



APPLICATION MANAGEMENT & SUPPORT BEST PRACTICES

Reducing Costs and Gaining Operational Efficiencies and Flexibility

ABOUT US

2005 → Year founded

3 → # KLAS rankings

4 → # Years voted Modern Healthcare's
Best Places to Work (2013-2016)

#1 for HIT Implementation
Support and Staffing
2015/2016

#1 for Technical Services
in 2015/2016

#2 in Technical Services
2014/2015



**Modern
Healthcare**

280 # OF
CUSTOMERS

46 # OF STATES
WITH
CUSTOMERS

Offices in:



**CHICAGO, BOSTON,
& BURLINGTON, VT**



**PROFESSIONAL
SERVICES**



**TECHNICAL &
INTEGRATION
SERVICES**



**PRODUCT
TECHNOLOGY
SOLUTIONS**

Healthcare Information Technology Focused

OUR VENDOR EXPERTISE



CONVERSIONS



EMR OPTIMIZATIONS



DATA ARCHIVAL



INTEGRATION



CLINICAL TRANSFORMATION



OPERATIONS SUPPORT

TODAY'S AGENDA



EHR Application Environment



Roles & Connectivity



Application Support Team Coordination



Onboarding Methodology



Application Support Transition



Help Desk, Resources & Best Practices



Data Quality & Integrity Considerations



Changes that Impact the Application



Max Stroud

Lead Consultant, Field Services

10 years of healthcare IT experience

Max has worked on a variety of projects as a Project Manager, Implementation Consultant, Upgrade Consultant and a Meaningful Use subject matter expert.

Max is also founder of Doyenne Connections, a social network designed to foster opportunities for women in health IT. She is a HIMSS17 Social Media Ambassador and will be presenting at the conference:

<http://www.himssconference.org/session/don-t-you-know-me-interoperability-patient-narrative>



