Information Services Business Report for the Spectrum Health Delivery System

January 2018

An executive summary of key IS-related activities, deliverables, and performance for Delivery System leadership

January 2018 Project Highlights

The Spectrum Health Delivery System remains heavily focused on our Nexus roadmap, including stabilization of Wave 1, supporting interim projects for expansion (Health Pointe), and planning for strategic alignment of IS investments post-Nexus. Information Services (IS) continues to see very high demand for services and is working closely with executive leadership to ensure our governance program is both effective and efficient as we move beyond our Nexus- focused activities.

Consumer Digital, Access and Referrals

Spectrum Health continues to advance our digital consumer capabilities. Recent additions include adolescent access (12-17 year olds can now access MyHealth), continued expansion of online scheduling services (exceeding 3000 scheduled visits monthly and climbing), renovation of SH.org content for better usability and navigation, and conversion of standard Epic-based functionality as part of our Nexus initiative. A full report on the consumer digital program is located <here (insert link)>.

Referral, authorization, order, and scheduling processes continue to receive top priority as part of the Nexus stabilization activity. Current focus is on reducing scheduling backlog and optimizing the order-to- encounter processes across operational areas.

Business Intelligence & Analytics

Focus remains on enhancing and remediating reporting as part of the Epic Wave 1 go-live. Over 1800 new reports and dashboards have been placed into service, and training has been provided throughout the delivery system on the new BI tools.

The connection of Crimson with Epic is now live. Crimson will be used for OPPE and select quality improvement work through June of 2019. We are actively working to identify a native Epic replacement for Crimson.

Highlights to know…

- Blodgett Hospital has enhanced its cellular signal capabilities – Butterworth is in process

- MyHealth surpassed 525,000 total users in December

- The MedNow app is live and has had over 9400 downloads since launch

- The Ada ICC went live in January

- Governance structures are being enhanced to blend Nexus and MOS practices

Development and Expansion of Services

The Ada ICC had a successful opening in early January. IS teams are supporting go-live activities and remaining focused on growth activities that are scheduled prior to the Epic Wave 2 go-live (including Health Pointe and Caledonia ICC expansion.)

Delivery System (SHHG/SHMG) Operations

Health of the revenue cycle (effective charging, revenue, and A/R) is a significant focus of our Nexus Wave 1 stabilization activities, and will continue to be a priority. Additionally, charging and revenue capture activities for SHMG providers continues to be an area of focus and improvement as we seek to ensure our charge capture and revenue activities are optimal.

The ED Rapid Assessment Zone (ED RAZ) was opened in conjunction with Nexus Wave 1. This new zone allows for the rapid triage and assessment of critical patients in the ED, and significantly improves the aesthetics of the ED and overall patient experience.

Nexus

Nexus activities continue to be a focus for the organization, with a very high level of intensity. Stabilization of Wave 1 continues with each area's "top 5" receiving the focus of issue remediation efforts, and Wave 2 activation activities ramping up quickly. During the months of December and January, numerous turbo rooms and "ticket blitz" events were conducted to focus on the continued remediation of Wave 1 issues. For Nexus status and details, please view the Nexus program site here. The top 10 report is accessible here.

Enterprise Technology

A system to improve cellular service for Verizon, T-Mobile, and Sprint devices has been installed at Blodgett Hospital. The Blodgett Distributed Antenna System (DAS) rebroadcasts cellular signal throughout the main areas on the 1st floor and the surgical areas on the 2nd floor. This allows physicians, patients, families, and staff the ability to send and receive cellular calls and text messages in areas of the building where cellular service was previously not available. Work is underway to provide the same capability for Medical Center locations as well.

Information Security

Priority focus remains on Epic security access provisioning (and issue resolution), as well as implementing the Oracle Identity Management platform. This solution will help manage the lifecycle of access and security permissions for system users, and tie to role-based permissions (including Epic access.) This will also create an enhanced mechanism for ordering IS services through the catalog.

