

## **AGENDA**

### **INFORMATION TECHNOLOGY COMMITTEE**

Meeting Date: April 11, 2022

Time: 11:00 AM

Location: 50 Water St Rm 1515

### **BOARD OF DIRECTORS**

### **CALL TO ORDER**

**MR. PEÑA-MORA**

### **ADOPTION OF MINUTES**

*February 7, 2022*

### **ACTION ITEM**

**MR. JEFF LUTZ**

- **RESOLUTION**

Authorizing the New York City Health and Hospitals Corporation (the “System”) to execute a three-year contract with Derive Technologies LLC (“Derive”) for services to maintain workstations on wheels and medical carts with the System holding two 1-year options to renew for an amount not to exceed \$6,500,000 over the entire potential five-year term.

VENDEX: Approved / EEO: Approved

### **CHIEF INFORMATION OFFICER REPORT**

**DR. MENDEZ**

### **OLD BUSINESS**

### **NEW BUSINESS**

### **ADJOURNMENT**

### **NEW YORK CITY HEALTH + HOSPITALS**

## **MINUTES**

**Meeting Date:** February 7, 2022

### **INFORMATION TECHNOLOGY COMMITTEE**

#### **ATTENDEES**

##### **COMMITTEE MEMBERS**

Feniosky Pena-Mora, Chair  
Matthew Siegler representing Dr. Mitchell Katz  
Dr. Vincent Calamia, BOD IT Committee member  
Jose Pagan, BOD IT Committee member  
Karen St. Hilaire representing Commissioner Gary Jenkins

##### **NYC HEALTH + HOSPITALS CENTRAL OFFICE STAFF:**

Dr. Kim Mendez, SVP/Corporate CIO  
Dr. Michael Bouton, Corporate CMIO  
Jeff Lutz, Chief Technology Officer  
Soma Bhaduri, Chief Information Security Officer  
Apoorva Karia, AVP, EITS Business Operations  
Sean Koenig, Chief Application Officer

**INFORMATION TECHNOLOGY COMMITTEE - February 7, 2022**

**AS REPORTED BY: Feniosky Peña-Mora**

**COMMITTEE MEMBERS PRESENT:** Feniosky Peña-Mora, Matthew Siegler representing Dr. Katz until he joined at 11:10, José A. Pagán, Dr. Vincent Calamia, Karen St. Hilaire representing Commissioner Gary Jenkins

Mr. Feniosky Peña-Mora, Chair of the Committee, called the February 7<sup>th</sup> meeting of the Information Technology (IT) Committee to order at 11:03A.M.

Mr. Peña-Mora noted for the record that Matthew Siegler will be representing Dr. Katz and Karen St. Hilaire will be representing Gary Jenkins, both in a voting capacity.

Mr. Peña-Mora proposed a motion to adopt the minutes of the IT Committee meeting held on September 20, 2021.

Upon motion made and duly seconded the minutes of September 20, 2021 IT Committee meeting was unanimously approved.

Mr. Peña-Mora turned the meeting over to Dr. Kim Mendez, Senior Vice President and Corporate Chief Information Officer to carry on the agenda, she was joined by Dr. Michael Bouton, Chief Medical Informatics Officer, Sean Koenig, Chief Application Officer, Jeff Lutz, Chief Technology Officer, Apoorva Karia, AVP EITS Finance & Administration and Soma Bhaduri, Chief Information Security Officer.

Dr. Mendez presented a high-level overview of the agenda and highlighted the alignment with EITS goals and system strategic pillars.

Dr. Bouton provided a current update of the Bio-Medical Device Integration and Upgrade initiative noting the achievement of the expected 1700 device integration and the adaption to business and clinical needs.

Dr. Bouton went on to present the H2O Effective Use update. He focused on Epic (vendor) Gold Star and Honor Roll programs. The Gold Star program highlights the adoption of Epic EMR features by NYC H+H. In January 2021 NYC H+H began the program at 5 Gold Stars which is equivalent to the 50<sup>th</sup> percentile nationally. At present, January 2022, NYC Health + Hospitals has achieved 8 Gold Stars status which positions the enterprise at the top 25<sup>th</sup> percentile nationally. It was also noted that there are no other safety net hospitals at Gold Star level 8.

Dr. Bouton then presented the update on the Epic (vendor) EMR Honor Roll which illustrates how many features were adopted and their level of utilization. NYC H+H has completed the majority of at risk goals.

Dr. Bouton provided a more detailed review of the Honor Roll program goals which were achieved and those still at risk. Dr. Bouton went on to discuss the Epic (vendor) Honor Roll at risk goals which included Fast Pass, Hello Patient and Patient Message Handling. He explained that the Fast Pass function allows a patient the ability to sign up for a waiting list to get an earlier appointment if one becomes available. If an earlier appointment becomes available, the patient will receive a text message and a MyChart message alerting them of this. This function is scheduled to Go Live towards the end of February 2022.

He further discussed Hello Patient, a new function where the patient does not have to go to the front desk to check in, they can do it from their electronic device. Hello Patient also supports the patient to complete their paperwork digitally on their device.

Dr. Bouton explained that Patient Message Handling is when a patient sends a MyChart message to the provider and how long it takes the provider to respond. At present, 63% of the time the provider is responding within 3 days. Currently, Patient Message Handling has become a top priority for the ambulatory care leadership and the MyChart steering committee. A goal of 80% has been set.

