

HOW TO GET READY FOR IT IN 6 WEEKS OR LESS

MCLAREN HEALTH CARE CASE STUDY





OUTLINE

- McLaren Health Care case study
- Benefits of TransIT for McLaren
- TransIT future at McLaren
- About McLaren Health Care

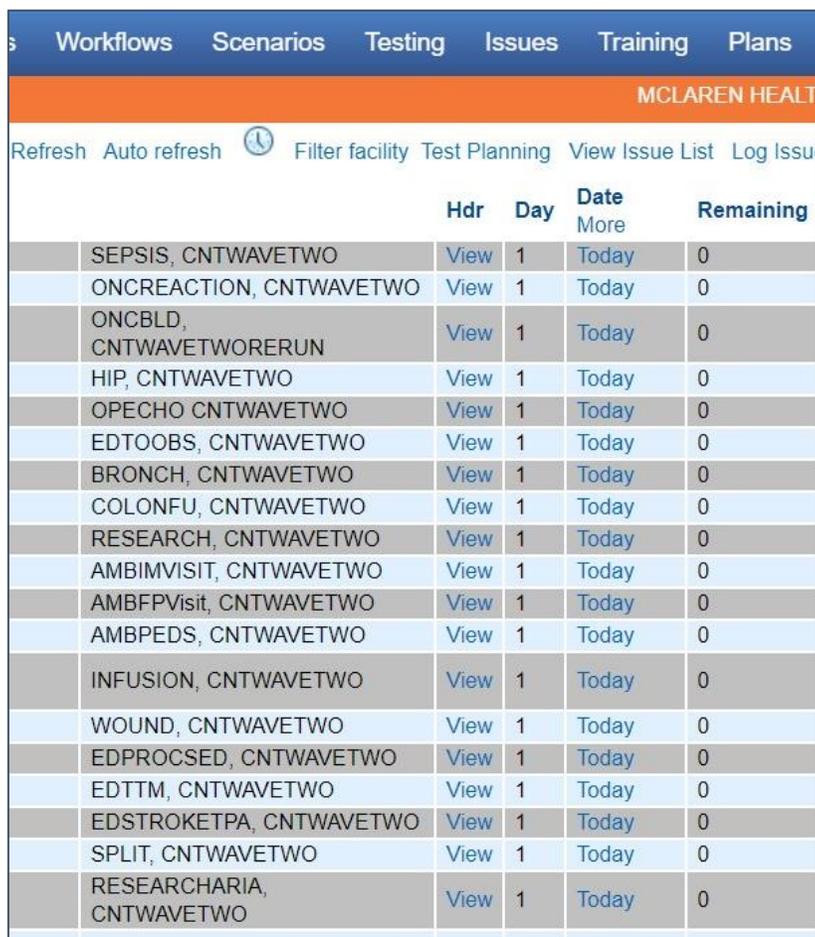
MCLAREN CASE STUDY

McLaren Health Care is continuing their Cerner rollout to two additional facilities. Social distancing requirements related to COVID-19 have created challenges for how we safely conduct integration testing given that we do not have a space to safely socially distance up to 200 people. We needed a tool which enables *virtual* integration testing. And it needed to be ready within a 6-week timeframe to keep our project on track.

Enter MAKE Solutions' TransIT.

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

MCLAREN CASE STUDY



	Hdr	Day	Date More	Remaining
SEPSIS, CNTWAVETWO	View	1	Today	0
ONCREACTION, CNTWAVETWO	View	1	Today	0
ONCBLD, CNTWAVETWORERUN	View	1	Today	0
HIP, CNTWAVETWO	View	1	Today	0
OPECHO CNTWAVETWO	View	1	Today	0
EDTOOBS, CNTWAVETWO	View	1	Today	0
BRONCH, CNTWAVETWO	View	1	Today	0
COLONFU, CNTWAVETWO	View	1	Today	0
RESEARCH, CNTWAVETWO	View	1	Today	0
AMBIMVISIT, CNTWAVETWO	View	1	Today	0
AMBFPVisit, CNTWAVETWO	View	1	Today	0
AMBPEDS, CNTWAVETWO	View	1	Today	0
INFUSION, CNTWAVETWO	View	1	Today	0
WOUND, CNTWAVETWO	View	1	Today	0
EDPROCESED, CNTWAVETWO	View	1	Today	0
EDTTM, CNTWAVETWO	View	1	Today	0
EDSTROKETPA, CNTWAVETWO	View	1	Today	0
SPLIT, CNTWAVETWO	View	1	Today	0
RESEARCHARIA, CNTWAVETWO	View	1	Today	0

