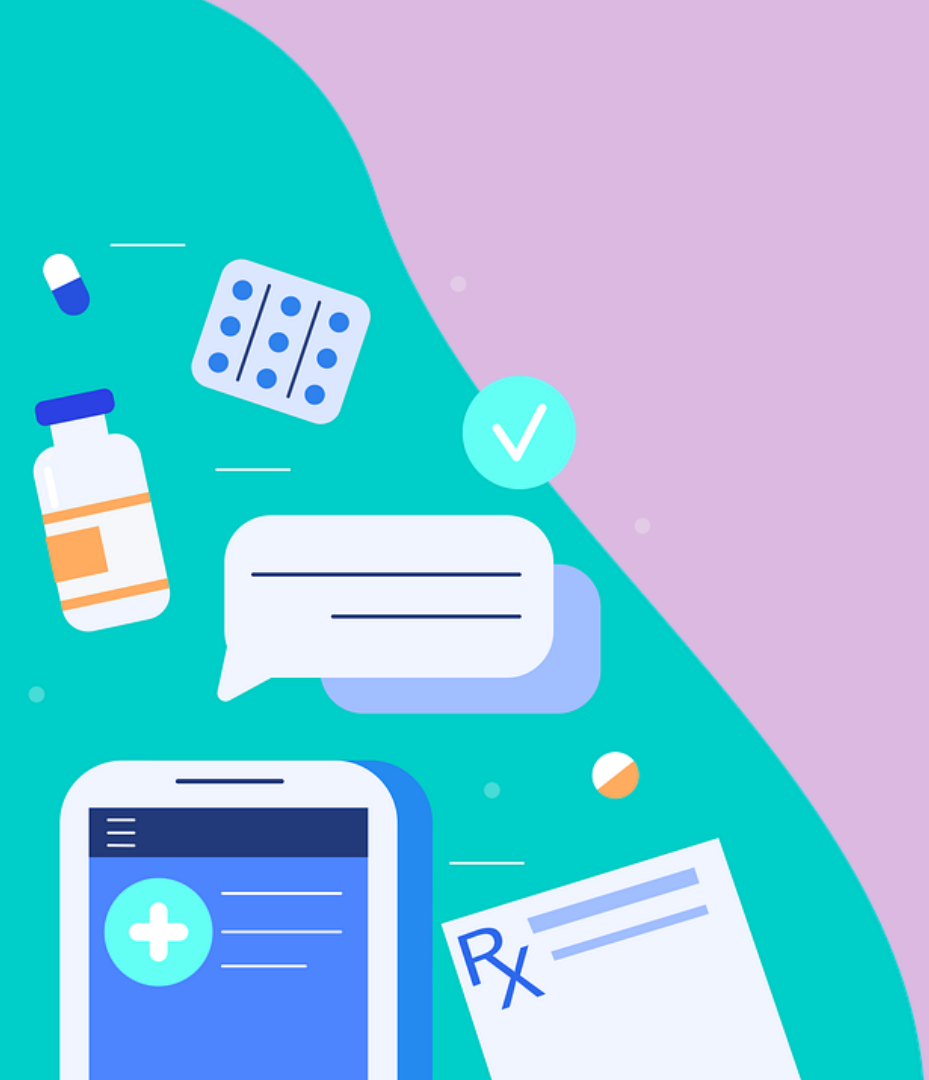

Beaumont Health Information Technology at a glance

June 2022

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IT's Current High-Level Focus

Topic	Details
BHSH Integration	See Integration and advancement of digital and technology platforms (beaumont.org) for further details.
Taylor Telephone System Refresh	An August 4 go-live is currently projected to replace their 30+ year old telephone system along with 400 new telephones and convert over 230 voice mailboxes along with 13 call menu's and 850 analog lines that support faxing and patient phones.
E-911	A project is underway to bring Beaumont in compliance with FCC regulations to protect any user who dials 911 from a Beaumont hospital so that emergency response teams know where to find that caller down to a 7,000 square foot radius and providing location address. The project is anticipated to run through the first quarter of 2023 and will impact all Beaumont acute-care campuses.
ITC Data Center Move	IAM Engineering initiated development to transition the production Oracle Internet Directory (OID-Prod) Server to the new Oracle Internet Directory Servers which supports the ITC Data Center Move that is part of the IT System Modernization and Optimization project
PCI Assessment	Work continues with KPMG interviewing Key PCI stakeholders across the organization to remediate gaps in compliance.
Q2 User Access Reviews	Follow up and summarize Q2 User Access Reviews for PeopleSoft (combined HCM and FSCM) and EPIC "Super Users."
Intersystems Ensemble Interface Engine	Effort continues to upgrade this interface engine, which will bring the level up to the current available IRIS version. Testing is at an estimated 70% completed, with an expected cutover and implementation during Q3 2022.
Population Health	Pneumococcal Health Maintenance aligning with Epic Foundation released content from custom build.
PACS	Ambra Electronic Image Sharing will allow Beaumont to share patient imaging exams with outside facilities and providers. It will also enable patients to view and manage their images through their *my*BeaumontChart link.
New Community Connect offices	Four new independent Community Connect offices are slated for Q3 go-lives. Welcome to Epic: Dr. Clara Kamath-Wood PLLC, Novus Primary Care PLLC, Kidney Care Consultants PLLC and ONR 21 PC!
Community Connect Power User Community	The IT Physician Services team has been 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
Clinical Informatics Site Rounding	Will kickoff at Beaumont, Troy and then round at other sites examining IT difficulties experienced at each site and who is the contact to assist.