Active threat analytics was put into service in the fourth quarter of 2017, and provides a more comprehensive view of cybersecurity threats to Spectrum Health. Several other security program improvements have been put into place recently. See the full report here. <insert link to full report here>
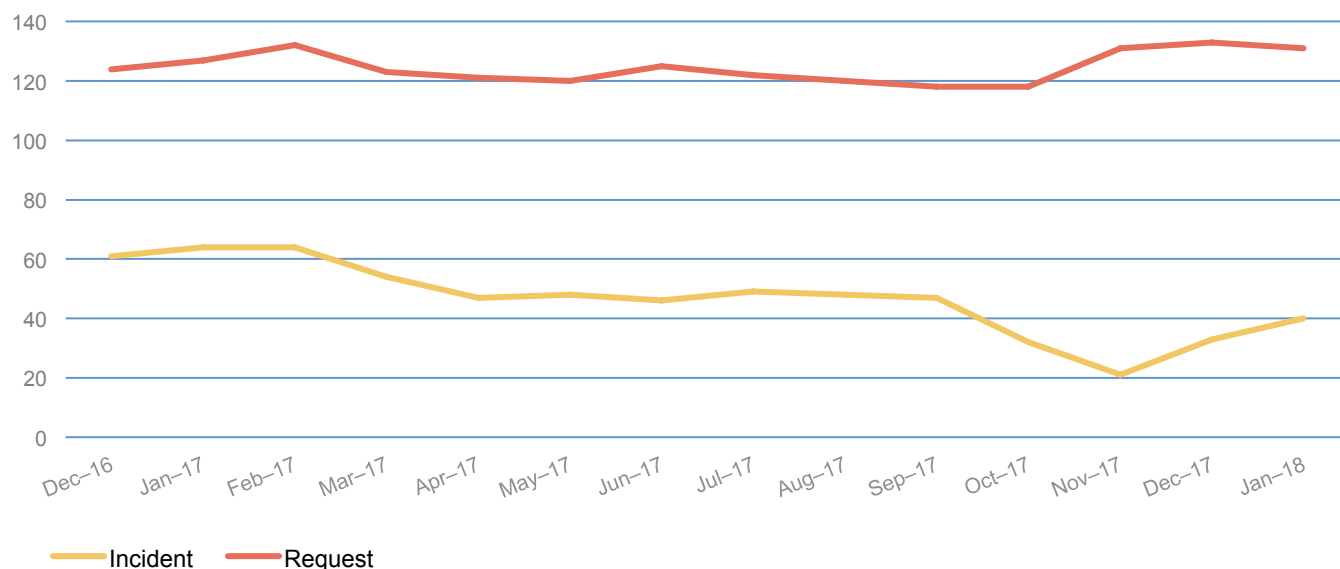
SPECTRUM HEALTH

IS Operational Performance Summary

The Help Desk met Service Level Agreements for all Key Performance Indicators except First Call Resolution. This is due to Epic now being in the hospitals and knowledge documentation is still being developed. They processed 36,042 encounters.

Help Desk								
Metric Name	**TARGET**							
			July	**August**	**September**	**October**	**November**	**December**
Encounters Processes			35,325	41,036	39,947	42,879	44,262	36,042
Average Speed to Answer	<= 60 secs		48.00	72.00	87.00	48.00	34.00	24.00
First Call Resolution	>= 50%		64.08%	64.60%	64.75%	62.04%	53.49%	54.93%
Call Abandon Rate	<= 10%		5.87% 994/16925	8.32% 1670/20067	10.38% 2068/19914	6.30% (1302/ 20665)	4.41% (855/ 19379)	3.29% (533/ 16206)

Work In Progress (WIP) is a measure of how quickly we are fulfilling the needs of our customers. In December average days open for incidents continued to increase. This is due to the backlog from wave one aging. Requests decreased slightly. Attention will be focused in January on closing outdated tickets. Our goals are an average of thirty days or less for open incidents and sixty days or less for requests.

Average Age of Open Tickets

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Service availability for all Mission Critical applications (excluding Networking) met or exceeded service level agreements in December. Network availability in Ludington was below Service Level Agreements due to a third party service not being available.

December	Last Month Detail	Availability	Trend	Tier
Mission Critical 24x7 Applications	API	100.00%	=	2
	Cerner	100.00%	=	1
	Epic	100.00%	=	1
	HealthMedX	100.00%	=	2
	NurseCall	100.00%	=	2
	OnBase	100.00%	=	1
	Patient Monitoring	100.00%	=	1
	Radiology PACS	100.00%	=	1
	Cardiology PACS	100.00%	=	1
Mission Critical Business Hours Applications	Cerner Extended Care	100.00%	=	2
	HealthQuest	100.00%	=	1
	Lawson	100.00%	=	1
Non-Mission Critical 24x7 Applications	ASCOM Phones	100.00%	=	2
	CBORD	100.00%	=	2
	eShare	100.00%	=	2
	MyHealth	99.57%	↓	1
	SH Websites	99.90%	↓	2
Mission Critical Infrastructure	Citrix	100.00%	=	1
	Ensemble	99.60%	↓	1
	Network (Tier 1)	100.00%	=	1
	Telephony	100.00%	↑	1
Utility	Business Objects	100.00%	=	2
	Email	100.00%	=	2
	InSite	100.00%	=	1

Seven major incidents were declared in December. Three were change related. The average downtime per incident was one hour and four minutes. Target restoration is four hours. This decreased over November. Impacted systems included:

- Web Services (SH.org and SHMG.org)
- MyHealth
- Ensemble (Epic Interfaces)
- Contact Center call routing
- Epic Patient Lists
- Epic Printing
- Email and Internet Access

Full details on IS-related incidents are available here on the incident management page within InSite.

Number of Major Incidents (Change and Non-Change Related)

■ Change Related Major Incidents   ■ Non-Change Related Major Incidents