TODAY'S CONTRIBUTORS



Kim Baxter
Senior Consultant



Laura Gold
Senior Consultant



Sara Whittaker
Consultant



Tracy Kimble
Senior Consultant



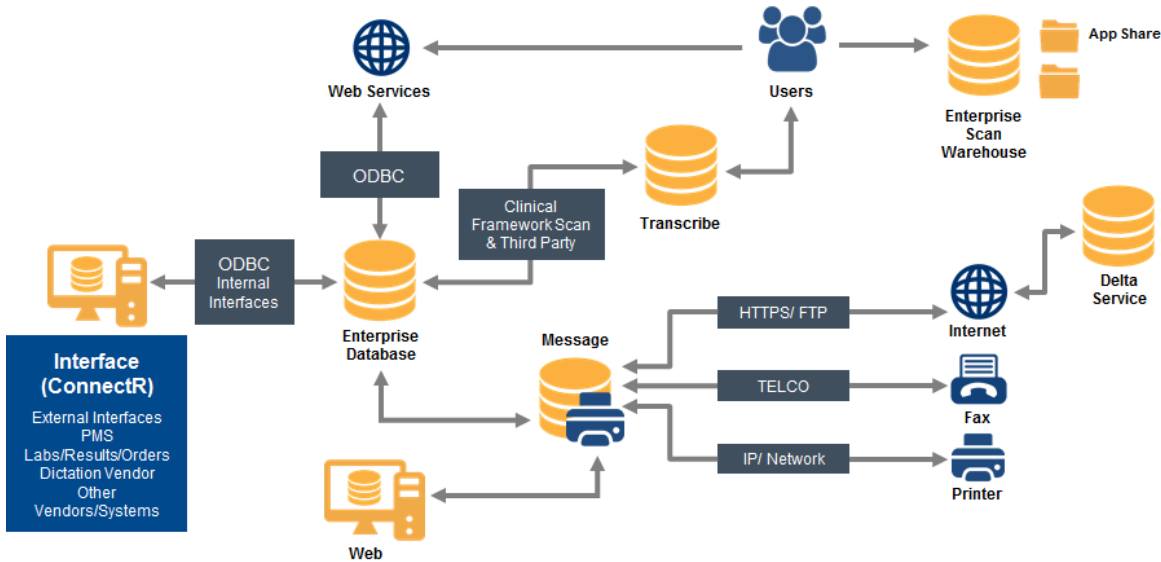
Kathryn Halliwill
Senior Consultant



Cece Teague
Consultant



KNOW OUR ENVIRONMENT



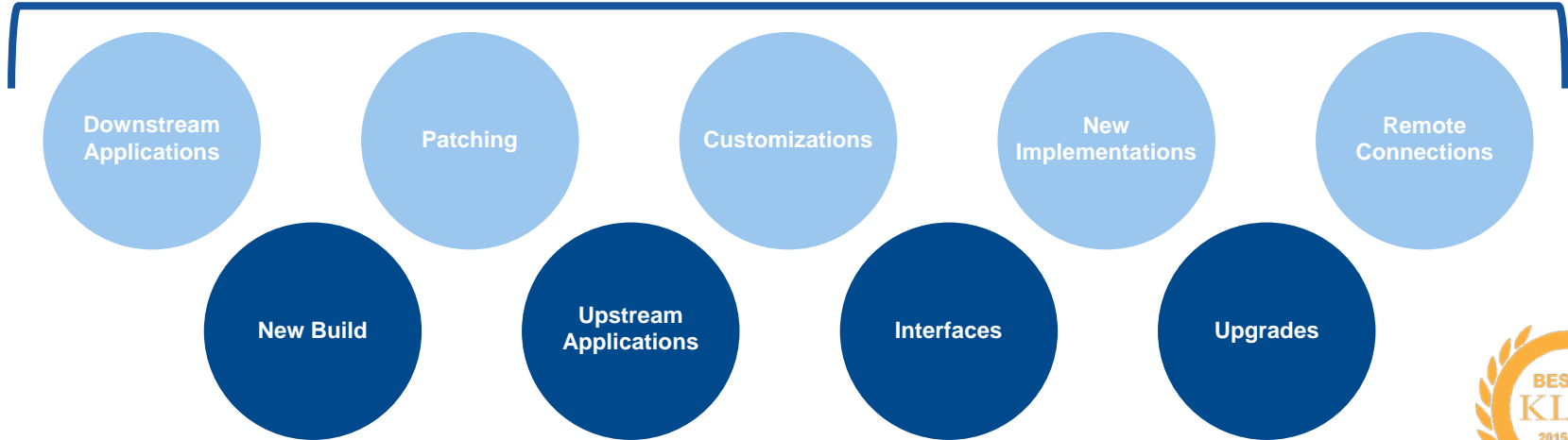
Server Diagram

- Needs to show what flows in and flows out
- Look for connections/interfaces
- Spreadsheet with all identifiers (IP, Host Name, etc.)
- Database servers – understand per server which databases exists
- Don't forget Test, Train, Dev and Live systems

Test or Prod	NAME	IP	Type/Role	Notes
Test	TWDBPM	123.45.65.890	TW DB and Application Servers	
Test	TWPRINT	123.45.65.891	TW Print Server	
Test	TWINT	123.45.65.892	TW Interface Server	
Prod	TWDBLive	123.45.66.777	TW Live DB Server	Live DB = WORKS
Prod	TWWEBLive	123.45.66.778	TW Live Web Server	
Prod	TWPrintLive	123.45.66.779	TW Live Print Server	
Prod	TWIntLive	123.45.66.780	TW Live Interfaces	



What falls under your umbrella?



How are you going to connect to systems?

- Citrix
- RDP
- VPN
- VDI

How do you connect to users?

- VNC
- Join Me
- Skype



Make sure your organization and client are capable of meeting these needs (licensures, etc.)



WHO'S WHO

Who do we interact with?



