Beaumont Health Information Technology at a glance

Aug. 2022

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IT Tips & Tricks

30-day extension granted to Oct. 1 to save emails older than 18 months

The original email retention policy effective date of Sept. 1 has been extended to Saturday, Oct. 1, to provide Beaumont Health team members an additional 30 days to save emails, calendar events and other digital documents older than 18 months in any Outlook folder. This is the only extension that will be provided.

What happens Oct. 1?

Items older than 18 months in Outlook and Outlook archives will be automatically deleted on Oct. 1. Once deleted, these items will not be retrievable. Not only will this affect all sent, received and archived emails, but it will also affect all shared mailboxes, all subfolders, all notes, all tasks, all calendar items and RSS feeds.

See full details on the intranet at 30-day extension granted to Oct. 1 to save emails older than 18 months

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IT Tips & Tricks

Biomed? Facilities? IT? Know where to go when for support

Sometimes things go wrong. Whether it's technology, equipment or environmental issues, knowing how and where to get support is critical.

- IT primarily supports the organizations technology and software. Contact the Service Desk at 888-481-2448 or via the **IT Support** desktop icon.
- Facilities supports the core building infrastructure and general maintenance. Visit **Facilities and Biomed page** to submit a request.
- Biomed primarily supports medical devices that have direct patient contact. Visit **Facilities and Biomed page** to submit a request.

See full details on the common things these three departments support at Biomed? Facilities? IT? Know where to go when for support

IT Tips & Tricks

Q2 business report for BHSH IT, IS & Integrated Data Analytics available

The BHSH System Information Services, Information Technology and Integrated Data Analytics teams have released the latest quarterly business report, which includes an overview of their work and accomplishments for Q2 2022.

Open the report to learn more while connected to the Beaumont network.

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IT Tips & Tricks

Epic/oneChart downtime for next update on Oct. 9

On Sunday, Oct. 9, from 2-4 a.m., *one*Chart will be unavailable while the system is updated to the latest version. Use established downtime instructions during this time frame. This update is an important initiative to remain current with Epic software releases and position Beaumont to take advantage of requested enhancements sooner. Help spread awareness by sharing the flyer and referencing the education materials, coming soon, on the *one*Chart Updates page.

Readiness

Operational Readiness calls will be scheduled in the weeks prior to the upgrade. The IT application teams review specific changes that will impact users and site leadership can directly ask clarifying questions. Talk with your leader should you have questions in advance

Support Plan

A support call center will be in place 24 hours a day Sunday, Oct. 9, through Tuesday, Oct. 11, or until deemed no longer needed, reachable at 248-551-5483 (248-551-LIVE). 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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IT's Current High-Level Focus

Topic	Details
BHSH Integration *Watch for information from the Integration Management Office for the latest updates.*	Moving forward with the creation of an integrated clinical and revenue cycle platform, which includes Epic and the related ecosystem of connected applications. The foundation for the BHSH System Epic instance will be built on the BHSH Spectrum Health West Michigan instance of Epic and will be developed with input from throughout the system. One Epic meetings are beginning soon with identified team members. Click here for the latest information when connected to the Beaumont network. Also integrating enterprise business platforms, which includes Workday as the systemwide Enterprise Resource Planning platform, ServiceNow for service management, Microsoft 365 for our digital workspace, and dependent technology enablers such as identity and access management and mobile device management capabilities. Workday deep dive sessions are underway with the design signoff expected in Sept.
October Epic/*one*Chart Upgrade Customer Preparedness	Ensuring that all practices are prepared for the October upgrade.
Community Connect Power User Community	Collecting primary power users from our Community Connect partners. Clinic, Office and billing power users will be collected across the system through conversation with the Account Management team to aid in future integration and communication.
Community Connect Communication using Microsoft O365 Products	Investigating ways to communicate effectively with all Community Connect practices for escalated Beaumont business.
Onboarding: Fall Semester Nursing and Medical Students and Flex/Agency Staff	As of Aug. 25, onboarded 752 out of 1,000 nursing students, 124 medical students, and 144 flex/agency staff.
Cactus Upgrade	Multi-faceted work to support this project, including streamlining EMR provider process, implementation of Azure Active Directory single sign-on, upgrade MIM/SSIS to Symplr Provider. The projected go-live is October.
Fetal Heart Monitoring	Rolling out to Trenton in Sept.
Spirit of Giving	Launching in Sept. Leaders and Managers will be notified first.