Dr. Calamia asked if there is a process in place to triage messages or do they go straight to the provider. Dr. Bouton explained the message goes to a pool, which is monitored by a nurse. From there, if it regarding a prescription refill the message is routed to one area, if it regarding scheduling it will go to scheduling team. If the message is regarding neither of those two requests, it will go to a provider to answer if appropriate. A follow up question by Dr. Calamia was is there a mechanism to be able to follow through on timing of when it done or some reminder or is there any player that makes sure there a follow up. Dr. Bouton answered there is no subsequent alert that there is a message; however, when the physician logs into Epic they are able to see how many unanswered messages there are remaining for them to address. Dr. Bouton further noted that there are analytics that break message responsiveness by system, facility, and provider. Dr. Katz noted that the more complicated issues are not always technology but more clinical practice.

Mr. Peña-Mora inquired about the existing protocol for acknowledgement of receipt of patients' messages. Dr. Bouton explained that there are no automated messages in MyChart for patients to be made aware that their messages have been received and have been forwarded to the appropriate provider/team for further review. A follow-up will be provided to the Board on this feature.

Dr. Bouton went on to provide an update on My Chart, patient portal activation rates. He highlighted that the system is currently at 72% nationally. Dr. Bouton highlighted the system team effort to increase

activation of MyChart. Engagement has increased with My Chart, not just signing in to get results but consistent use throughout the year. The MyChart steering committee is working on keeping patients engaged by responding timely to messages, putting more relevant information in the charts, as well as the use of video visits.

A committee member asked if the patients are seeing a background that is in their language on MyChart. Dr. Bouton replied English and Spanish is currently being shown and simplified Chinese is actively being worked on at the moment. Dr. Bouton further emphasized that NYC H+H EITS is pushing Epic to develop expanded languages in MyChart that align and support our patient needs. The translation of messages for the provider is an active discussion. Additionally, on-site interpreters have been utilized to assist with translation.

Dr. Mendez introduced Jeff Lutz, Chief Technology Officer to provide an update on the Data Center Migration 24-month project. Mr. Lutz shared a current visual representation of the timeline, goals, and achievement. He highlighted the partnership with Ms. Soma Bhaduri, Chief Information Security Officer, in certifying the data center, which allows applications to move into the new Data Center. The applications will begin to move between April 2022 and August 2022. The goal is to make it seamless for end users, applications will not have to shut down as equipment is being physically moved from one Data Center to the next. The project is currently on target and budget.

Dr. Mendez then introduced Sean Koenig, Chief Application Officer, to present an update on clinical and revenue cycle application accomplishments. He highlighted the continued support of COVID19 testing and vaccination sites, implementation of eHealth Exchange with Social Security Administration, and the work focused on reducing unnecessary inpatient lab tests through an active partnership with the Quality Department to assure the patients are receiving the best care possible.

Mr. Koenig went on to share that the Blood Bank HCLL system was recently upgraded (over the past weekend) with few issues and is continuing to be tracked. He went on to highlight the upcoming implementation of Epic(vendor)Wisdom, which is the Epic dental module and is planned for a July 2022 Go Live. In addition, the system will implement the Epic Willow Ambulatory retail pharmacy module with partners from the Pharmacy Department. Both Lincoln and Kings County medical facilities are planned for a May 2022 Go Live.

Dr. Mendez then shared an update on the EITS customer service survey which began in April 2021. She provided an overview of the process highlighting that once an individual calls/emails the support desk and their issue is addressed, an email is then sent to the individual to fill out the survey. Currently, there is a 94 percent overall customer satisfaction rate.

Inclosing the update, Dr. Mendez went on to recognize and present key accomplishments of EITS team members.

Mr. Peña-Mora asked if there were any further questions. Having heard none, he asked that the resolution be read by Dr. Mendez followed by the presentation.

Dr. Mendez read the resolution and introduced herself and Apoorva Karia, AVP EITS Finance & Administration as the presenters of the IT Supplemental Staffing Services Authorizing New York City Health and Hospitals Corporation (the "System") to execute agreements with each of the following: Momentum Resource Solutions, LLC; DynTek Services, Inc.; GCOM Software LLC; Experis US Inc.; Siri InfoSolutions Inc.; Integrated Resources, Inc.; Kforce, Inc.; Stellar Services, Inc.; Spruce Technology Inc.; The CJS Solutions Group, LLC dba The HCI Group; TEKsystems, Inc.; 314e Corporation; Gevity Consulting US LLC; OST, Inc.; W3, LLC dba Healthcare IT leaders, LLC (the "Vendors") for the provision of Information Technology Supplemental Staffing Services as requested by the System. The agreements shall be for an initial term of three years with two one-year options to renew solely exercisable by the System and with a total amount over the combined five-year term not to exceed \$283,000,000.

Dr. Mendez kicked off the presentation with an overview of the background of EITS supplemental staffing and the current state. This was followed by an outline of key benefits including the flexibility to quickly align with business needs, that payment will be based on actual services performed, that vendors will be aligned with NYC H + H COVID19 vaccination requirements and noted there are no minimum payment requirements to the vendor if we do not use the contract.

