

Beaumont Health Information Technology at a glance

May 2022

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Beaumont



IT Tips & Tricks

Changes to the way you access specific Beaumont applications when off the network

The way Beaumont team members access the following applications is changing to incorporate additional security layers upon login.

- MoveIT Transfer
 - Occupational Health Manager
 - *myBeaumontChart*
 - *myBeaumontConnection*
 - EpicCareLink
 - Epic Rover, Haiku, and Canto
- And growing through the end of June!



See [Updated: Changes in access to specific Beaumont applications when off network](#) for full details.

IT Tips & Tricks

Semiannual IT Service Delivery leadership satisfaction survey launches June 9

We want to hear from you! Our next survey regarding your experience with Beaumont Information Technology will be published in Leadership News and emailed to Leaders.

- Please complete by Friday, July 15.
- Confidential
- Only takes 5-6 minutes to complete.
- All responses and comments are reviewed, trended and shared with IT leadership for continuous improvement.

Past results led to implementing fixes for new hires who reported IT access gaps, Service Desk efficiency improvements for time savings and ease of use, such as providing your Beaumont ID when calling instead of your name, which saves 30 seconds per call, and the creation of the clinical service desk, which enhances over the phone support for providers.



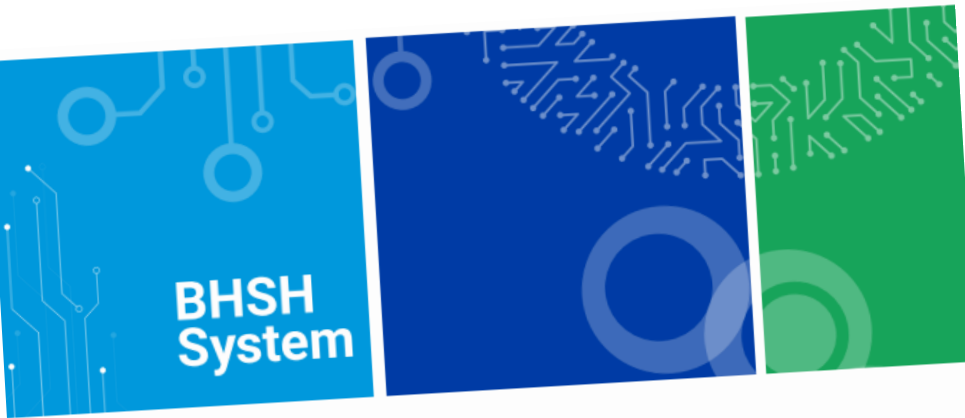
Beaumont

IT Tips & Tricks

BHSH IT releases their Q1 Quarterly Business Report

The BHSH System information services, information technology, and integrated data analytics teams have released their latest quarterly business report which includes an overview of their work and accomplishments for Q1 2022.

You can view the report, [here](#).



Information Services, Information Technology &
Integrated Data Analytics

QUARTERLY BUSINESS REPORT

Q1 2022

A Message from the Chief Digital and Information Officer

The BHSH System Information Services/Technology and Integrated Data Analytics teams are looking forward to driving digital transformation as we move towards our vision of a future where health is simple, affordable, equitable and exceptional. We know that achieving our goals takes complex work, and that will require innovative thinking. I am proud to share some tangible examples of how our teams are driving our vision.

Also in this issue:

- Leadership team introductions
- Performance metrics and how success is measured
- A new Priority Health wellness experience, powered by Virgin Pulse

As the BHSH System, we are uniquely positioned to pioneer our way into the future of health care, where digital enablement serves as the foundation. Our common platforms and data-driven decision-making are critical to future business strategies, including the shift to value-based care.

I am excited by what is to come, and what our teams will accomplish together. I hope you find the information in this report valuable as we move towards a digitally-enabled future.



Jason Joseph
Chief Digital and Information Officer

Recent Accomplishments for Beaumont Board consideration

Supported the launch of Beaumont's new On Demand Pay program, powered by PayActiv. The program allows employees to be paid a portion of their earned wages ahead of their next scheduled pay day. IT developed and deployed integrations between PayActiv and Beaumont's Kronos and PeopleSoft systems to support On Demand Pay, a key benefit to attract new employees and serve current employees' needs.

