

Pharmacy Informatics

Pharmacy Go-Live Support

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9/7/2023

For a Multiple Site EHR Conversion

<https://www.pharmacyinformatics.net>



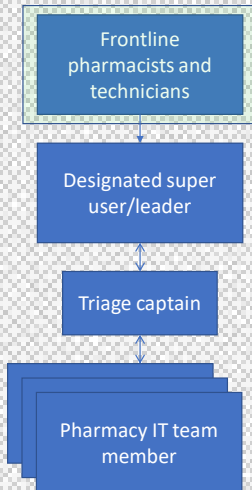
Priority

- There are different support strategies, however,
 - What is most important is to have a structure in place that maintains control of the intake, tracking, resolution, and communication of issues



Prepare for the worst, hope for the best

Support Concept

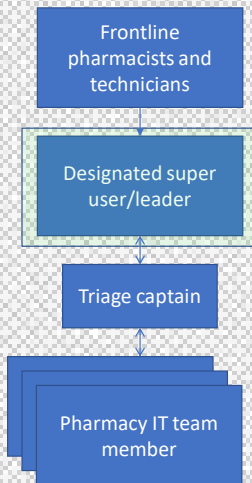


• End Users

- Front line pharmacists and technicians who are new to EHR
- If an issue arises, first choice should be to ask the superuser/pharmacy liaison to assist
 - If superuser/pharmacy liaison is unable to find a solution, they will escalate the issue
- Potential options for communication with superuser/pharmacy liaison:
 - Find superuser and discuss verbally
 - Place support ticket directly to pharmacy IT team



Support Concept



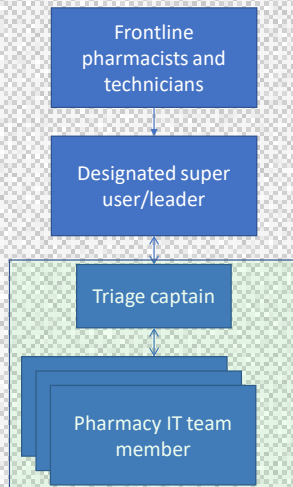
• Superusers/pharmacy liaison

- Person with extra training in EHR, possibly team member from another live site. Could represent leader as well
- Responsible for answering questions from end users, first filter for identifying simple workflow questions vs. issues that need to be escalated
- **Potential options for escalation:**
 - Ticketing System-Primary
 - Call Service Desk Directly-Emergency
 - Teams Chat-Lower Priority
 - Teams Meeting-Problem Solving
- Once issue is escalated, should also notify end user that issue is being worked on



Very important to have a plan now

Support Concept



• Support Staff

• **Triage Captain:**

- Assigns owner and helps set initial priority of tickets
- Responsible for identifying system issues and communicating issues and resolutions back to the sites

• Pharmacy IT = Willow/PharmNet Team/Etc. and Automation/Robotics:

• **Considerations:**

- Scheduled directly to a site or general support?
- Proximity of support (in pharmacy vs centralized vs remote)



Triage Captain is highly recommended: Why?

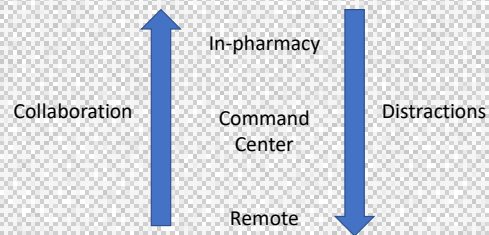
It is hard to track everything going on at once across different sites, departments/disciplines, areas, etc.

Easy to lose focus on what is most important.

Optimizes coordination and use of resources (Throughput wasn't as effective without someone directing traffic) Avoids cherry-picking issues

Also assumes the captain is a good captain too!