Staff



Providers



System Admins



**Security
/ Privacy**



**Desktop /
Device Support**



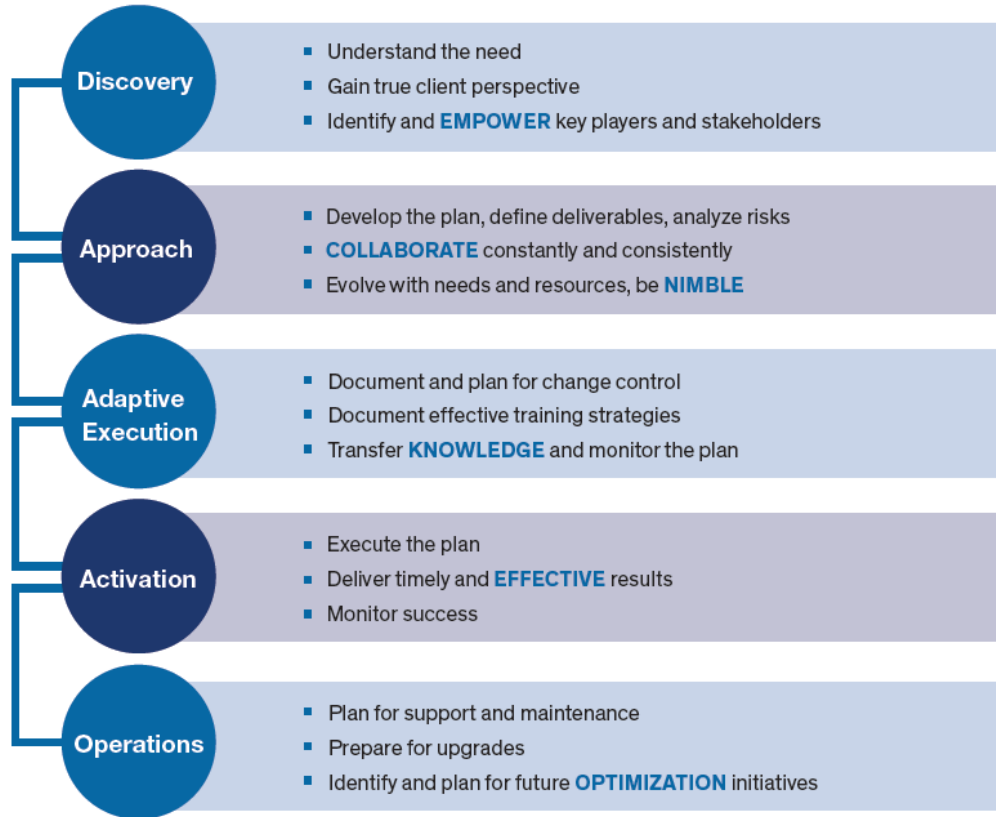
Vendors

What other specifics we need from the client

- Change control policy
- Committees
 - Physician
 - Steering Committee
 - IT Leadership
- Policy on Urgent Break/Fix Releases
- Setup on Vendor sites for support



ONBOARDING METHODOLOGY



Customized onboarding process

- Allows for the opportunity to build efficiencies into the onboarding of our staff
- Makes the transition process smoother and more efficient for our customers



Background Checks

- 7-year history
- County, State and Local checks and include sex offender registry searches

Drug screening tests

- 9-panel urine drug screen

Health Screening

- TB Screenings
- Flu Shots
- Other immunization

IT Agreement

- Rules for confidentiality
- Details concerning access to a client's information technology and computer systems



Background Checks



IT Agreements



Drug Screenings

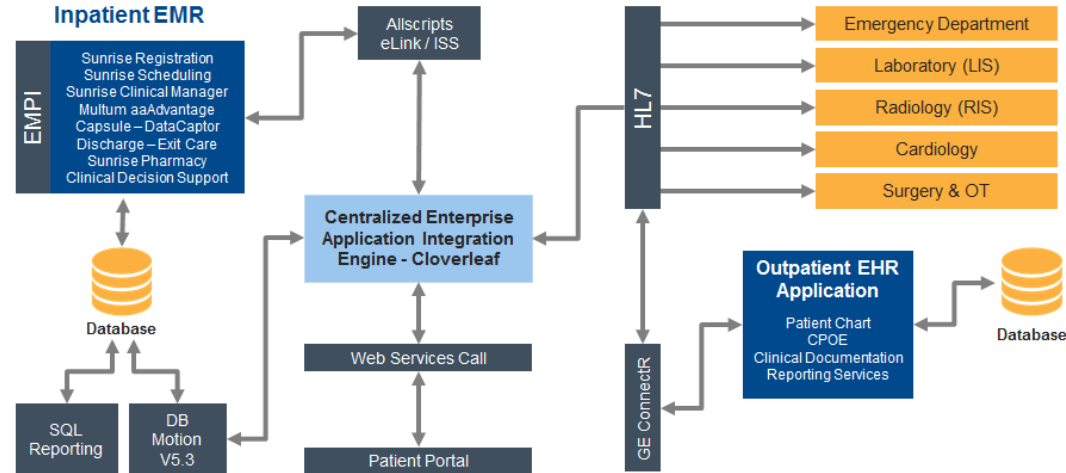


Health Screenings



Client Side Requirements

- Network and Application Access
 - Electronic Health Record
 - ConnectR
 - PM Systems
 - Ancillary Systems
- Laptop and Hardware Requirements
- FBI Fingerprinting



