



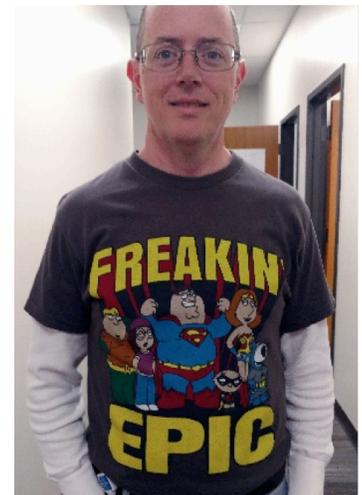
OneView Report

Updates and key information for go-live week

Issue 1: May 5

GO-LIVE

Preparations are in full swing and key go-live items have already been completed. On April 22, Riverview Health team members came together for appointment conversion. 28,000 appointments and 7,500 registrations (30 days) for HOD and clinic visits were successfully completed. The conversion was scheduled for April 22 and 23 with the goal of 15 days of registrations. The team did a fantastic job doubling our registration goal and doing it in one day! It was a lot of hard work but the team still found time to have fun.



Support

In addition to our internal team members being available for support during go-live weeks, 250 Mercy and Epic resources will be on-site to provide at-the-elbow support and to help with Command Center operations. Mercy and Epic resources will be wearing bright yellow vests so they can be easily identified.

If you need help...

- » Look for the **yellow vest crew** – Mercy and Epic support staff specialized in supporting Epic go-lives.
- » Look for your area **super user** who will also be wearing yellow vests – Riverview Health team members that have gone through special training to support the go-live and beyond.
- » If the yellow vest crew members or super users can't assist with a particular issue, they'll fill out a go-live issue reporting form and submit it to the Command Center for further investigation.
- » The OneView Command Center will be staffed 24/7 from May 7-May 19. If you can't find a yellow vest crew member or super user, the Command Center hotline is x5HELP or 317.776.7456, option 2.

Go-live leadership meetings will be held daily at noon to address major issues that have been escalated and oversee the project. Members of the Executive Steering Committee, Joint Project Steering Committee, RHP operations team and inpatient directors will be attending.

In addition to the daily leadership meetings, numerous area-specific meetings will occur and bubble up to the noon meeting. Shift change hand-off will occur to ensure a smooth transition of support. Rounding to all areas will also occur.

Information and documentation

The Riverview Health support desk page will enable quick access to OneView documentation. For example, how to logon to OneView, training documents, etc. Information will be added during go-live week, so keep checking back for new and updated information.

You can access this information by going to...

- » Riverview Health help desk icon on your desktop
- » helpdesk.riverview.org

Hospitality suite and cookout

In recognition of everyone's hard work, we'll have a OneView hospitality suite (located in the old coffee shop next to the café) with select snacks and treats every day during go-live week. We'll also hold our annual cookout in the tunnel on Wednesday, May 10 to celebrate Hospital Week.

OneView Hospitality Suite

- » Dates: Monday, May 8 to Monday, May 15
- » Times: 11 a.m. to 7 p.m. (boxes available for other shifts)
- » Location: Old coffee shop space next to café

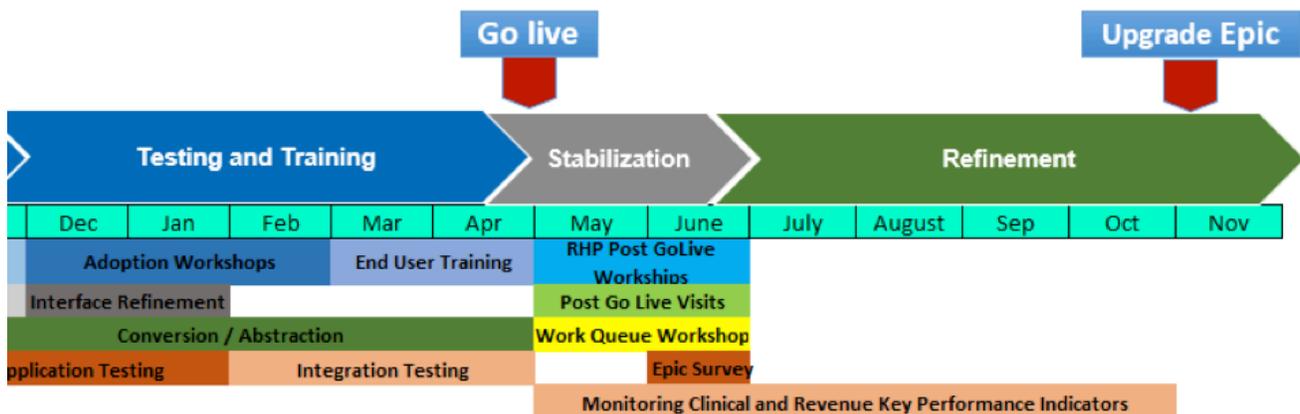
Food Schedule

- » **Monday:** Fresh fruit
- » **Tuesday:** Ice Cream and cookies
- » **Wednesday:** Cookout in the tunnel (11 a.m. to 2 p.m. and 4 to 7:30 p.m.)
- » **Thursday:** Popcorn
- » **Friday:** Snack variety
- » **Saturday:** Bagels and cream cheese
- » **Sunday:** Cookies
- » **Monday:** Snack variety

Treats and lunch will be delivered to all off-site locations.

BEYOND GO-LIVE

After OneView is live, the project continues and the focus shifts to issue resolution and optimization. In the two months following go-live, we are in stabilization phase. Support systems are put in place to provide help to users. For the first two weeks there, we will have at-the-elbow support. We'll then transition to remote support via a 24/7 help desk. Also, many users will attend workshops to reinforce good practices, review advanced functionality to increase efficiencies and help with difficult processes. Below is a timeline of post go-live activities along with some additional details.



A few weeks after go-live, RHP providers will meet in the training center to ask questions and share efficiencies with the system. After go-live, the following workshops have been scheduled:

Week of 5/22

- » Wednesday and Thursday from 7-9 a.m.
- » Tuesday, Wednesday, Thursday from 3:30-6:30 p.m.

Week of 5/29

- » Wednesday from 3:30-6:30 p.m.
- » Thursday from 7-9 a.m. and 3:30-6:30 p.m.
- » Friday from 7-9 a.m.

Work Queue Workshops

The revenue teams (Grand Central, Cadence, HIM, PB & HB) will have resources available to assist with resolving WQ items in the production environment post go-live. It will be beneficial for super users, managers and frontline users to attend at least one of the sessions. We ask that coworkers devote a minimum of 15 to 20 minutes to work with the Mercy resources—no appointment necessary. The specific amount of time will depend on volume or type of errors/issues within the WQs. Our goal is to increase your coworker's knowledge in effort to minimize or eliminate post go-live backlog.

Where: Training rooms in professional building by Conference Room A&B

When: Thursday, May 11

Tuesday, May 16

Thursday, May 18

Tuesday, May 23

Thursday, May 25

Time: 8:00 a.m.-4:00 p.m.

Post Go-live Visits

Mercy applications teams will make two post go-live visits during stabilization. The purpose of these visits are to:

- » Refine workflows that are not working as intended
- » Round with users and help with issues
- » Review Epic reports to ensure functionality is being used to improve efficiency and productivity
- » Plan for the next phase which is refinement

Epic Post Go-live Survey

Epic will provide surveys to all users post go-live, which will help:

- » Prioritize outstanding issues
- » Spot trends across user groups
- » Identify struggling departments or user groups
- » Show improvements in the first year of Epic use