paul, for presenting at this week's Epic Immersion visit. I appreciate your active participation and willingness to share your experience and insights. I'm sorry I wasn't present at the time, thanks again for sharing!

Nageswara Reddy Naguru, Christopher Pappas, and 3 others

received recognition from Robin Barr for **Teamwork**

Dell Punch-out

You all identified, developed a process, tested, corrected and made this happen to streamline and save time/energy/errors in the ordering process for computers and equipment affecting the whole organization. This is helpful for those who request the order all the way through to those who review and process the PO's! This is a big accomplishment and a great win for all! Big thank you to you all for making it happen!

Brian Marth

received recognition from Lindsay Vella for **Excellence**

Escalation of Issue

Thank you so much for escalating our IT issue. You were able to expedite a resolution to our issue helped our surgeons operate in a better environment. I appreciate everything you do for our campus!

IT Leadership

IS/IT and IDA
Jason Joseph's Direct Reports – May 2022

Jason Joseph
Senior Vice President,
Chief Digital and Information Officer

Ivana Curo
Advisor, SLT

Office of the CIO

Gregory Snow
Vice President,
Technology Strategy &
Deputy CIO

Applications

Kimberly Gordon
Senior Vice President,
Care Delivery
Applications

Tania Bethea
Vice President,
Enterprise Applications
& Automation

Christopher Crook
Senior Vice President,
Health Plan Applications

Divisional IS Executives

Joyce Oh
Vice President,
Divisional IS Executive -
Beaumont

Robin Sarkar, PhD
Vice President,
Divisional IS Executive -
Lakeland

BHSH West Michigan
Kim Gordon

Priority Health
Christopher Crook

Corporate
Tania Bethea

Security

Scott Dresen
Senior Vice President &
Chief Information Security
Officer

Data & Analytics

Mike Legg
Senior Vice President,
Data & Analytics -
Care and Corporate

Cloud Ops & Service Mgmt

Ken Septer
Senior Vice President
Cloud Operations and
Service Management

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Thank You!

For support, please contact the Service Desk at 888-481-2448 or via IT Support desktop icon.

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