01

No business disruption

02

Effective Risk
Management

03

Communication &
Reporting

04

Effective Tools
implementation

05

Measuring Transition
Effectiveness

06

Effective documentation

Transition Process Methodology

- Introduction to the organization - new employee orientation

Interviewing staff on their day-to-day activities

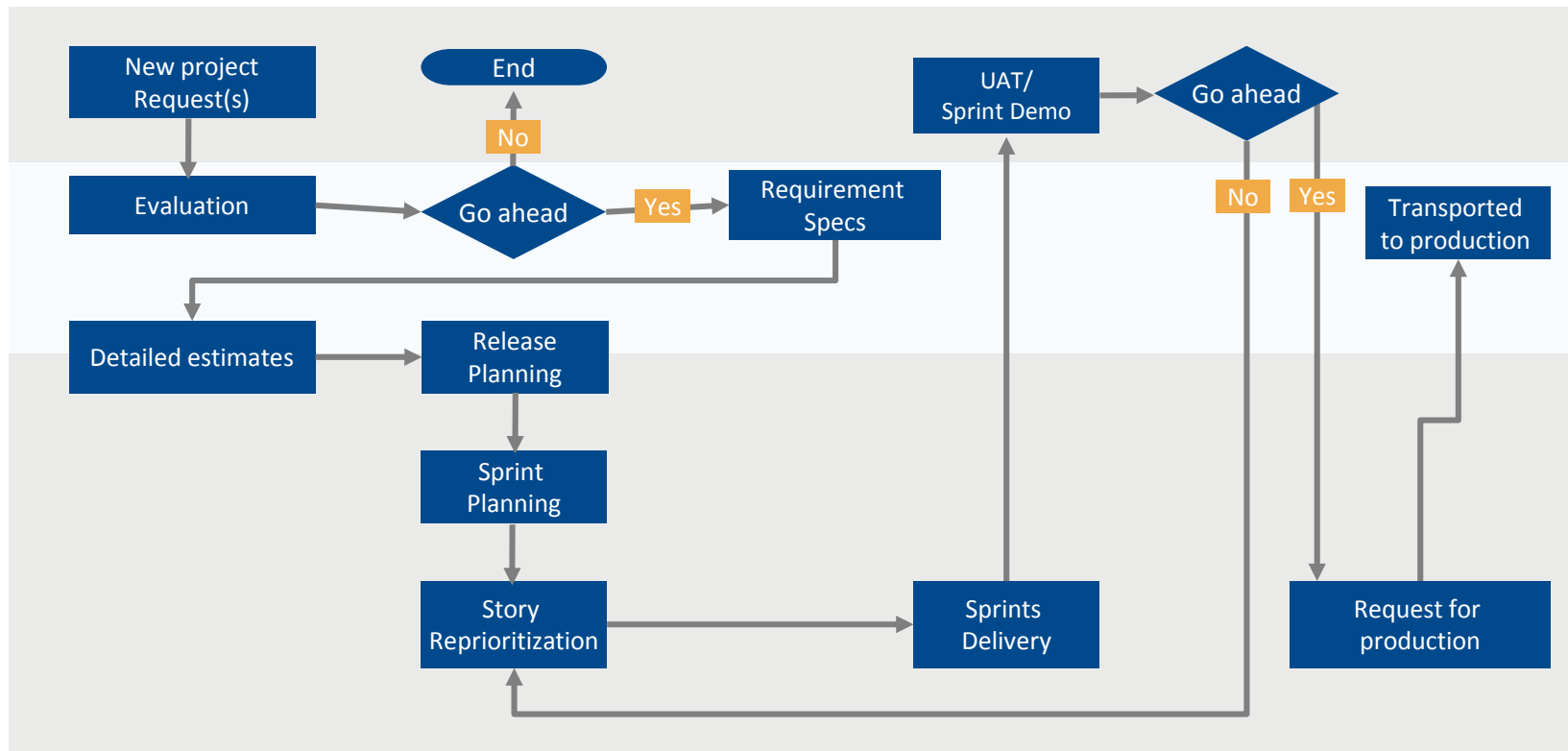
- Repositories of workflows
- Set up or build work
- Troubleshooting methodology