Best Moments, B*Extraordinary*, Silent Celebrations

"The IT team did a wonderful job rolling out the PBX Refresh Project at Taylor. It was well organized and had a minimal impact to our staff and patients. Great Job!"

- Kristine Donahue, President, Beaumont, Taylor, Trenton and Wayne

"I would like to congratulate and thank all of you for joining our 2023 Connect Steering Board! We had a number of nominations this year and are excited to add a diverse and experienced group of folks to the group."

- Epic to Andrea Judd, Beaumont IT Physician Services Manager

A sampling of comments from BExtraordinary about IT team members follow:

Julie Machiorlatti
received recognition from Courtney Watterworth for **Excellence**

Above & Beyond
Julie, thank you for going the extra mile with looking into my SRE and digging deeper to find a solution to help me more efficiently complete my work. It is so appreciated!!!

Kayla Guadagnino
received recognition from Vanessa Micakovic for **Excellence**

Ms. Fix-It!
Thank you so much for sending me a personal email and taking my call in order to rectify my issue with Rover login and authentication process after several texts were unable to successfully rectify the issue.

Andrea Judd
received recognition from Kaila Jakubczak for **Excellence**

Community Connect Accreditation!!
One year of tireless effort and constant drive for achievement of Community Connect Accreditation! Our program would not have achieved such high recognition on such a large program without your leadership. We continue to develop and enhance our program to better serve our amazing community. Cannot wait to see what the next year brings with your assistance leading our customer engagement!

Melissa Vitale
received recognition from Kelly Partin for **Excellence**

Excellent follow-through and attention to detail
I have worked closely with Melissa on EPICcarelink exception approvals as well as user access. She is always on top of paperwork and processes. As a result, she has resolved several concerns. Because of her quick and effective work, users receive the information that they need to obtain access or understand why their portal access is being denied. She has also taken the time to understand the bigger picture. I'm grateful to her for going above and beyond.

Recent Accomplishments for Beaumont Board consideration

Beaumont Community Connect Accreditation!

- Beaumont became Epic Community Connect Accredited, servicing the largest Epic program in the country – 465 private practice locations!
- Occurred within 1 year of Beaumont IT Physician Services being stood up – this was a stretch goal!
- Accreditation is an achievement largely based on the 'Happiness' of our providers and customers that use Beaumont hosted Epic in their practices, following best practices, realized from a survey sent by Epic.
- In addition, Andrea Judd, Beaumont IT Physician Services Manager has been nominated and approved by Epic to be a member of their Connect Steering Board for 2023. This helps achieve a pulse and prepare the direction for the rest of Epics customers with Community Connect platforms. Beaumont will have a voice at the highest level.

Financial Reporting & AR Reduction Enhancement

Implemented Epic/*one*Chart enhancement to catch claims that were reporting incorrect Tax ID and NPI information, resulting in $2.5M+ in professional billing claims released in 4 days.

Beaumont Health Achieves Epic Gold Stars Level 8!

This designation is a great recognition of our continued focus on digital transformation, technology modernization and a world class consumer-first experience. Making the best use of our technology is what really makes a difference to our patients, members, team members, providers, and our communities.

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Recent Accomplishments additionally noted

Taylor PBX phone system refresh occurred on Aug. 4. Included installing approximately 500 Voice Over IP (VOIP) / digital devices as well as transitioning over 800 analog devices to digital. Refresh decommissioned a 30+ year old phone system and brought Taylor up to Beaumont's enterprise solution level.

