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WOW & PC Refresh
Grosse Pointe
February 27, 2017

4/7/2017

WOW Refresh Summary

Work in Process:

- Full WOW inventory
- Target completion date: 03/15/2017.

Next Steps:

- Prioritize WOW's based on age/condition
- Determine refresh capital funding needed
  - WOW refresh/spend will then be divided and distributed to each hospital site based on greatest need with relation to fleet inventory age and condition

Long Term:

- Strategic WOW refresh with 5-year age threshold on carts.

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PC Refresh Summary

Work in Process:

- Conducting full inventory of PC/Laptops
- Target completion date: 03/15/2017.

Next Steps:

- Prioritize PC's based on age/condition
- Determine refresh capital funding needed
  - Approximately 2.2 million set aside in 2017 PC capital refresh line item in IT budget, awaiting for approval from IT Finance for spending authorization

Long Term:

- Annual strategic PC refresh with 5-year age threshold on PC's and 3-year age threshold on laptops.

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WOW Repair Effort

- Third-party vendor VM Electronics has been engaged to assist with WOW repair.
  - Mark Morrison (EUC Supervisor) and Courtney Kilgore (EUC Site Lead at GP) worked to assess and fix 60+ existing WOW carts at the GP campus.
  - Fixes included lockable drawers, casters and other components that were dilapidated and/or broken.
  - Roughly $35K was spent from IT operating budget repairing the WOW fleet at GP within this effort.
- Continue to open up problem tickets for all WOW's requiring repair.

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2017 WOW Refresh Analysis

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2017 WOW Refresh Analysis – Table of Contents

- Current Situation

- Current Inventory and Fleet Status

- Refresh Plan Perspective

- Next Steps

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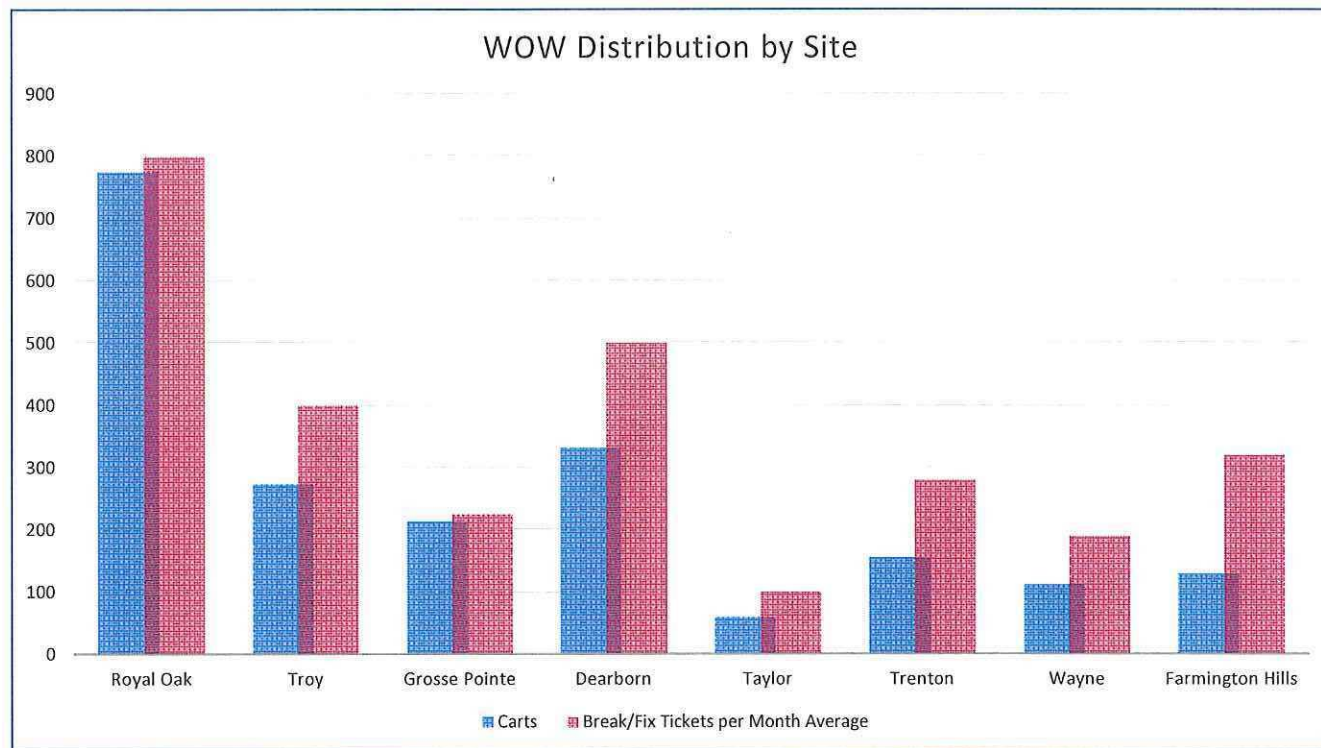
2017 WOW Refresh Analysis – Current Situation