Ms. Apoorva Karia then shared an overview of the procurement process, the scoring results, the vendor pool background and performance evaluation of incumbents. She then discussed the RFP criteria and noted the increase of MWBE scoring from 10% to 20%. She also shared the profiles of all the vendors along with their MWBE utilization commitments during the contract period. Ms. Karia closed with an overview of vendor diversity management including that EITS and the Vendor Diversity Team will work closely to assure all vendors comply with established goals, along with periodically reporting to the IT Committee.

Mr. Peña-Mora asked for the approval of the IT Board of Directors Committee, and was unanimously approved to bring to the Board of Directors. Mr. Peña-Mora then adjourned the at 11:56 am

## RESOLUTION

Authorizing the New York City Health and Hospitals Corporation (the “**System**”) to execute a three-year contract with Derive Technologies LLC (“**Derive**”) for services to maintain workstations on wheels and medical carts with the System holding two 1-year options to renew for an amount not to exceed \$6,500,000 over the entire potential five-year term.

**WHEREAS**, the System makes extensive use of carts equipped as mobile workstations and medical carts that permit clinicians to document patient care even while away from a computer and to perform certain clinical functions using only the cart; and

**WHEREAS**, these high-tech carts require regular preventative maintenance, hardware support and replacement, battery reconditioning and replacement and device integration and support, which is complicated by the System’s using carts from multiple manufacturers; and

**WHEREAS**, the System performed a competitive RFP which was issued, however, to only a closed pool of eleven certified MWBE contractors resulting in a determination, made with the approval of Supply Chain and the Contract Review Committee, to award the contract to Derive; and

**WHEREAS**, the System’s Senior Vice President and Chief Technology Officer will be responsible for the management of the proposed agreement.

**NOW THEREFORE, be it**

**RESOLVED**, that the New York City Health and Hospitals Corporation (the “**System**”) be and hereby is authorized to execute a three-year contract with Derive Technologies LLC (“**Derive**”) for services to maintain workstations on wheels and medical carts with the System holding two 1-year options to renew for an amount not to exceed \$6,500,000 over the entire potential five-year term.

**EXECUTIVE SUMMARY**  
**MEDICAL AND DOCUMENTATION CART MAINTENANCE CONTRACT**  
**WITH DERIVE TECHNOLOGIES LLC**

<b>OVERVIEW:</b>	In its healthcare facilities, the System makes extensive use carts as mobile work stations or as documentation carts. Currently in the System's inventory are approximately 3,000 documentation carts and approximately 1,000 medical carts. These carts require regular preventative maintenance, hardware support and replacement, battery reconditioning and replacement and device integration and support, which is complicated by the System's using carts from multiple manufacturers. The proposed contract will provide the necessary maintenance of such carts.
<b>PROCUREMENT</b>	A competitive RFP was conducted through Supply Chain and under the review of the Contract Review Committee. The RFP was issued to a limited pool consisting of only MWBE firms in accordance with OP 100-5 and OP 100-10. Eleven firms were invited to participate. Five firms attended a pre-proposal conference and three firms submitted proposals. The Evaluation Committee selected Derive as the best proposer and the CRC approved such selection.
<b>PROGRAM:</b>	Derive will have staff on site to conduct regular preventative maintenance, hardware support and replacement, battery reconditioning and replacement and device integration and support.
<b>COSTS:</b>	Total not-to-exceed cost for the potential five-year contract will not exceed \$6,500,000.
<b>MWBE:</b>	Because Derive is a certified MWBE, the System will regard this as achieving 100% MWBE participation.



To: Colicia Hercules  
Chief of Staff, Office of the Chair

From: Keith Tallbe      Tallbe,  
Senior Counsel      Keith  
Office of Legal Affairs  
Digitally signed by Tallbe, Keith  
Date: 2022.03.28 10:58:11 -04'00'

Re: Vendor responsibility, EEO and MWBE status

Vendor: Derive Technologies LLC

Date: March 28, 2022

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The below chart indicates the vendor's status as to vendor responsibility, EEO and MWBE:

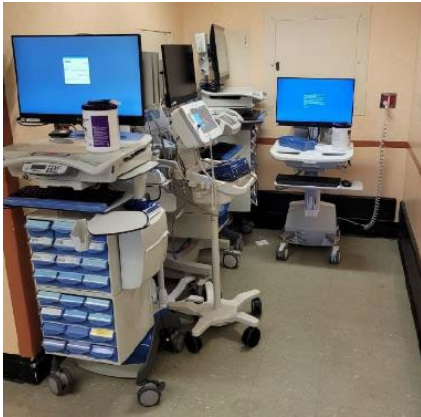
**Vendor Responsibility**  
Approved

**EEO**  
Approved

**MWBE Utilization Plan**  
NYC and NYS MBE

The above status is consistent and appropriate with the applicable laws, regulations, and operating procedures to allow the Board of Directors to approve this contract.

# Workstation on Wheels and Medication Cart Maintenance



**Information Technology  
Committee  
Contract Application  
April 11, 2022**



**Jeff Lutz, Senior Assistant Vice President  
Chief Technology Officer  
EITS**

## Background / Current State

- These devices allow for clinicians to document patient care in locations that do not have a computer. Currently the carts are from different manufacturers including Capsa and Ergotron. The maintenance will include, but not be limited to:
  - Regularly scheduled preventative maintenance
  - Hardware support and replacement
  - Battery reconditioning and maintenance
  - Device integration and support
- Existing maintenance:
  - Service was developed in conjunction with Derive Technologies to support the carts as they grew in use due to the increase of wireless and implementation of Epic.
  - Derive Technologies has provided service for the past five years referencing an Intalere Contract. The maintenance has been renewed annually.
  - The estimated cost is \$1.6M annually covering 3,000 Documentation Carts and 1,000 Med Carts across all facilities. This covers the technicians that come on site and any associated parts that are warrantied by the manufacturer.
  - Derive Technologies, a NYC Certified MWBE, has been a partner to NYC H+H for several years.
- Given the different manufacturers for the devices, partners are leveraged to perform this maintenance.