Beaumont, Dearborn's telephone system was refreshed from a 30+ year old system to our enterprise cloud telephone solution. Approximately 1,600 IP and 200 digital telephones were installed, and 2,000 analog lines were converted to support primarily patient phones and faxing. There were 32 voice menus and 60 announcements rebuilt to support call routing throughout the campus.

Kicked off our Payment Card Industry data compliance assessment of the Beaumont network with our third-party vendor KPMG. Corporate-wide gaps are being identified, and remediation opportunities will be presented to Information Security for resolution. Beaumont must be PCI compliant for network integration with Spectrum Health.

Implemented Multi-Factor Authentication (MFA) security layers into multiple applications, such as *myBeaumontChart* and *MoveIT Transfer*. Planning for more applications, such as *EpicCareLink*, *Epic Haiku*, *Canto* and *Rover*, throughout June. 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.

***Epic/oneChart* clinical effectiveness standardization efforts were expanded to include the Physical Assessment consolidation and the standardization of Intake and Output.** This change provides consistency across all Beaumont sites and allows nurses to have the same documentation, including simple and complex flowsheet assessment, consolidated LDAs, intake & output.

Recent Accomplishments additionally noted

Enterprise Services Business Systems launched a new integration with Dell that allows PeopleSoft users to buy directly from the Dell online catalog. This ensures access to current Dell products and Beaumont approved laptop and desktop configurations.

The Identity and Access Management Provisioning team re-engineered their service request process flow for improved structure and accountability, which will lead to fewer errors and support efficiencies.

The Identity and Access Management Engineering team identified and disabled accounts in Active Directory, which led to the reclamation of 769 DUO licenses, allowing Duo to be activated for additional team members.

Information Security's Phishing Education April campaign was delivered via email to 32,974 workforce members. Only 2.2% clicked the link in the email, requiring follow-up education. The May campaign has been launched, to 33,000 workforce members.

At Beaumont, Troy 233 WOW Cart Label printers were replaced, and the software was upgraded on another 272 WOW Cart Label printers to improve the label printing experience for clinicians.

As part of the GE Fetal Monitoring Project at Beaumont, Dearborn, Farmington Hills, Grosse Pointe, Royal Oak, Trenton, Troy and Wayne, Field Services deployed 200 new PCs and replaced 128 small monitors with new 24-inch widescreen monitors.

Complete network upgrades in May for:

- Royal Oak
 - 3rd, 5th, 6th, & 7th Floors – Center North Tower Nursing Floors
 - 1st Floor Heart Center – Registration & support services
- Taylor
 - 1st Floor East – Psych, Rehab, Patient Care
 - 2nd Floor East – Surgery/Recovery, Patient Care
 - 3rd Floors East – Security Services, Recovery, Rehab, Support Services
 - 3rd Floor West – Patient Care

The ability to screen pregnant/postpartum patients for sepsis is a Michigan Alliance for Innovation in Maternal health (AIM) requirement. A standardized screening tool does not exist for the maternal population, and the general population sepsis screening is not applicable. IT created an order set within *oneChart* in March, and a BPA to screen these patients will be implemented in July, based on the California Maternal Quality Care Collaborative (CMQCC) recommendations and was just approved by the OB clinical care program.

Recent Accomplishments additionally noted

The Pediatric IT Stakeholder Team was reactivated with a new charter, with the addition of Dr. Matthew Denenberg, our new pediatric chairman at Beaumont Children's. Dr. Denenberg comes to us from Spectrum Health which will benefit collaboration and merging of system thinking.

Implemented an integration solution to identify Bundled Payments for Care Improvement Advanced (BPCIA) patients in *oneChart*. BPCIA is a Medicare program where patients are identified and selected into the program by a unique set of bundles identified for each hospital based on diagnosis related groups for inpatients. Patients were previously identified through the vendor, Signify Health, in a very labor-intensive manual process. An interface was built between Signify Health and Epic to automate the process of flagging the BPCIA patients in *oneChart*, reducing overall effort and accuracy.

Intrado texting project focused on Patient Engagement: Provides for the transition **BMG Primary Care Appointment Reminders** from Genius. The remaining 60+ BMG primary care offices are now live with Intrado **texting functionality**, & **video visit direct links**, and instant activation is now live also.