Pros and Cons With Proximity of Pharmacy IT Support




Example Support Schedule (Contains All of the Above)

Willow RPh/analysts + Epic at-the-elbow + Super Users + Automation

Team	Saturday, February 8, 2020	Sunday, February 9, 2020	Monday, February 10, 2020	Tuesday, February 11, 2020
Cut-over am		x	x	x
Cut-over pm (Interfaces)			x	x
On-site GSA am (0700-1700)				
On-site GSA pm (1800-2000)				
On-site LGH am (0700-1700)				
On-site LGH pm (1800-2000)				
Command Center am (0700-1700)				
Command Center pm (1800-2000)				
Remote am (0700-1500) 8 hrs				
Remote pm (1100-1900) 8 hrs				
Team Revenue				
Team Retail				

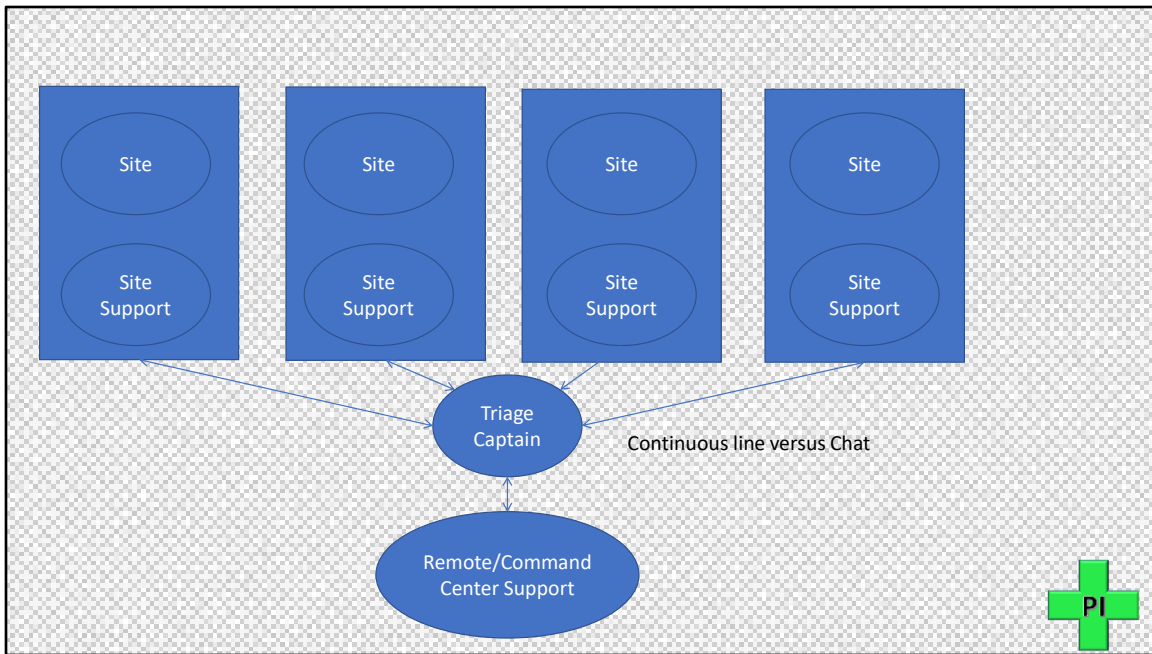
Annotations:

- Blue arrow pointing to the 'Cut-over am' row: Triage captain.
- Blue arrow pointing to the 'Command Center am' row: Command center had Epic technical support
- Blue arrow pointing to the 'Remote am' row: Remote support



Notice the lack of 3rd shifts for willow. As crazy as it might sound, I have never really had 24/7 support besides cut-over night. I have had the occasional on-call problem. This does help spread resources more. Automation staff were 24/7 on-site and is advised during the first week. Automation problems can be complicated and progress for longer than desired (days).