## Procurement Summary

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- Sourced via public solicitation (RFP) and sent directly to 11 vendors
- Solicitation was limited to a pool of Diverse (M/WBE) Vendors only, which is consistent with our Procurement and Contracting Policy 100-05 & Vendor Diversity Policy 100-10
- Derive Technologies was the highest rated proposer of three proposers with a score of 8.6 out of 10
- Derive Technologies is a certified MBE and was rated as satisfactory for its historical performance as an incumbent vendor
- Contract amount is \$6,500,000
- Contract duration is three years with two one-year renewal options at the discretion of NYC Health + Hospitals

# Overview of Procurement

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- 02/08/22: RFP posted on City Record, sent directly to 11 vendors
- 02/16/22: Pre-proposal conference held, 5 vendors attended
- 03/04/22: Proposal deadline, 3 proposals received
- 03/11/22 – 03/14/22: Vendors presented proposal solution to evaluation committee. Evaluation Committee debriefed and finalized scoring
- 03/15/22: Scoring results tabulated; Derive Technologies was the highest rate proposer

# RFP Criteria

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- Minimum criteria:
  - 5 years in business
  - Similar experience supporting other healthcare locations
  - Certifications and qualifications to provide support from cart manufacturers
  - M/WBE Certification
- Substantive Criteria
  - 35% Cost
  - 35% Service Proposal
  - 30% Experience
- Evaluation Committee:
  - Chief Technology Officer
  - Director End User Innovations
  - Sr. Director EITS Infrastructure Services
  - Director EITS Infrastructure Services
  - Associate Director Nursing
  - AVP EITS Finance

# M/WBE – Closed Pool Solicitation

## Closed Pool Solicitation RFP Summary

M/WBE Status	# Invited	# Responded	# Meeting Goal	# Requesting Waiver
M/WBE	11	3	N/A	N/A

- Taking into account the availability, capacity, and scalability of the M/WBE firms, the Cart Maintenance RFP was limited to a pool of Diverse (M/WBE) Vendors only, which is consistent with our Procurement and Contracting Policy 100-05 & Vendor Diversity Policy 100-10.

## Awarded M/WBE Vendor Information

M/WBE Name	Certifying Agency	Certified as
Derive Technologies	NYC & NYS	MBE

# IT Committee Approval Request

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- EITS seeks to enter into a five year agreement with Derive Technologies to provide support on the current fleet of deployed Documentation carts and Medication carts at a not-to-exceed amount of \$6,500,000
- Termination for convenience at the discretion of NYC Health + Hospitals
- Three years with two one-year renewal options at the discretion of NYC Health + Hospitals



# Enterprise Information Technology Update

## April 11, 2022 Committee Update

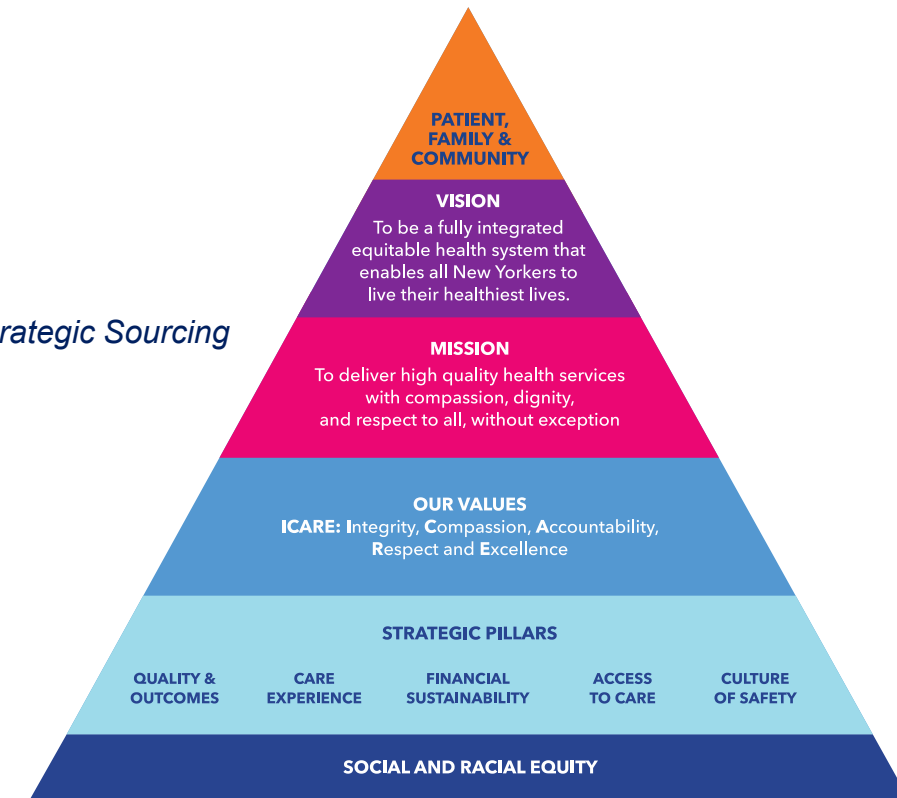
Kim Keziah Mendez, Senior Vice President- Corporate Chief Information Officer