EHR Gold Stars focused on Operational Efficiency within *oneChart*: Hold old **Bed functionality** enabled for procedural units & disabled for ED to minimize user error by using an automatic process. **Patient Flow Pulse Dashboard** allows users to compare our organizational data with outside orgs using various benchmarks. **Medication Adherence Scoring** and the My Tool Menu was implemented for ambulatory bringing them from Level 7 to Level 9. **PB Global Billing Regulatory Edit** assists the coding team by identifying E&M procedure codes related to Surgical Global periods in their Charge Review WQs. **MyToolsMenu** updated to include an option to have a personalized menu to update smartlists and smartsets.

Regulatory Requirements Addressed: Contract Amendments for Merit Based Incentive Payment System, PCF and Third-Party Submission completed for the upcoming reporting year. 2022 **Quality and Objective Measure** setup and 2022 QM Value Set import completed. Updating regulatory reference component to reflect coming soon 2022 reporting year scorecards and also updated the MIPS Summary dashboard component to indicate scores are reflective of 2021 logic.

Advancement focused on Operational Efficiency: Consolidate Lab Consecutive Account DNBs, significantly reducing manual intervention in HB Consecutive Account Workqueues & reduces AR days in billing (Key metric on Financial Pulse). Implemented **Auto HAR** for boarded cases. HARs will be auto-generated when cases are boarded, helping FCC to work the accounts sooner, and authorizations can be started sooner with less delay to patients and clinical areas.

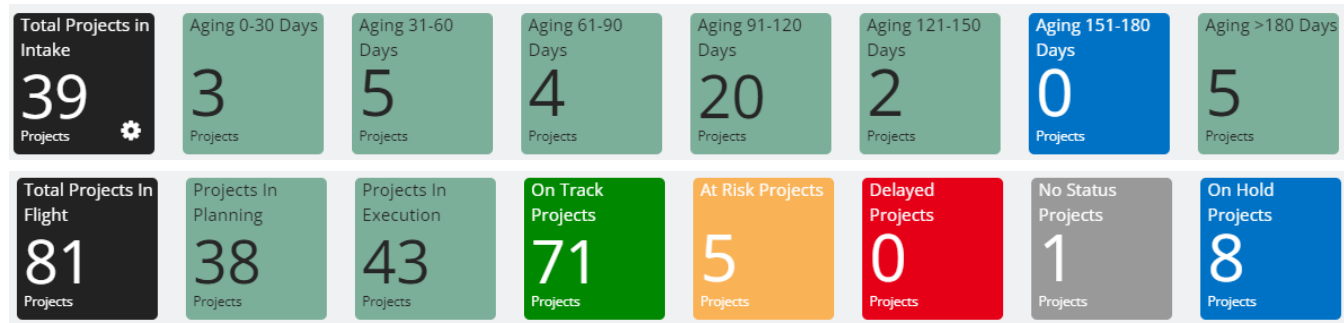
Project Advancement focused on Clinical Effectiveness: TeraRecon, used by Royal Oak Cardiology for the post-processing of cardiac CT images, was upgraded to the platinum suite which gives cardiologists additional tools for non-invasive analysis of the heart. In addition, the upgrade makes the system compliant with Beaumont cybersecurity standards.