Using TransIT, we uploaded our existing 34 integration test scripts from our recent upgrade, modified them to reflect workflow uplifts, added an additional 40+ scripts for the 2 additional facilities and trained 200+ clinical and revenue cycle testers in the new tool. All within our aggressive 6-week timeline.

Over the next three weeks of testing, we completed our most successful round of integration testing ever. We ran just over 80 test scripts. The tool provided us unprecedented capability to coordinate the efforts of 200 people on 45 teams, provide visibility into how test scripts are progressing, support rapid script hand-offs between teams with flexibility of resources to work from anywhere, traceability of EMR system issues tied directly to test steps and the ability to update 700+ script corrections and revisions.



WHAT OUR TEAM MEMBERS SAY

**“I WAS SKEPTICAL ABOUT TRANSIT
PRIOR TO STARTING BUT IT MADE
THINGS SO MUCH EASIER!”**



MCLAREN CASE STUDY

In post-testing survey results, over 96% of McLaren respondents recommended use of TransIT in future integration testing.

We just scratched the surface of TransIT's potential value to McLaren. We are planning extensive workflow testing and future test automation. TransIT will be a strategic tool for ensuring our solutions meet the needs of our physicians, clinicians, and business associates.

John Tikka
 McLaren Health Care
 Vice President Information Technology Applications

The screenshot shows the 'McLaren Health Care - Issues' interface. The top navigation bar includes: Home, Org Settings, Users, Tasks, Workflows, Scenarios, Testing, Issues, Training, Plans, Reports. The main header area displays 'McLaren Health Care - Issues' and 'MCLAREN HEALTH CARE Issue List'. Below the header, there are filters for 'IT Testing - Wave Two', 'Current State - IT Testing - Wave Two: 204 issues', and 'Active Rounds'. The main content is a table with the following columns: Issue Nbr, Status, Priority, Date, Reported Assigned, Issue Type Application, Title, and Description. The table lists several issues, including:

Issue Nbr	Status	Priority	Date	Reported Assigned	Issue Type Application	Title	Description
199	Closed	1 - Critical	23/Jul/20	Amy Austin	Break/Fix - Access Management	PSO Status Order Changes "Virtual View	There appear to be changes for virtual view on PSO orders. More
64	Closed	1 - Critical	14/Jul/20	Kylie ATOS	Break/Fix - SurgiNet-Perioperative Document Manager	patient was not fully registered.	patient was not fully registered. Unable to discharge Resolution: More
63	Closed	1 - Critical	14/Jul/20	Brian Hunter	Solution - Revenue Cycle	PFT Hold Releasee (Standard Delay)	Patient Accounting will not be able to complete Test after coding unless this ops job is ran. It is currently s Standard delay hold for More
168	Closed	2 - High	21/Jul/20	Petrina Caleb	Break/Fix - Revenue Cycle	Charges with Status "Suspended" in charge viewer d	Charges with Status "Suspended" in charge viewer d error message "Failed Posting to Billing System Unkr Resolution: More
111	Closed	2 - High	17/Jul/20	Ashley	New Build - Access Management-ESM	OK17 does not have time allocated to the resource to schedule an appointment	Times were not built out for this resource. Aimee Wood Atos and Ashley Huffman from Cerner are aware and looking in to this issue. More
132	Closed	2 - High	20/Jul/20	Breanna Crystal	Break/Fix - PowerChart-Care Documentation-Interactive View and I&O	Stages of Labor Calculator is not populating in Ce	Stages of Labor Calculator is not populating in Centra domain (Lansing, Mock is working) and PROD is wor More
91	Closed	2 - High	15/Jul/20	Rebecca John Hunter	Break/Fix - Charge Services	There is a suspended Hedis charge. There are 5	There is a suspended Hedis charge. Hedis Measure suspended for no CDM. Please update tiering logic.
81	Closed	2 - High	15/Jul/20	Rebecca John Hunter	New Build - Charge Services	Suspended price missing MMG tech price; Wound Expert to accommodate billing rules at Centra	Suspended price missing MMG tech price, sent to De add. More