# EITS Update Agenda

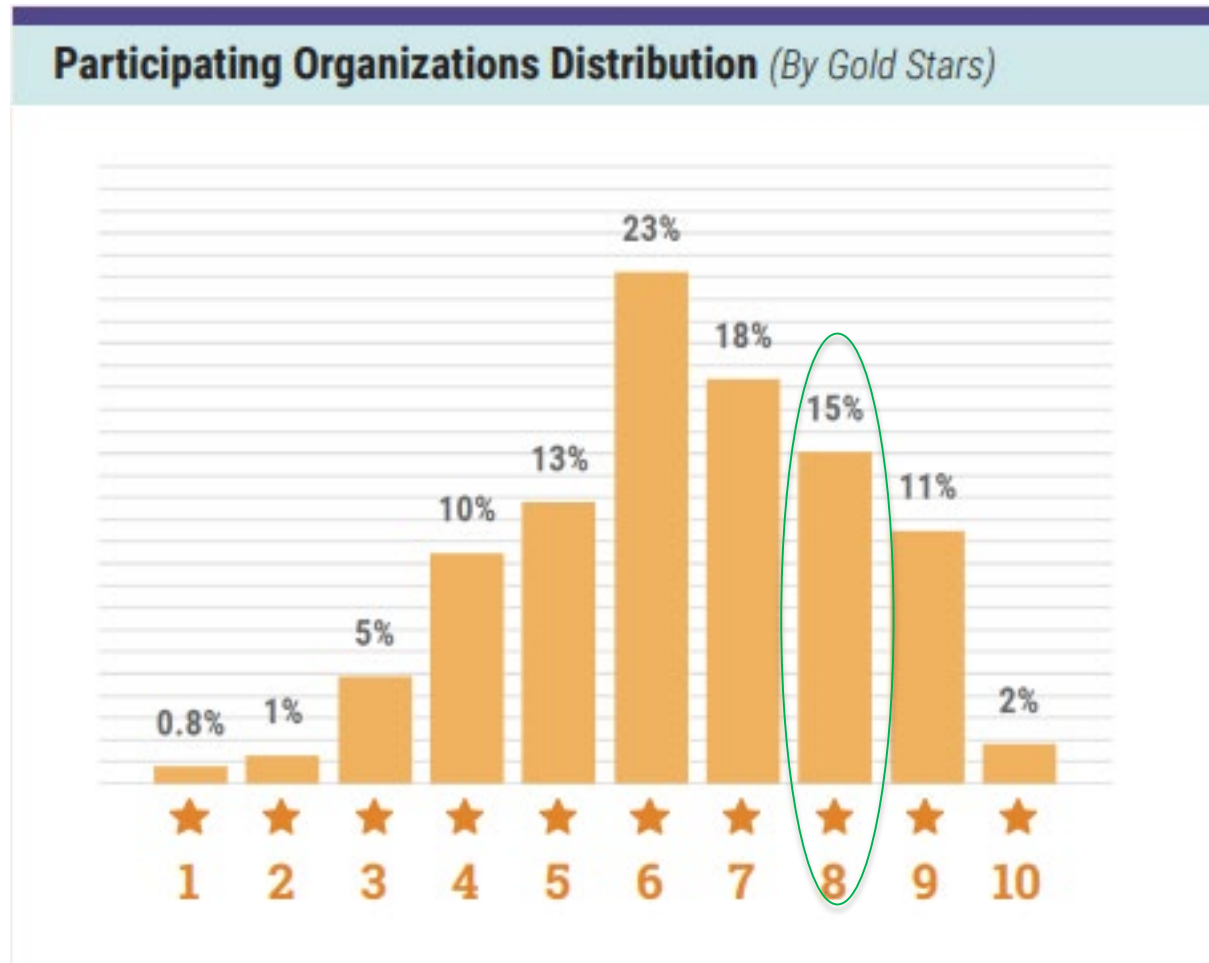
- Introductions
- EITS Targeted April 2022 Updates
  - Updated 2022 EITS Goals
  - Clinical Informatics
    - Effective Use of Epic EHR: Epic Gold Star & Honor Roll benchmarks
    - BioMed Device Integration: 2021 Focused Project Completion
    - MyChart : Activation , utilization and support
  - Application Learning
  - Data Center Migration
  - Service Management Organization
- Q & A

