

Home Org Settings Users Tasks Workflows Scenarios Testing Issues Training Plans Reports														
Concord Hospital Testing CONCORD HOSPITAL Test Dashboard														
Integrated Testing T... Refresh Auto refresh Filter facility Test Planning View Issue List Log Issue														
Scenario	Hdr	Day	Date More	Remaining	Passed	Flagged	Issues	Skipped	Complete Less	Next Step	Position Dashboard	Action		
100 - Well Child Check	Wellchild, Integrated	<a href="#">View</a>	1	Today	96	144	0	0	0	60%	221	Resident	Enter details into fields At your desire, ...	Skip
101 - Urgent Care	Urgentcare, Integrated	<a href="#">View</a>	1	Today	0	1	0	0	0	Finished				Skip
102 - Medicare AWW	MedicareAWV, Integrated	<a href="#">View</a>	1	Today	75	286	0	0	0	79%	401	Laboratory - Specimen Collect Clerical	Scan barcode Use labels generated from ...	Skip
103 - Hernia Repair	DSCHernia, Integrated	<a href="#">View</a>	1	Today	0	1	0	0	0	Finished				Skip
104 - ACC Bronchoscopy	ACCBronch, Integrated	<a href="#">View</a>	1	Today	35	223	0	0	0	86%	301	Surgical Scheduler - Clerk	Click unchecked box to left of orderable Discharge ...	Skip
105 - Gunshot	Gunshot, Integrated	<a href="#">View</a>	1	Today	1050	0	0	0	0	Not started	1	Emergency Medicine - Nurse	Click FirstNet icon	Skip
106 - Total Hip	TotalHip, Integrated	<a href="#">View</a>	1	Today	112	193	0	0	0	63%	301	Perioperative - HUC	Click OK	Skip
110 - Acute Psych	AcutePsych, Integrated	<a href="#">View</a>	1	Today	138	200	0	0	0	59%	201	Physician - Emergency Medicine	Scroll to section of document Medical Decision ...	Skip
<b>Day 0:</b>					0	463	0	0	0	100%				
<b>Day 1:</b>					1506	1048	0	0	0	41%				
<b>Day 2:</b>					2521	0	0	0	0	0%				
<b>Day 3:</b>					1443	0	0	0	0	0%				
<b>Day 4:</b>					638	0	0	0	0	0%				
<b>Day 5:</b>					126	0	0	0	0	0%				
<b>Day 6:</b>					34	0	0	0	0	0%				
<b>Overall:</b> <a href="#">Show percentiles</a>					6268	1511	0	0	0	19%				

# REPEATABLE, STANDARDIZED TESTING PROCESS

CONCORD HOSPITAL CASE STUDY





# OUTLINE

- Concord Hospital case study
- Benefits of TransIT for Concord Hospital
- TransIT future at Concord Hospital
- About Concord Hospital

# CONCORD HOSPITAL CASE STUDY

Concord Hospital implemented Cerner's clinical and revenue cycle applications in December 2017 and had many challenges with workflows. This led to many post-live fixes and optimizations, which meant lots of testing and retesting.

Concord Hospital was not only concerned with the burden this was placing on their analysts but was also looking to bring the testing to the subject matter experts (SMEs) to reduce workflow challenges going forward. They were looking for a repeatable, standardized testing process.

Concord Hospital was already utilizing MAKE Solutions' Strategic Planning services, so it was natural that they would look to MAKE Solutions' TransIT to improving testing quality and outcomes.