Recent Accomplishments for Beaumont Board consideration

Announced IT's Digital and technology integration decisions. Click the following link for more details:
Integration and advancement of digital and technology platforms (beaumont.org)

Implemented Multi-Factor Authentication (MFA) security layers into additional applications, such as Epic Haiku, Canto and Rover. Feedback and risks raised were taken into consideration and implemented swiftly for enhancements that align with our mission, vision and values. MFA enforces stricter login security standards by requiring the team member attempting to log into an application to prove that they are really who they say they are. Different applications are using different means of MFA, such as only being available on the Beaumont network, requiring Single Sign-On technology, Duo identity confirmation, or emailing a six-digit activation code that must be entered on the login screen. MFA reduces the risk of inadvertent access and exposure of private clinical and financial information.

Onboarded and trained 269 new residents and fellows to access and use our patient/provider-facing IT systems, such as Epic/oneChart, to provide patient care starting July 1, a remarkable accomplishment requiring the collaboration and coordination of many teams within IT including Healthcare Applications Education Team and Informatics.

Beaumont Behavioral Health successfully transitioned from an IT implementation project to an operational account management status. BBH has successfully become our newest Community Connect partner and their relationship with IT promises to be fruitful.

MyChart Patient Engagement Enhancements

- Multi-Factor Authentication was enabled for MyChart using both email and text messaging to send validation code bringing the system into alignment with cybersecurity requirements.
- MyChart billing notifications were enabled for text messaging. Google Pay and Apple Pay were enabled in both web and mobile MyChart for payment of the patient balance or payment plan.
- Approximately 140 CT orders with contrast were enabled for ticket scheduling allowing patients who have a CT order in Epic to receive a ticket allowing them to schedule their procedure at the location and time they choose.

Recent Accomplishments additionally noted

Launched the Clinical Services – Trauma dashboard on June 16. The dashboard provides an overview of Key Performance Indicators (KPI) as well as the ability to dive deeper into the KPIs for in-depth analytics. KPIs are comprised of metrics considered key operational care measures. All data may be filtered by month, hospital, department, admitting/attending physician, payor, patient age and patient class.

Completed network upgrades in June for:	• Royal Oak – 2nd Floor Pediatric Surgery • Taylor – Phase 1

Ported 6,232 telephone numbers at Dearborn, which moves most call traffic from the public switched telephone network to our corporate solution. The move will allow us to disconnect legacy circuits, resulting in $32k savings per year.

Eliminated approximately 2,500 pagers from our monthly billing cycle in the first half of 2022. Monetary savings will begin to be seen in six to nine months.

Removed a 30+ year old Nortel System and secondary telecom equipment which was hindering the completion of Farmington Hills' corporate telephone refresh that started three years ago and is now complete.

Initiative to improve label printing experience for clinicians progressed:	• 506 printers completed at Troy • 235 printers completed at Grosse Pointe • 228 of 284 completed at Farmington Hills (start 6/20 – end 7/6) • Royal Oak is on hold until August while we await the remaining printers' arrival

748 PCs remain of the 3,000 PC refresh initiative.

Identity and Access Management Engineering implemented an automation process to enroll students and agency nurses into Duo multifactor authentication and send enrollment notification, as well as an ASCOM role-based group automation.

In line with policy, shredded 2,112 hard drives as part of technology lifecycle refresh. Devices were destroyed to protect against improper disclosure of protected or proprietary information.

Epic/*one*Chart DR environment was successfully switched to the Grand Rapids Data Center on June 5, to minimize risk during the ITC Data Center move by ensuring redundancy.

Recent Accomplishments additionally noted

Risk Management removed three high-level/very high-level risks from the Risk Register. The remediation of these risks includes avoiding users having excessive rights due to multiple role assignments, server patching to alleviate known vulnerabilities, and incorporating Cylance protection to additional systems.

Information Security's Phishing Education May campaign was delivered via email to 33,000 workforce members the click rate was 1.3%, requiring follow-up education. 1,460 workforce members reported the phish campaign email to phish@beaumont.org.