- Funding for WOWs has been mixed – IT & Business

- Sites have undocumented methods to reserve functional WOWs

- WOWs have compute and non compute issues

- IT has been repairing WOWs based on urgency

- FH WOWs have been replaced with new rechargeable batteries by 2/28/17 (2017 CapEx)

- Site based physical inventory completed 3/15/17, as a basis for developing plans

- Operations and IT will need to jointly:
  - Request and obtain approval for 2017 CapEx
  - Plan by site refresh schedule based on inventory data
  - Agree to a standard specification

Impact:

- Disruption in delivering patient care

- Impact to nursing productivity

- Manual workarounds by nursing staff to use available WOWs

- Inefficiencies in supporting WOWs with break/fix tickets

- Clinical and IT support staff experience

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2017 WOW Refresh Analysis – Current Situation

WOW Distribution by Site

Carts | Break/Fix Tickets per Month Average

Sites: Royal Oak, Troy, Grosse Pointe, Dearborn, Taylor, Trenton, Wayne, Farmington Hills

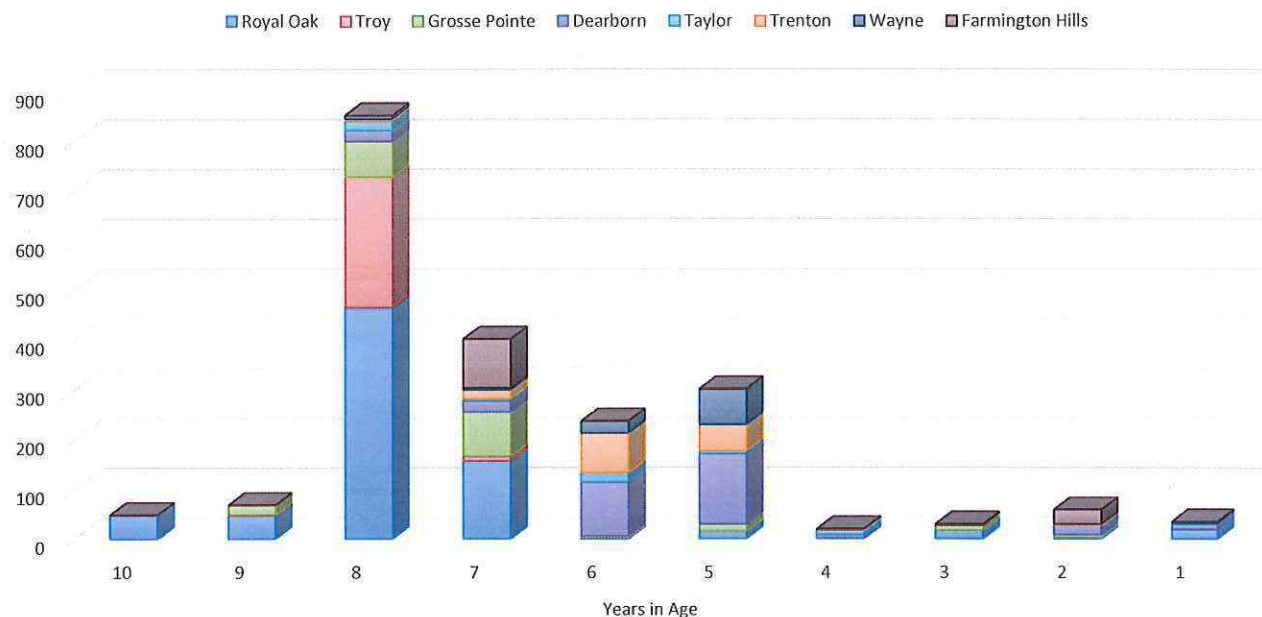**2,047 identified WOW carts at 8 hospitals and satellite sites**

- Average age of fleet = 7 years old; Oldest= 10 years old
- Assumed broken / not functional = 10% of total
- In production with issues (estimated) = 10% of total