MCLAREN HEALTH CARE Test Planning																			
McLaren Health Care Reports Test Plan																			
Service	Position	Day 0	Time	Day 1	Time	Day 2	Time	Day 3	Time	Day 4	Time	Day 5	Time	Day 6	Time	Day 7	Time	Day 8	Time
		0		0		0		1	9:00 AM	0		0		1	9:04 AM	0		1	9:00 AM
Ambulatory Clinics	Ambulatory: Billing Scribe	0		0		0		0		13	9:00 AM	0		0		0		0	
Ambulatory Clinics	Ambulatory: MA	0		146	9:03 AM	1	9:00 AM	21	9:00 AM	8	9:04 AM	2	9:00 AM	129	9:03 AM	1	9:00 AM	29	9:05 AM
Ambulatory Clinics	Ambulatory: MA (PP)	0		0		0		0		0		0		0		0		0	
Ambulatory Clinics	Ambulatory: MA/LPN	0		0		0		0		0		0		0		0		18	9:18 AM
Ambulatory Clinics	Ambulatory: Oncology MA	0		0		0		0		0		0		27	9:00 AM	6	9:31 AM	4	9:00 AM
Ambulatory Clinics	Ambulatory: Oncology RN	0		76	9:00 AM	12	9:20 AM	12	9:00 AM	49	9:34 AM	0		52	9:02 AM	46	9:01 AM	8	9:29 AM
Ambulatory Clinics	MA (BH)	0		0		0		0		0		0		0		0		0	
Ambulatory Clinics	Reg Clerk Oncology	9	9:03 AM	15	9:00 AM	7	9:19 AM	11	9:00 AM	3	9:34 AM	66	9:08 AM	38	9:00 AM	18	9:00 AM	10	9:00 AM
Behavioral Health	BEH RN	0		0		0		0		0		0		25	9:38 AM	56	9:11 AM	0	
Behavioral Health	BEH Therapist	0		0		0		0		0		0		12	9:41 AM	17	9:18 AM	0	
Case Management	Case Manager	0		5	9:28 AM	8	9:01 AM	11	9:05 AM	0		0		5	9:24 AM	21	9:01 AM	22	9:02 AM
Clinical Nutrition	Dietitian	0		12	9:37 AM	0		0		0		0		12	9:42 AM	0		0	
DI	RadNet: ImagingTechnologist2	0		13	9:27 AM	0		0		0		0		21	9:32 AM	0		0	
DI	RadNet: Rad Tech	0		9	9:04 AM	10	9:02 AM	9	9:02 AM	4	9:13 AM	0		9	9:04 AM	14	9:03 AM	13	9:02 AM



WHAT OUR TEAM MEMBERS SAY

“

**WE OWE IT TO OUR CLIENTS TO BE USING  
TRANSIT TESTING TOOL. THEY NEED TO KNOW  
WE'VE DONE EVERYTHING POSSIBLE TO ENSURE  
SUCCESS.**



# CONCORD HOSPITAL CASE STUDY

<a href="#">View Test Report (Summary)</a>
100 - Well Child Check
101 - Urgent Care
102 - Medicare AWV
103 - Hernia Repair
104 - ACC Bronchoscopy
105 - Gunshot
106 - Total Hip
107 - CPM Chest XR
108 - Rhogam
109 - PediAdmit
110 - Acute Psych
111 - C-section - Mom
112 - C-section - Baby Girl
114 - ED AMA
115 - ED with Transfusion
116 - SNF Direct Admit
117 - UC to ED
118 - Cardiac CDU
119 - Occ Health Employee Health
120 - Name change and MRN merge, ED (keeping new MRN)

When Concord Hospital embarked upon their TransIT implementation project, it was with a fair amount of trepidation amongst the analyst team due to previous re-write and re-design of the integrated test scripts. They had been asked to build and design the integrated test scripts in three different formats over the previous two years: in Cerner Testing Builder during implementation; in Word documents; and finally in Excel spreadsheets.

The TransIT project kicked off on May 20, 2019, with little room for error. The ask of this project was substantial – a six-month commitment to improve the quality of 20 integration test scripts, make the scripts easier to maintain, and add enough detail to enable SMEs to participate in testing. All this with a requirement to complete necessary work before the first integrated testing event for the Cerner upgrade, January 3, 2020.