Launched a new user authorization form process for new independent private practice's new hires that will provide automation and a better customer onboarding experience.

Troy NICU renovation: Creation of new Department; Relocation/Renaming of Pyxis machine, renaming of Pyxis machine and associated med list

Progression rounds documentation is now available for nurses on Rover. Previously this documentation could only be completed in *one*Chart hyperspace. This will assist with patient throughput by making it easier for nurses to fill out the progression rounds information.

Precision Health went live with genetics studies. The process involves patients receiving an email link to a web page. They then can complete the acceptance to the program or schedule a meeting with a genetics counselor. Genetics tests are ordered, resulted and returned to the patient via MyChart.

GE Muse was successfully upgraded. This will improve user experiences and introduce new functionality.

Bugsy AMS build completed for RX Antimicrobial Stewardship, for the implementation. This includes; AMS dashboard, AMS Scoring Systems and Patient list/Reports, AMS Navigator.

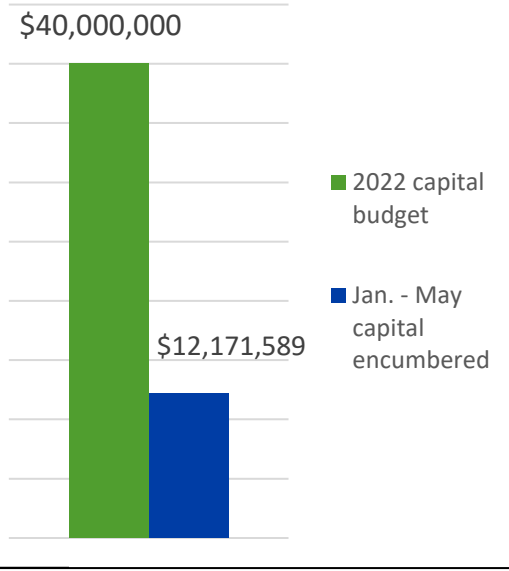
IT By The Numbers

Project Portfolio

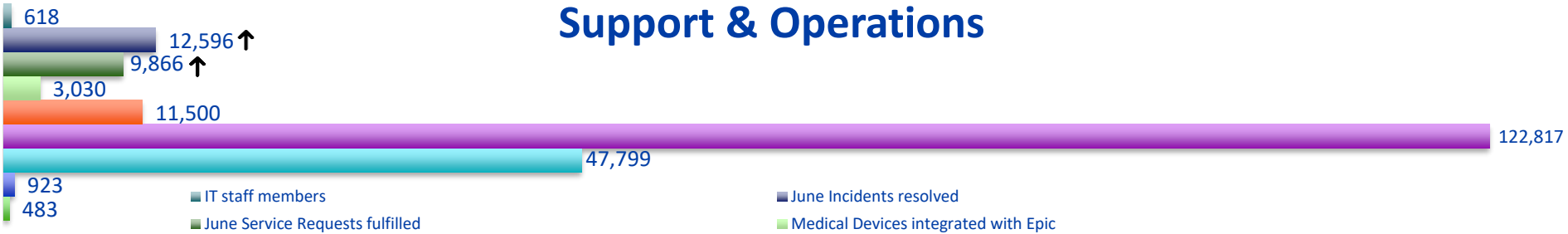
Total Projects in Intake	Aging 0-30 Days	Aging 31-60 Days	Aging 61-90 Days	Aging 91-120 Days	Aging 121-150 Days	Aging 151-180 Days	Aging >180 Days
42 Projects	7 Projects	2 Projects	4 Projects	3 Projects	19 Projects	2 Projects	5 Projects

Total Projects In Flight	Projects In Planning	Projects In Execution	On Track Projects	At Risk Projects	Delayed Projects	No Status Projects	On Hold Projects
80 Projects	37 Projects	43 Projects	66 Projects	7 Projects	1 Projects	1 Projects	7 Projects