Estimated Refresh Total: 2,200

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2017 WOW Refresh Analysis – By Age By Site Breakdown

Next Steps

1. Review and validate data with Operations
2. Evaluate technology options
3. Establish Focus Group reviews for ideas and requirements
4. Finalize WOW standard
5. Generate business case

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2017 WOW Refresh Analysis – By Age By Site Breakdown

Location	WOW Fleet Years in Age – Specific Location Breakdown									
	10	9	8	7	6	5	4	3	2	1
Royal Oak	48	47	466	157	1	15	1	17	3	19
Troy	0	1	261	9	2	0	0	0	0	0
Grosse Pointe	0	20	72	90	2	14	0	10	5	0
Dearborn	0	0	21	22	109	142	7	0	19	10
Taylor	0	0	20	4	19	6	8	0	0	2
Trenton	0	0	3	18	80	53	2	0	1	0
Wayne	0	0	8	4	24	71	1	0	1	3
Farmington Hills	0	0	0	98	0	0	0	2	29	0

Next Steps

1. Review and validate data with Operations
2. Evaluate technology options
3. Establish Focus Group reviews for ideas and requirements
4. Finalize WOW standard
5. Generate business case

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Thank you!

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Minutes

Nurse Executive Council

Date: Thursday, March 30, 2017
Time: 7:00 AM – 9:00 AM
Location: Southfield - Conference Room A

Participants: Susan Grant, Maureen Bowman, Diane DiFiore, Kristine Donahue, Kim Guesman, Deb Gudio-Allen, Miriam Halimi, Diane Hartley, Mary Ellen Kochis, Paula Levesque, Mary Jane Magalotti, Joan Phillips, Sue Schulz, Anne Stewart
Guests: Dana Snyder, Neyha Yale

TOPIC	DISCUSSIONS/CONCLUSIONS	ACTION ITEMS
Nursing Video Conference Meeting	- Consensus video conference meeting held on March 29 was a success - Agreed to hold quarterly video conference meetings—next meeting set for June 14 from 2-3:30 pm - Will investigate options with IT team of alternating times offered, 2-3:30 pm, 4-5:30 pm and 10-11:30 pm - Would like to format so Susan opens video meeting with alternating sites leading presentations on best practices, pilots, or other topics of interest - Agreed NEC as group would plan next video agenda at a meeting in mid-May	

Abbreviated Roundtable:
   D. Guido-Allen – CNO Troy
 	
   S. Schulz – CNO Trenton
 	
   M. Halimi – CNIO
	- After meeting with Oakland University Troy has agreed to pilot an EC/ICU course they've developed—Will have a total of 7 students in the program which is targeted to begin in May
	   - Sue is requesting the VAT investigate alternate options for oxygen nipple adaptors—those currently used are routinely gigged by TJC during site surveys - Current adaptors are a one-time use only device but that is not how they are routinely used—need alternate options to consider
	   - Clinical phones team has seen presentations from 3 vendors—to date the Zebra product is the front runner - Expecting presentations from 2 more vendors by end of April and then move toward a decision	

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Minutes

Nurse Executive Council

Date: Thursday, March 30, 2017
Time: 7:00 AM – 9:00 AM
Location: Southfield - Conference Room A

D. DiFiore – Director Service Excellence	- Current service data analytics person has resigned her position—when position is filled will be managed by Lauren Osantowski - Service team is looking at standardizing unit white boards—but this is problematic as each unit individualizes their boards - Group consensus was all boards should have similar content, consistent PFCC messaging and all branding should be Beaumont (with any legacy branding removed) - Diane DiFiore & Dana Snyder will pull together team to develop guidelines for consistency, PFCC messaging and branding	
S. Grant – EVP & CNO	- Interviews for VP Patient & Family Experience start today - Interviews for Director of PFCC scheduled for April 11 - Interviews for System Director of Care Management scheduled for April 21	
Job Description – Director of Nursing	- Need to create a standardized job description for the director of nursing role as Farmington Hills will be looking to hire this position in near future - Group given JD from Farmington Hills, Troy, Royal Oak to review - Agreed standard JD should be applicable to Ambulatory - Mary Jane Magalotti will begin to consolidate and bring back a draft for review - Eventually group agreed would like all standardized JDs to be available on Nursing website (once set up)	
Computer WOW Inventory & Refresh	- Based on concerns from the different hospital sites, IT has completed a WOW inventory and replacement plan. - Neyha Yale presented update of WOW inventory and IT plans to replace outdated equipment - Site based inventory of equipment was completed March 15, 2017 - IT has been repairing WOWs based on urgency	