# NYC H + H Information Technology 2022 Goals

- **Data Management (Quality & Outcomes)**
  - Data and Analytics (DnA) ongoing developments: website, Platform , Enterprise Data Warehouse, Archiving, etc.
  - UMPI
  - Data Conversion best practice guidelines
- **Infrastructure Enhancement (Financial Sustainability/ Quality & Outcomes)**
  - Data Center migration
  - Epic Hyperdrive transition planning
  - Telecommunication – improve experience & device tracking
  - CMDB Sustainable Structure with auditing & Qtrly ecosystem updates
- **Accelerated Digital Transformation ( Quality & Outcomes/ Access to Care)**
  - Telehealth Optimization
  - Remote Radiology Program in partnership with Quality & M & PA
  - Biomedical device asset tracking, security risk assessment and system standardization with *Strategic Sourcing*
- **H2O Effective Use (Care Experience/ Quality & Outcomes / Social & Racial Equity)**
  - MyChart Optimization
  - Leveraging Epic to support social & racial equity in care
  - Expansion & enhancement of Epic Modules
  - Application Learning Team Optimization
  - Downtime & Business Continuity Access (BCA) enhancement
- **CQI (Quality & Outcomes)**
  - Security & Risk Assessment / Mitigation best practices
  - Portfolio Management & Application Rationalization
  - Enterprise Resource Planning (ERP) Governance & Prioritization Structure
  - Establish Service Management Office (SMO)



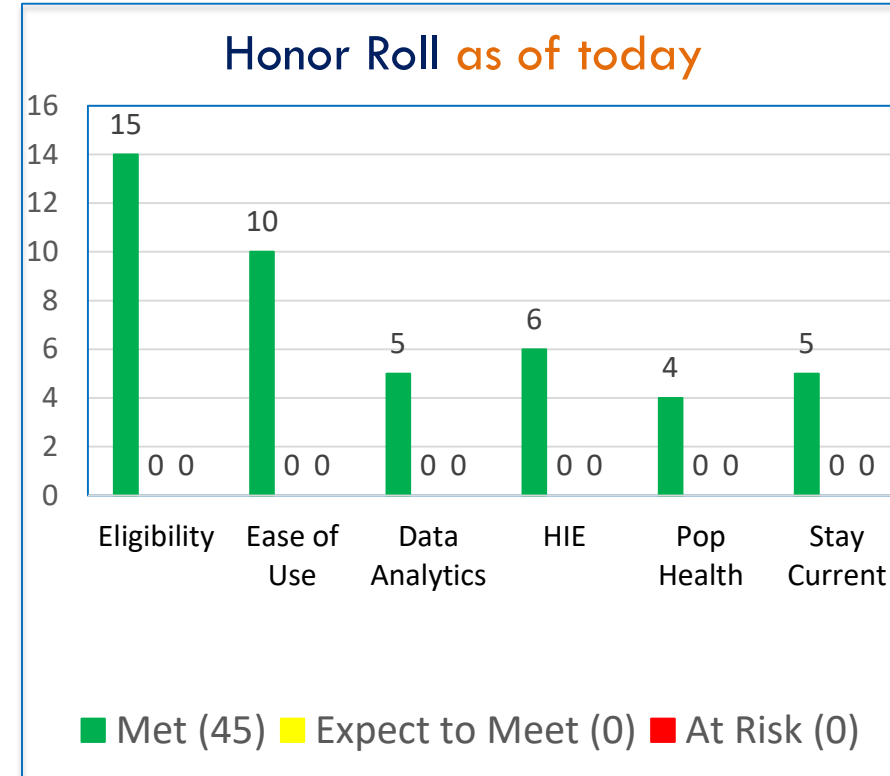
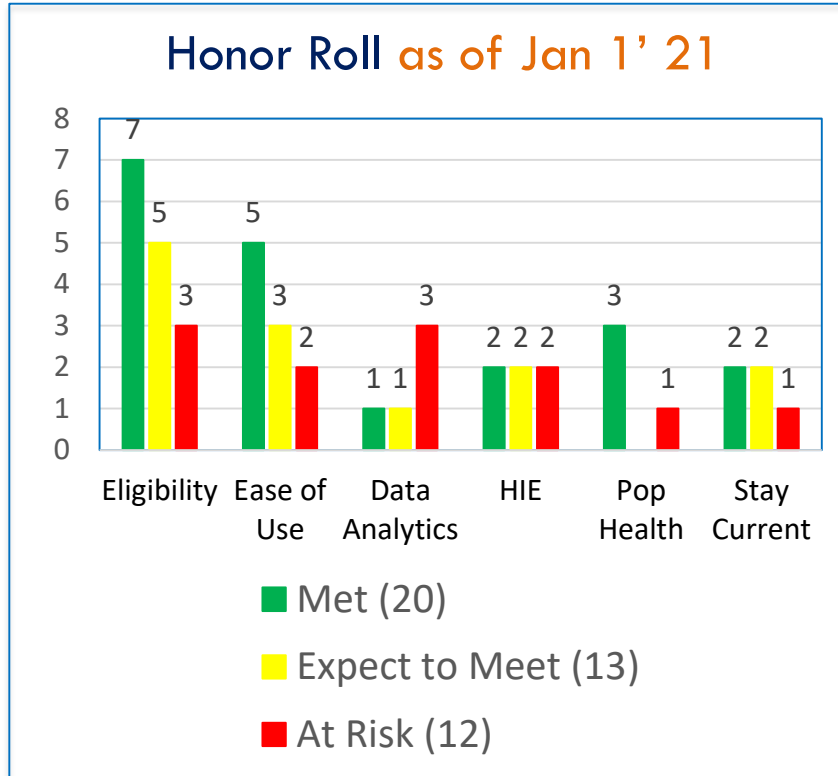
National EPIC customer's Gold Star Levels