WHAT OUR TEAM MEMBERS SAY

**“EXCELLENT OUTCOME WHEN SO MANY
OF US HAD INITIAL CONCERNS ABOUT
[USING] THE TOOL.”**



TRANSIT BENEFITS

Application	Day	Test Script / Task / Action	Note Type	Test No
<p>Tasks Workflows Scenarios Testing Issues Training Plans Reports</p> <p>MCLAREN HEALTH CA</p> <p>Save Tw... View Issues Only View Issue List Remove Filter</p>				
		<p>1 - Sepsis - Central Filter</p> <p>100186 - ZZZ Sepsis 1 CPM Reg/Sched Revenue Cycle</p>		
Revenue Cycle	1	<p>Add Appointment :</p> <p>Appt Type: [Appointment Type]</p> <p>Location: [Patient Location]</p> <p>Visit Reason: [Reason for Visit]</p> <p>Preferred Resource: [Attending Physician]</p> <p>Choose First Available;</p> <p>Click Confirm</p> <p>View Scenario / Task</p>	Script -	<p>Preferred scheduled</p> <p>Provide need to</p> <p>- select</p>
Revenue Cycle	1	<p>Scan drivers license and insurance card</p> <p>View Scenario / Task</p>	Script -	<p>Pt Ac</p> <p>during i</p> <p>as pass</p> <p>up for m</p>
		<p>100191 - ZZZ Sepsis 6 CPM Reg/Sched PowerChart</p>		
PowerChart	1	<p>Login to PowerChart. Check-In</p> <p>View Scenario / Task</p>	Script -	<p>This</p> <p>complet</p> <p>as chec</p> <p>Edit</p>
		<p>100194 - ZZZ Sepsis 9 RADNET: RAD TECH RadNet</p>		
RadNet	1	<p>Complete Exam: Pop-up appears with required fields. Answer questions: Male/female as applicable, Pt sheilded: Y/N, Human holder: Y/N, special needs: pregnant:Y/N, Patient identified: Y/N, Enter radiation dose estimate: CTDI, DLP, Body Part then click ok</p> <p>View Scenario / Task</p>	Script -	<p>Rem</p> <p>script la</p> <p>general</p>
		<p>100195 - ZZZ Sepsis 10 RadNet: Radiologist</p>		

TransIT enabled us to:

1. Easily upload and modify our existing test scripts
2. Know which resources were required on each testing day
3. Run integration testing as a remote event
4. Complete testing on schedule
5. Run more test scripts than ever before, within the same timeframe
6. Readily know when resources were complete with assigned activities and available for other tasks
7. Make over 700 script updates for the next round of testing
8. Bolster our confidence in moving forward with activation

TRANSIT FUTURE AT MCLAREN HEALTH CARE





ABOUT MCLAREN

McLaren Health Care, headquartered in Grand Blanc, Michigan, is a fully integrated health network committed to quality, evidence-based patient care and cost efficiency. The McLaren system includes 15 hospitals in Michigan and Ohio, ambulatory surgery centers, imaging centers, a 490-member employed primary and specialty care physician network, commercial and Medicaid HMOs covering more than 588,000 lives in Michigan and Indiana, home health, infusion and hospice providers, pharmacy services, a clinical laboratory network and a wholly owned medical malpractice insurance company.

McLaren operates Michigan's largest network of cancer centers and providers, anchored by the Karmanos Cancer Institute, one of only 51 National Cancer Institute-designated comprehensive cancer centers in the U.S. McLaren has 28,000 full-, part-time and contracted employees and more than 90,000 network providers throughout Michigan, Indiana and Ohio.