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Minutes

Nurse Executive Council

Date: Thursday, March 30, 2017
Time: 7:00 AM – 9:00 AM
Location: Southfield - Conference Room A

	▪ Farmington Hills WOWs have had all batteries replaced with rechargeable batteries
	▪ Currently 2,047 identified WOW carts at 8 hospitals and satellite sites
	▪ Average age of equipment is 7 years with oldest being 10 years old
	▪ 10% of inventory is assumed broken/not functional and 10% have documented issues but are still in use
	▪ Estimate replacing a total of 2,200 carts
	▪ Next steps:
	    - Review & validate data findings with Operations
	    - Evaluate technology options
	    - Create focus group reviews
	    - Finalize WOW standards
	    - Generate business case (within in next 4-6 weeks) & seek capital funding	

Ambulatory CNO Review of Role	▪ Joan Phillips reviewed current scope of Ambulatory CNO role ▪ Until the full scope of what ambulatory encompasses is defined, the current scope is focused on the BMG practice sites only ▪ A team is working to define (non-BMG) ambulatory parameters and develop an ambulatory strategy for the Beaumont system ▪ Once ambulatory strategy is defined, the Ambulatory CNO scope will expand ▪ Joan was asked to bring the draft of her current infrastructure roles to NEC for review so all are aware of roles and coverage	
CNS Titling	▪ The State has extended the CNS titling requirement for 1 year - by April 2018 only those certified as a CNS can use that title ▪ CNS Titling Survey results were distributed and reviewed ▪ Majority of those with the CNS title are not certified ▪ Of those not certified most preferred title (to change to) is Clinical Nurse Educator ▪ Questions to review as we move forward: - What is the role of a CNS? How do we use them?	

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Nurse Executive Council
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	- What do we do with those who do not fit into the CNS role? - What do we call those who (due to state regulation) must have a title change? - Agreed to have Andrea and Joan work to develop a model for CNS and non-CNS staff and bring recommended title for non-CNS role by end of 2017	
Update 2017 Nursing Goals	- Dana Snyder brought 2017 nursing goals milestone tracker and as a group all first quarter goals were updated and documented by Dana - Updated tracker document will be placed on Nursing SharePointe site and all will be sent updated link to the site	

Whitney, Randy

From: Stewart, Anne
Sent: Thursday, April 06, 2017 2:14 PM
To: Whitney, Randy
Subject: FW: IT WOWs, PCs, Lab Soft ID Printers and EC Room PC Cabling Update
Attachments: GP_WOW and PC Summary.pptx

How about this?

From: Ogden, Kori
Sent: Friday, March 03, 2017 12:35 PM
To: Cavender, Kristen <Kristen.Cavender@beaumont.org>
Cc: Stewart, Anne <Anne.Stewart@beaumont.org>
Subject: RE: IT WOWs, PCs, Lab Soft ID Printers and EC Room PC Cabling Update

Hi Kristen & Anne,

Please find attached a summary and timeline of the Wow/PC/Hardware refresh & repair program. Neha has been working closely with the EUC team to identify those PC's and WoW's with the greatest need for refresh. Funding is still in the works and I will keep you updated throughout the process.

If you have any questions or concerns please don't hesitate to contact me!

Have a great weekend!

Kori

From: Cavender, Kristen
Sent: Tuesday, February 28, 2017 8:29 PM
To: Welty, Sheila L <Sheila.Welty@beaumont.org>
Cc: Stewart, Anne <Anne.Stewart@beaumont.org>; Ogden, Kori <Kori.Ogden2@beaumont.org>
Subject: RE: IT WOWs, PCs, Lab Soft ID Printers and EC Room PC Cabling Update

Thanks, Sheila! Kori and I were actually able to meet today, which worked out well.

Kori, would we be able to have a draft summary by Friday – even if it isn't perfect, Anne and I could take a look and let you know if it's what we had in mind, as you wrap up any final details?

Kristen

From: Welty, Sheila L
Sent: Tuesday, February 28, 2017 6:17 PM
To: Cavender, Kristen <Kristen.Cavender@beaumont.org>
Cc: Stewart, Anne <Anne.Stewart@beaumont.org>; Ogden, Kori <Kori.Ogden2@beaumont.org>
Subject: RE: IT WOWs, PCs, Lab Soft ID Printers and EC Room PC Cabling Update