IT's Current High-Level Focus

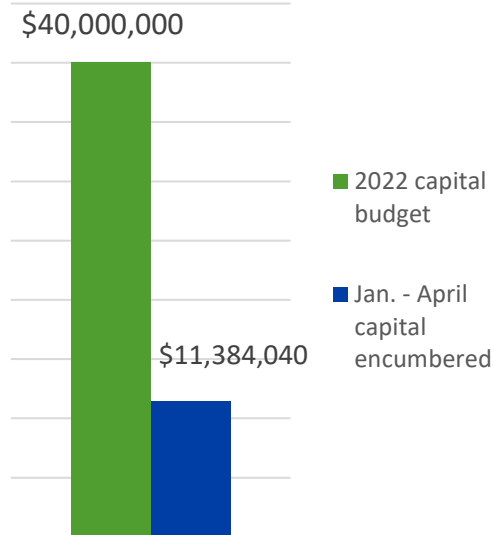
Topic	Details
Taylor Telephone System Refresh	An August 4 go-live is currently projected to replace their 30+ year old telephone system along with 400 new telephones and convert over 230 voice mailboxes along with 13 call menu's and 850 analog lines that support faxing and patient phones.
E-911	A project 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.
Multi-Factor Authentication (MFA)	The Identity and Access Management Engineering team is developing and testing an automation process to enroll students and agency nurses into Duo including sending enrollment via text to the new Beaumont team member.
PCI Assessment	Key PCI stakeholders across the organization are being interviewed by KPMG to remediate gaps in compliance.
Q2 User Access Reviews	Launching FSCM and HCM as one PeopleSoft review and a separate Epic/ <i>oneChart</i> "super user" review.
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.
Physician Services	Four new independent Community Connect offices are slated for Q3 go-live.
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 <i>myBeaumontChart</i> link.

IT By The Numbers

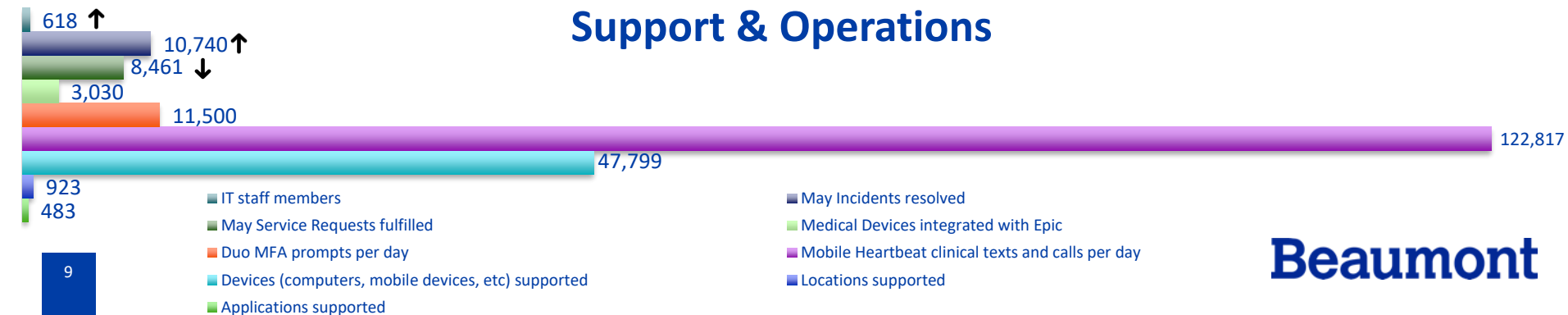
Project Portfolio



Financial



Support & Operations



Best Moments, *BExtraordinary*, Silent Celebrations

"I thought the install of the new phones was done exceptionally well. The planning and execution of the roll out was essentially painless."

- Matt Jakovac, CRNA, VP Surgical Services-Dearborn

A sampling of comments from [*BExtraordinary*](#) about IT team members:

Michele Ruppel

received recognition from Joanne Tuscany for **Teamwork**

IT access for CFO

I really appreciate your partnership to identify the processes to be certain our new Market CFO for Dearborn and Farmington Hills was set up so he could have a seamless transition from Spectrum to BH. I realize there were many moving pieces taking place simultaneously and know it took a lot of coordination with many areas to make this work. It was a success and wanted to let you know how much I appreciate your partnership. Thanks so much!

Jeffrey Clarke and Gina Marie Allender

received recognition from Ruth Geragosian for **Teamwork**

Thank you for the quick response and follow-up

Gina and Jeff, I appreciated each of your quick responses and follow-up this morning when one of the systems went offline with the Cafe registers. It was a comfort and a relief to know that there was a team working on the issue, and it was quickly resolved. Thank you both!

Kamran Hemati

received recognition from David Murphy for **Teamwork**

Stepped in to resolve EBoarding issue

Digging in to an unfamiliar process and getting this resolved quickly, after normal working hours, allowed a physician to be EBoarded and provide service to patients!