Others at Level 8



## Honor Roll Current State

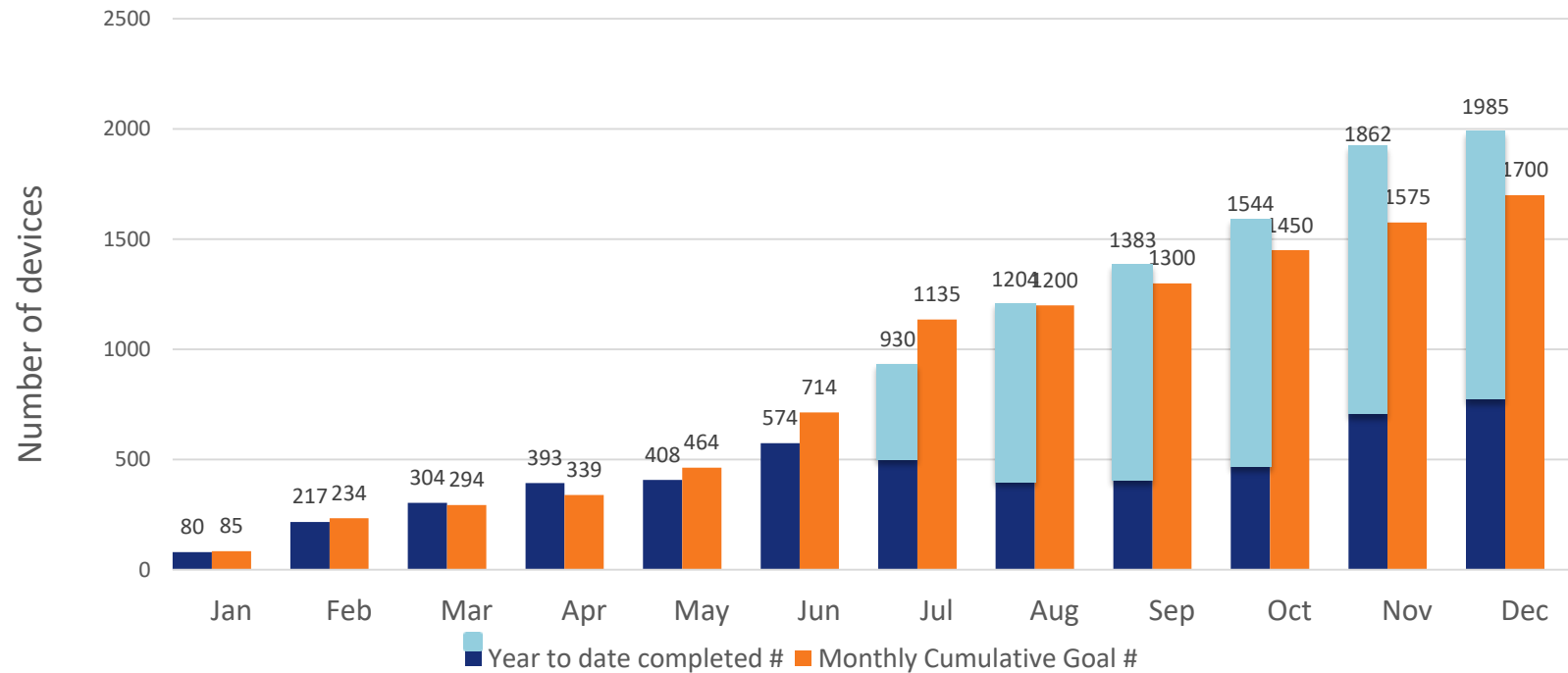


*H+H has achieved honor roll requirements for the following components:  
Eligibility, Ease of Use, Data Analytics, HIE, Pop Health and Stay Current.*

# EITS 2021: Focused Project Completion

(Quality & Outcomes)