Committing analyst, Testing Coordinator and Project Manager time each Monday afternoon was critical to the success of the project. Approval of the scripts was challenging to obtain. This is attributed to the number of competing priorities that were placed on the analyst team. Ultimately, all team members were able to complete a review and approval of the scripts prior to the first round of integrated testing.



WHAT OUR TEAM MEMBERS SAY

“

**THERE ARE TWO FUNDAMENTAL THINGS NEEDED TO REDUCE THE BURDEN TO IT: ONE IS A HELP DESK, AND THE OTHER IS A TESTING SYSTEM. WE CHOSE TRANSIT AS OUR TESTING SYSTEM.**



# CONCORD HOSPITAL CASE STUDY

Thirteen analysts received a two-day TransIT User training class in June 2019. Four received an additional one-day TransIT Administrator class.

The build of test scripts in the TransIT application is not a skill that is quickly mastered, but one that occurs over time. The Concord Hospital analyst team are gaining that mastery and successfully using the TransIT application.

The TransIT application has been successfully used for two rounds of integrated testing and was used by a subset of teams for system testing. This application will also be used for regression testing.

Issue Nbr	Status	Priority	Date	Reported Assigned	Issue Type Application	Title	Description	Expand
159 Edit	Open	Critical	02/Mar/20	Rebecca Thurner Longley Abby Whitson	Build - CareAware-Capacity Management Tracking	Cap Man issue - SR entered	see previous step	
160 Edit	Open	Critical	02/Mar/20	Rebecca Thurner Longley Abby Whitson	Build - CareAware-Capacity Management Patient Flow	Cap Man issue - SR entered	see previous step for details	
162 Edit	Open	Critical	02/Mar/20	Rebecca Thurner Longley Abby Whitson	Build - CareAware-Capacity Management Patient Flow	Cap Man issue - SR entered	see previous step for details	
161 Edit	Open	Critical	02/Mar/20	Rebecca Thurner Longley Abby Whitson	Build - CareAware-Capacity Management Patient Flow	Cap Man issue - SR entered	see previous step for details	
158 Edit	Open	Critical	02/Mar/20	Rebecca Thurner Longley Abby Whitson	Build - Core-Storefront	SR entered	PSO for observation status is initiated by Dr. Gadbois, but patient is not populating on Transfer List and not showing the room as occupied in Cap <a href="#">More</a>	
163 Edit	Open	Minor	04/Mar/20	Kristina Dunn Kristina Dunn	Workflow - PowerChart-Orders-PowerPlans	These orders are already initiated	These orders are already initiated	
157 Edit	Open	Trivial	02/Mar/20	Kathleen Desmarais Kathleen Desmarais	Device/HW - Access Management-ERM-PMLaunch	Modalities are currently being setup to send to Te	Modalities are currently being setup to send to Test PACS. This functionality is not ready at this time.	
156 Edit	Open	Trivial	02/Mar/20	Kathleen Desmarais Kathleen Desmarais	Device/HW - Access Management-ERM-PMLaunch	At this time modalities are not setup to send to T	At this time modalities are not setup to send to Test PACS. It is a project I am currently working on.	
165 Edit	Closed	Trivial	10/Mar/20	John Jezak John Jezak	Interface - Manual	No test interface		
164 Edit	Open	Trivial	05/Mar/20	Erin Cutter Megan Rheinhardt	User Error - Core-Charge Services-Charge Viewer	surgical charges for c-section didn't drop. curre	surgical charges for c-section didn't drop. currently pending in SNChargeReview due to pick list items not saved.	