Observing a client resource provides the consultant the opportunity to

- Pose questions
- Uncover information, workflows or assumptions overlooked by the organizations



THE WORK: RESOURCING & BEST PRACTICES



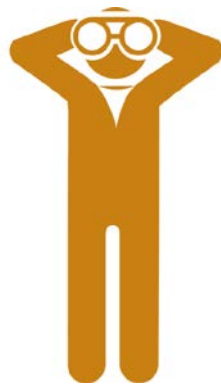
THE WORK: RESOURCING & BEST PRACTICES



INTERVIEW, OBSERVE, DOCUMENT



Interview



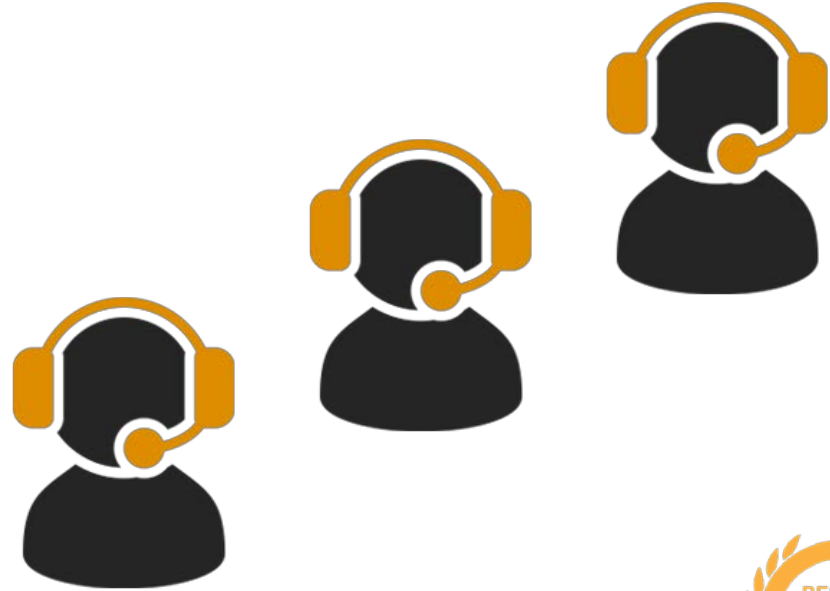
Observe



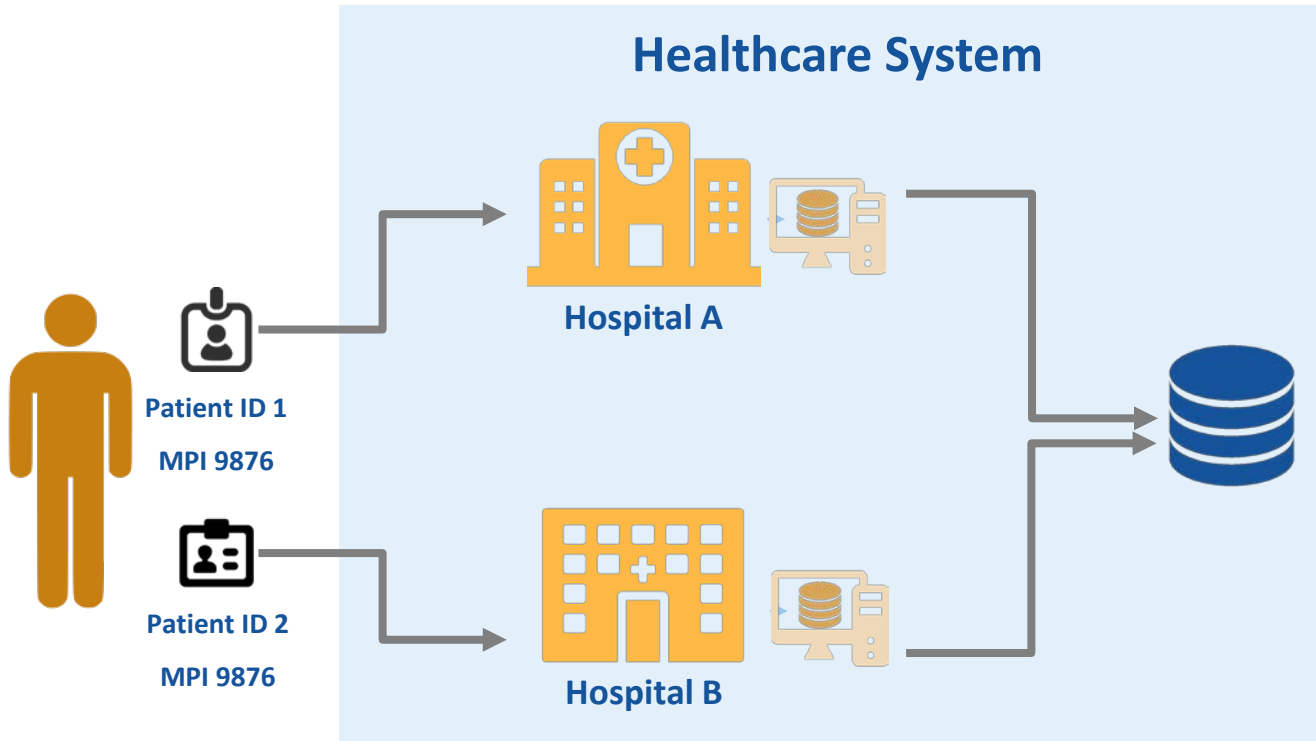
Document



IT Helpdesk and Support



DATA QUALITY & INTEGRITY



VALUE & QUALITY BASED INCENTIVE PROGRAMS



AAP
NCQH
PCMH
MIPS
CQ's
CMS ValueSets
MACRA



CHANGES THAT IMPACT APPLICATION

8%



Among EMR buyers...

8 percent are replacing their current EMR due to poor customer support.

N = 200



EHR: Upgrade or Replace





Program Management

- ✓ Change management
- ✓ Leadership
- ✓ Committee Development

Project Governance

- ✓ Staffing models
- ✓ Policies and procedures
- ✓ Issue management

Project Management

- ✓ Implementation
- ✓ Resource management
- ✓ Project plan design and execution

Utilization Testing

- ✓ Workflow testing
- ✓ Regression testing
- ✓ Data integrity testing

Application Marketing

- ✓ Organizational awareness
- ✓ Patient awareness