Better to OVERESTIMATE



Assumptions

- Initial issue triage and assignment is done with Ticketing system (e.g. ServiceNow)
- We have dedicated go-live buckets
- On the backend, we separate Willow/EHR and automation issues into separate buckets
- For end-users
 - Call service desk or enter issue

● Pharmacy Go Live



Search for Answer

An extensive Knowledge Base where you can solve common issues, learn something, and review technical documentation



Order Something

Browse the Service Catalog to request items like hardware, software, and reset a password



Report an Issue

Having issues with your personal computer, credentials, or access to certain applications



Important Training! Tipsheet for Submitting Tickets (end-users)

* Additional Information

Patient Name:
Patient DOB:
Patient MRN:
Direct contact number (Back Office or Cell Phone):
User's Role:
Department:
What are you trying to do?:
What Epic module are you using (upper right corner of Epic screen?):
If this is a printing problem, what isn't printing?:
What is the printer name IP Address?:
Is this a widespread problem?:

→ 5) When directing tickets to the Willow/Automation team, this is the essential info we need:

- What the problem is
- The order ID (if applicable) **IMPORTANT**
- Your location (PICS, GSH, CND, etc)
- What Epic module you are using (write "Willow" for medication/pharmacy related issues)
- Screenshots/attachments are helpful, but optional



Assumptions Continued

- We will maintain an open support conference call (with group IM discussion available) until we don't need it anymore (thus we need phone support/availability)
- Emergencies should be broadcasted on the support line and/or called into the service desk
- Reduce issue related discussions on support line to things pertinent to the full group (i.e. Use 1:1 IM communication with team members for in the details conversation)
- Anyone assigned tickets maintains issue tracker (I know it is double documentation, but this is our best and most transparent way to see the big picture)

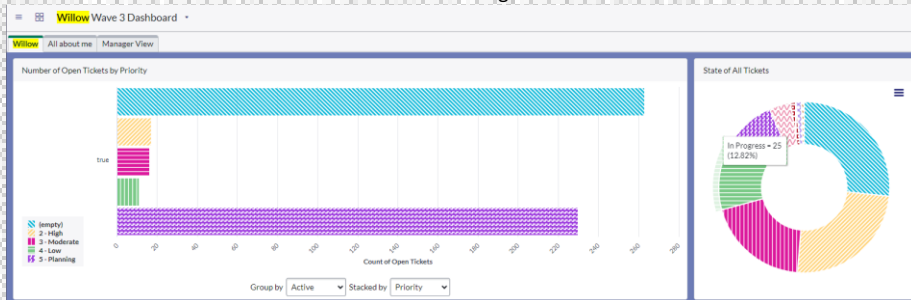
Date	Time	App	Site/Area	End User	Issue	Example MRN/Order ID	Priority	Status	Recorder	Owner	Notes
09/23/18	0730	IP	All	System	Sidebar default reports for secure chat are defaulted to visit snapshot, not pharmacy reports		Low	Optimization			Will investigate LPR
09/23/18	0900	IP	All	System	PAF 100007 - 30419218 - AHC Patient Legal and Preferred Name with Pronunciation Column is not available in pharmacy patient list activities		Medium	In Progress			Will need to add PAF caregivers

Tracking Issues

Distilled Spreadsheet

Date	Time	App	Site/Area	End User	Issue	Example MRN/Order ID	Priority	Status	Recorder	Owner	Notes
10/1/2019 11:45	Willow	CNO, GSH, WI, System, Etc		Usually the point person the is directly impacted by the issue and can be contacted for Q&A and resolution	Write down a meaningful description of the problem	As above	High	New	Person entering	Point person	List progress, investigation, root cause, and other details pertinent to the issue. Best to initial and date entries for tracking

Dashboard for Tracking and Metrics



Both have value.

Distilled sheet: Tickets can produce a lot of clutter. May get a lot of tickets for the same issue. Having a manual tracker keeps some focus. Makes it easy for reporting out top issues. Not all issues are purely IT. Is extra work.

Ticketing system: Should be a source of truth. Can get good metrics and drill downs. Easy for things to get lost.

Assumptions Continued

- We have daily huddles before system/department update meetings
- We will need to appropriately coordinate and delegate integrated meetings to make sure there is representation...but not overrepresentation



There will be A LOT of meetings

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