WHAT OUR TEAM MEMBERS SAY

“

**WE'VE SEEN A BIG BENEFIT FROM TRANSIT IN  
REDUCING THE TIME AND EFFORT IT TAKES TO  
TEST.**



# BENEFITS OF TRANSIT

		Day 1	
CPMUSER	Core - Storefront	1	Click Revenue Cycle icon from desktop Millennium signon page is displayed Domain is defaulted
CPMUSER	Revenue Cycle	1	Type username from Login column into Username field Type password from Login column into Password field Click OK Revenue Cycle application is opened Revenue Cycle - My Workflow page is displayed Panels are displayed based on configured layout <a href="#">Patient Tracking</a>
CPMUSER	Revenue Cycle - My Workflow Perspective	1	Click Patient Tracking icon from left side of page Patient Tracking is opened Patient Tracking tab is active Patients matching default filter criteria are displayed <a href="#">[Details]</a>
CPMUSER	Revenue Cycle - Patient Tracking	1	Click Patient Tracking Filters icon Preferences (Filtered) window is opened Last used filter criteria is set
CPMUSER	Revenue Cycle - Patient Tracking	1	Select filter preferences <a href="#">Family Health Center - Concord</a> Apply becomes available
CPMUSER	Revenue Cycle - Patient Tracking	1	Click Apply Details are retained
CPMUSER	Revenue Cycle - Patient Tracking	1	Click OK Preferences (Filtered) window is closed Filter criteria is set Patients matching filter criteria are displayed <a href="#">Wellchild, Integrated</a>
CPMUSER	Revenue Cycle - Patient Tracking	1	Click Confirmed under Appointment column of Patient appointment <a href="#">Wellchild, Integrated</a> Check In option is displayed No Show option is displayed
CPMUSER	Revenue Cycle - Patient Tracking	1	Click Check In Modify Patient window is opened Patient tab is active Patient demographics are displayed in banner Existing details are defaulted into fields Required fields are highlighted yellow
CPMUSER	Revenue Cycle - Registration	1	Type first few characters of Physician name into Primary Care Physician field Jennifer Badger, DO Click search icon Personnel Search window is opened Providers matching search criteria are displayed
CPMUSER	Revenue Cycle - Registration	1	Select Physician Jennifer Badger, DO Select becomes available
CPMUSER	Revenue Cycle - Registration	1	Click Select Personnel Search window is closed Physician name is displayed in Primary Care Physician field
CPMUSER	Revenue Cycle - Registration	1	Select reason from No SSN Reason from drop-down list <a href="#">Patient Refused (should default)</a> Details are retained

1. [TransIT allowed us to add] depth to the bench for testing. SMEs and resources from Clinical System Education teams have been pulled into integrated testing using TransIT.
2. Allowed us to create a process that is both repeatable and standardized. This has been demonstrated during two integrated testing events that [TransIT] has been used for
3. Efficiency gains were realized, [because] testing completed more quickly [with TransIT].
4. [With TransIT] scenarios are updated either in real time, or shortly after a testing event...anything that is missed is added for the next round of testing
5. Steps documented in TransIT outline processes in detail, most including step-by-step instructions...rather than relying on staff memory.
6. Decentralized approach to testing, which has created an IT labor savings for room set up/break down.
7. Improvement in the communication process through use of the TransIT Testing Dashboards.
8. Integrated testing has been shortened from 11 business days to 7.5 business days.
9. TransIT facilitates [mostly] remote testing

# TRANSIT FUTURE AT CONCORD HOSPITAL

- In the future the use of TransIT will be expanded to include other Cerner and non-Cerner system testing



# ABOUT CONCORD HOSPITAL

Concord Hospital, located in Concord, New Hampshire, is an affiliate of Capital Region Health Care which includes Concord Hospital Regional Visiting Nurse Association, Riverbend Community Mental Health and related affiliates. Partnerships include the Orthopaedics Surgery Center, Concord Endoscopy Center, Concord Ambulatory Surgery Center, Concord Eye Surgery Center, Concord Imaging Center and others enhance our capability as a regionally integrated healthcare delivery system.

Concord Hospital specializes in cardiac care, urologic care, cancer care, orthopaedics and women's health services. It has been verified as one of only three Level II Trauma Centers in New Hampshire.

Concord Hospital has national accreditation from DNV Healthcare, the newest and first Medicare-approved hospital accreditation program that integrates the ISO 9001 quality management system with the Medicare hospital standards.