- ✓ Community awareness



GO-LIVE SUPPORT

- Planning & preparation
- Elbow-to-elbow support
- Training



TIER 2 SUPPORT

- Issue tracking & resolution
- Design & configuration guidance
- Vendor liaison



UPGRADES

- Clinical application design
- New module & functionality implementation
- Testing & validation

WHY GALEN?

ENSURING YOUR SUCCESS FROM START TO FINISH

Galen has built a reputation of high-quality, expert level health care IT consulting services for almost a decade. The foundation of our success and growth can be attributed to our people. It's what we care about as a company that makes us unique.

EXPERIENCE THE DIFFERENCE

COLLABORATIVE

EMPOWERING

NIMBLE

HEALTH CARE FOCUSED PERSONABLE

EGO FREE

CLIENT PARTNERSHIP

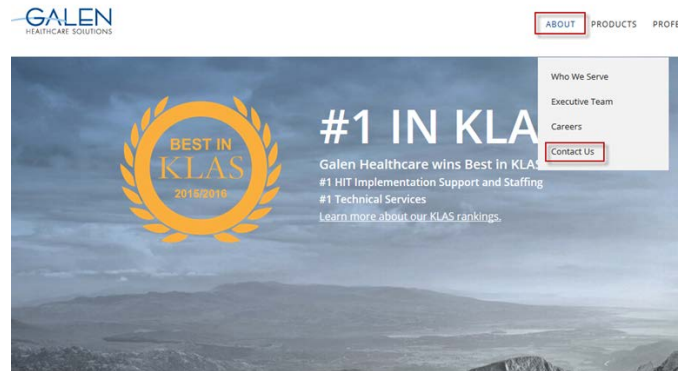
ONE STOP SHOP

Thank you for joining us today.
To access the slides from today's presentation, please visit:

<http://wiki.galenhealthcare.com/Category:Webcasts>

For additional assistance or to request information about our many services and products, please contact us through our website:

www.galenhealthcare.com



MUCH MORE THAN I.T.



SOLVING FOR TODAY.
PREPARING FOR TOMORROW.

GALENHEALTHCARE.COM