Epic acknowledged at Beaumont is the first organization to successfully export **21st Century Cures** / electronic health information (EHI) data. Beaumont is an Epic pilot site for implementing the 21st Century Cures Act, designed to provide seamless and secure access, exchange and use of EHI.

Mosaiq application and SQL database were upgraded to improve application reliability.

Right Fax, which processes faxing from Epic, was upgraded and set with High Availability across the Information Technology Center and Grand Rapids Data Center (GRDC). This allows Right Fax to function during a disaster scenario.

Five-year-old **Epic Database Servers** were refreshed at ITC, which will make the move to the new Van Buren Data Center (VBDC) move much easier in Q4.

ITC rooftop condenser was replaced with the assistance of a 185-foot crane extension. The new condenser eliminates the risk of the critical equipment and applications housed at that location from overheating.

On Aug. 28, with the help of many team members across IT and Business departments, we successfully **upgraded the Beaumont Interface Engine application** to the most currently available version. This was a huge team effort and team participation was key to the success. The Ensemble interface engine is a critical application and moving from to the most recent IRIS version will minimize risk to the organization. In addition, we'll be able to take advantage of new features included in the Iris version. It also puts us in line with Spectrum and their Ensemble interface engine.

GE Fetal Monitoring solution went live at Wayne on Aug. 23.

Sterile Processing Management (SPM) application was upgraded and set up with SQL Always on. SPM is an instrument tracking system for Surgical Services. Learn more at Sterile Processing Microsystem keeps our patients safe, surgeries on time.

Numerous MyChart updates were implemented that include allowing co-pays to be made by proxies that have full access to accounts, all MyChart patients opted for paperless billing, e-signature is now required to complete check in process and open note rules updated to be consistent with 21st CCA requirements

GE CPN went live at Dearborn and Wayne transitioning from OBIX. This advances our goal of a single fetal monitoring system which would allow for allowing for ease of support and movement of nurses from one site to another.

Epic/*one*Chart updates were made to align the BPA with current standards for Spiritual Care, Pain Goal and Cdiff test order. This will reduce the number of times the BPAs fire inappropriately.