Michael Kliman

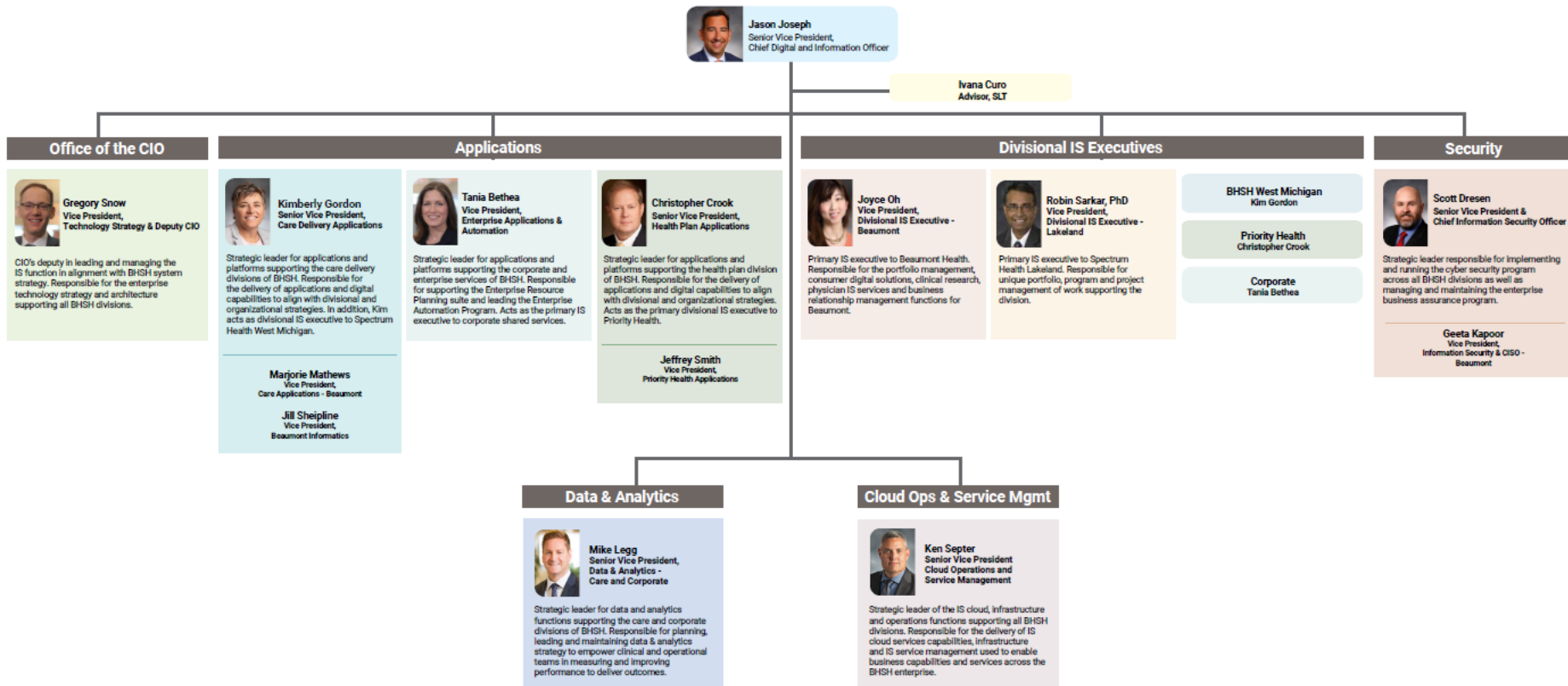
received recognition from Maria Yen for **Excellence**

Thank You for Caring & Making a Difference

Mike thank you so much for being so supportive on the implementation of FastPass. Multiple times throughout the project there were issues with the Epic Feed which is ownership of the vendor to resolve. You stepped up when you saw them struggling with troubleshooting, providing them (the vendor that created the app) with some suggestions. The support you gave with various issues has helped Finally resolve the issues! The option for resolution that you proposed was more efficient for us, the vendor and the customer than the option the vendor proposed. I appreciate all the support you've given and all done with a calm professional manner! Thank you for all you do! You Rock!

Information Services, Information Technology & Integrated Data Analytics

Executive Functional Chart



Thank You!

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