Financial



Support & Operations



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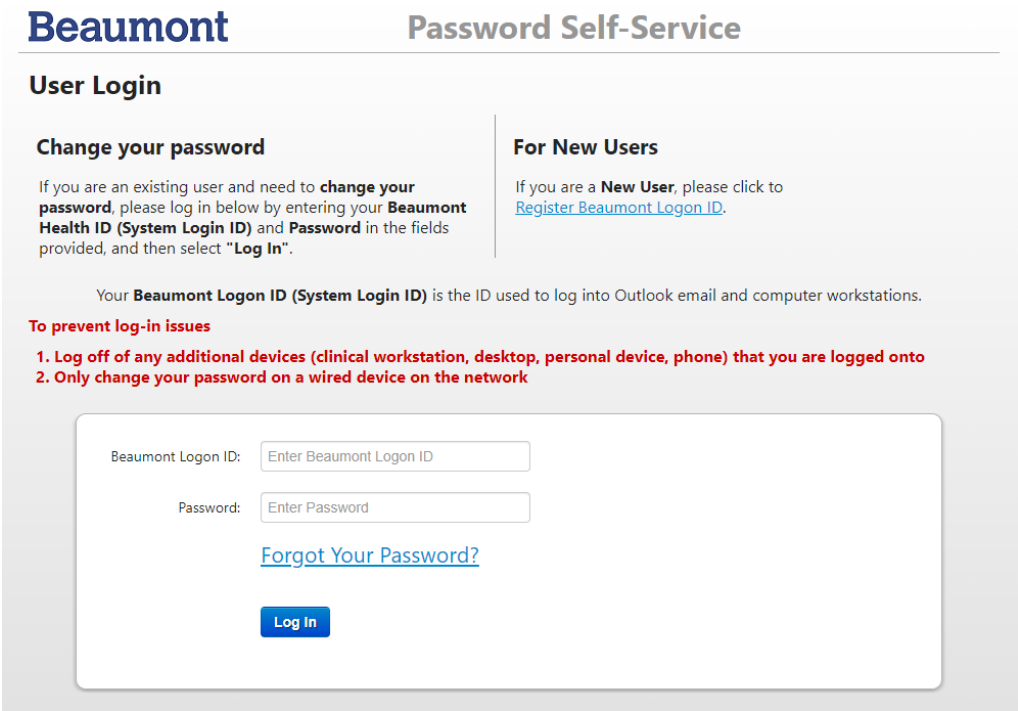
IT Tips & Tricks

Is your Beaumont network password expiring soon?

Beaumont network passwords expire every 180 days and must be changed to a new password. Watch for email notification sent to your Beaumont email detailing when your specific password will expire and how to reset.

Visit pss.beaumont.org to reset your password. If you forgot your password, use this site for a password reset.

If any questions, please contact the Service Desk at 888-481-2448 or via the IT Support desktop icon.



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IT Tips & Tricks

Take the IT leader satisfaction survey by July 15

We want to hear from you! Please complete the semiannual IT Service Delivery leadership satisfaction survey regarding your experience with Beaumont IT by Friday, July 15. This confidential survey only takes 5-6 minutes to complete. Your feedback will help ensure you have the best possible experience with IT.

Launch the survey

Thank you in advance for your participation, and to those who participated in the previous semiannual surveys. All responses and comments are reviewed, trended and shared with IT leadership for continuous improvement.

This is a targeted leadership survey — please do not forward. If you have any questions, please contact your site's Business Relationship Manager:

- Brian Marth: Taylor, Trenton and Wayne
- Colette Calliea: Grosse Pointe and Troy
- Michele Ruppal: Dearborn and Farmington Hills
- Shannon Kosiba: Royal Oak

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Best Moments, B*Extraordinary*, Silent Celebrations

IT helps bring new life to refurbished equipment — to students around the world

Did you know that when Beaumont laptops have ended their life of empowering our clinicians, they can be donated to continue to serve an extraordinary purpose, instead of being disposed of? Review this article when connected to the Beaumont network for more details!

Ever-inquisitive students at John Wesley looking over the new laptops.

David Contorer, D2N board member; Odis Bellinger, Building Better Men founder and director; Dr. Richard Keidan, D2N founder and director.

"I submitted an IT ticket on Saturday for help getting Duo activated on my new phone. I heard back within 30 minutes and the person was great! Every time I have submitted a ticket the people have been responsive, courteous, and helpful! I'm always so pleasantly surprised because it's not what I have experienced with other companies."

- Sharon Stanton, Internal Communications

A sampling of comments from BExtraordinary about IT team members:

Hari Prasad Rao Ponugoti and Deborah George
received recognition from Stephanie Bono for **Teamwork**

Change to Journal Review Process
Thank you to Debbie George & Hari Ponugoti for working through the change process for updating our journal reviews. Hari and Deb are always working to streamline our processes and help make our jobs easier. They work well as a team to create these changes. We appreciate Hari being a great partner to Corporate Accounting to achieve our goals. Thank you!

Gopi Krishna Kurikala
received recognition from Brent Vasicek for **Excellence**

OR Antibody Patient Report
Gopi, Thank you so much for all the effort you put in to creating a query between SoftBank and Epic. The staff is excited as to the amount of time this will save in our department. Your perseverance and customer service were top notch. Brent

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.

Marjorie Mathews
Vice President,
Care Applications - Beaumont

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.

Geeta Kapoor
Vice President,
Information Security & CISO - Beaumont

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.

- Is this monthly presentation valuable to you? Click here to provide your feedback.
- Missed a previous month's edition? View on the IT Department intranet page.

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