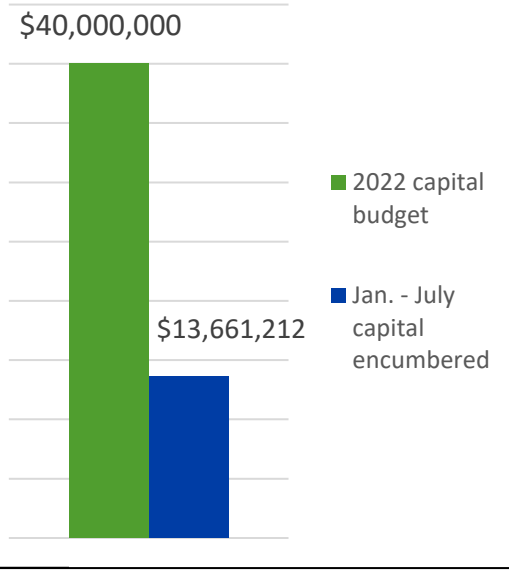
IT By The Numbers

Project Portfolio

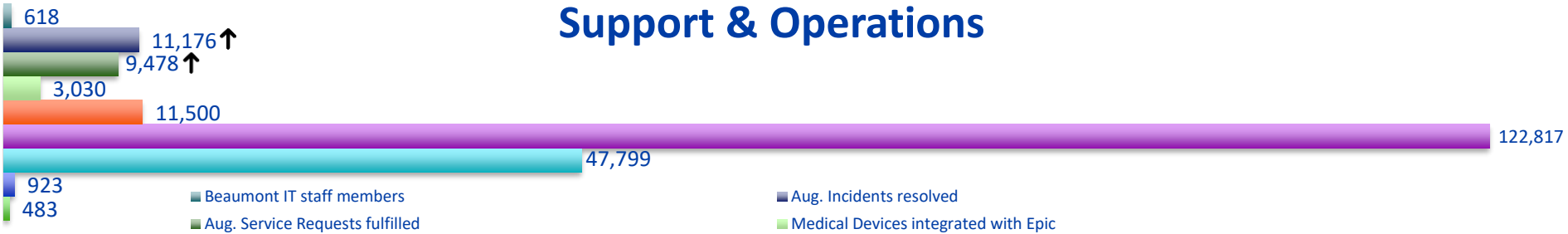
Total Projects in Intake	Aging 0-30 Days	Aging 31-60 Days	Aging 61-90 Days	Aging 91-120 Days	Aging 121-150 Days	Aging 151-180 Days	Aging >180 Days
25 Projects	4 Projects	2 Projects	4 Projects	2 Projects	2 Projects	1 Projects	10 Projects

Total Projects In Flight	Projects In Planning	Projects In Execution	On Track Projects	At Risk Projects	Delayed Projects	No Status Projects	On Hold Projects
98 Projects	57 Projects	41 Projects	58 Projects	8 Projects	4 Projects	22 Projects	12 Projects

Financial



Support & Operations



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IT Leadership

BHSH System

Information Services, Information Technology & Integrated Data Analytics

Executive Functional Chart

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

CIO's deputy in leading and managing the IS function in alignment with BHSH system strategy. Responsible for the enterprise technology strategy and architecture supporting all BHSH divisions.

Applications

Kimberly Gordon
Senior Vice President,
Care Delivery Applications

Strategic leader for applications and platforms supporting the care delivery divisions of BHSH. Responsible for the delivery of applications and digital capabilities to align with divisional and organizational strategies. In addition, Kim acts as divisional IS executive to Spectrum Health West Michigan.

Jill Sheipline
Vice President,
Beaumont Informatics

Tania Bethea
Vice President,
Enterprise Applications & Automation

Strategic leader for applications and platforms supporting the corporate and enterprise services of BHSH. Responsible for supporting the Enterprise Resource Planning suite and leading the Enterprise Automation Program. Acts as the primary IS executive to corporate shared services.

Christopher Crook
Senior Vice President,
Health Plan Applications

Strategic leader for applications and platforms supporting the health plan division of BHSH. Responsible for the delivery of applications and digital capabilities to align with divisional and organizational strategies. Acts as the primary divisional IS executive to Priority Health.

Jeffrey Smith
Vice President,
Priority Health Applications

Divisional IS Executives

Joyce Oh
Vice President,
Divisional IS Executive - Beaumont

Primary IS executive to Beaumont Health. Responsible for the portfolio management, consumer digital solutions, clinical research, physician IS services and business relationship management functions for Beaumont.

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

Primary IS executive to Spectrum Health Lakeland. Responsible for unique portfolio, program and project management of work supporting the division.

BHSH West Michigan
Kim Gordon

Priority Health
Christopher Crook

Corporate
Tania Bethea

Security

Scott Dresen
Senior Vice President &
Chief Information Security Officer

Strategic leader responsible for implementing and running the cyber security program across all BHSH divisions as well as managing and maintaining the enterprise business assurance program.

Data & Analytics

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

Strategic leader for data and analytics functions supporting the care and corporate divisions of BHSH. Responsible for planning, leading and maintaining data & analytics strategy to empower clinical and operational teams in measuring and improving performance to deliver outcomes.

Cloud Ops & Service Mgmt

Ken Septer
Senior Vice President
Cloud Operations and Service Management

Strategic leader of the IS cloud, infrastructure and operations functions supporting all BHSH divisions. Responsible for the delivery of IS cloud services capabilities, infrastructure and IS service management used to enable business capabilities and services across the BHSH enterprise.

Org Chart only reflects positions at Vice President and above. Changes as of May 1, 2022.

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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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- Missed a previous month's edition? View on the IT Department intranet page.

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