2021 Biomed Integration& Upgrade Progress Tracking

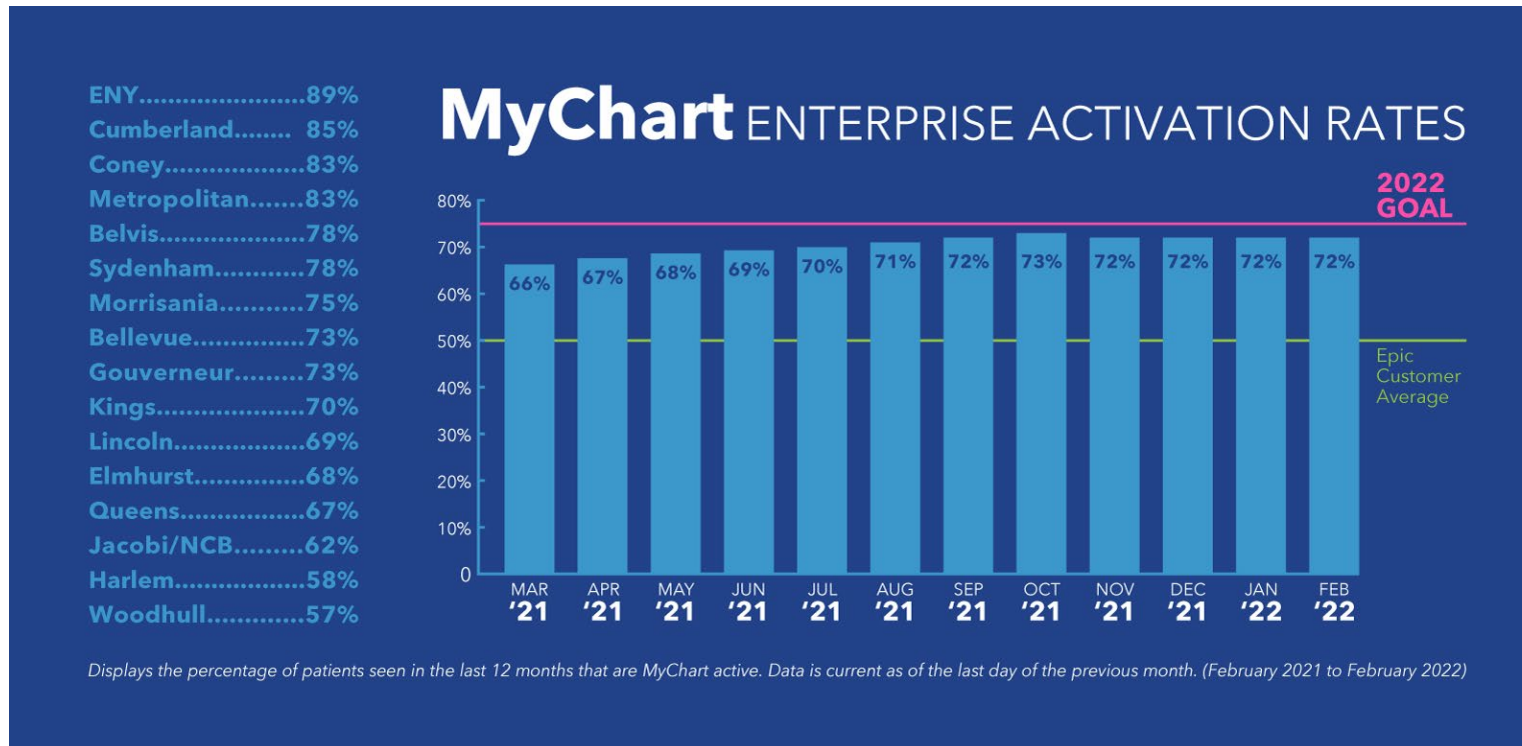


## Care Experience: My Chart Patient Portal Optimization

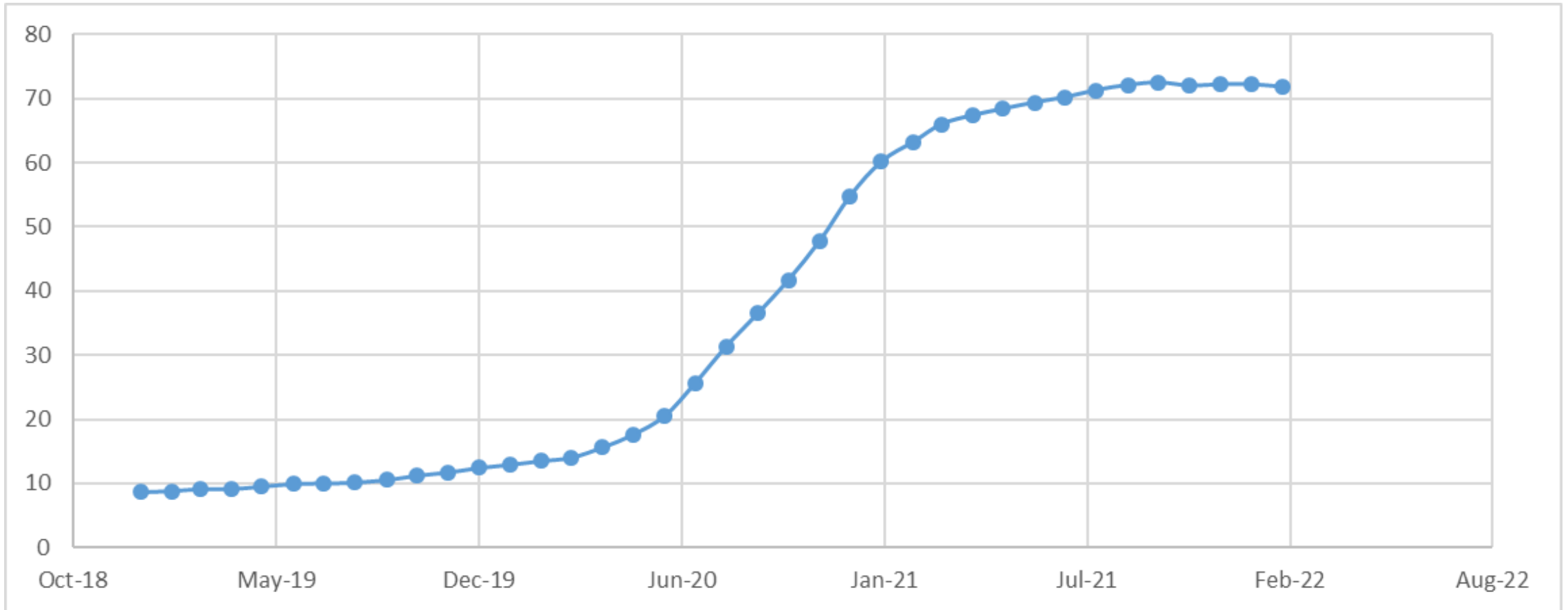
**FY 2022 Activation Goal: 75%**

**February 2022: 72%**

The average activation rate of Safety Net Systems is 44%, all Epic customers is 50%.

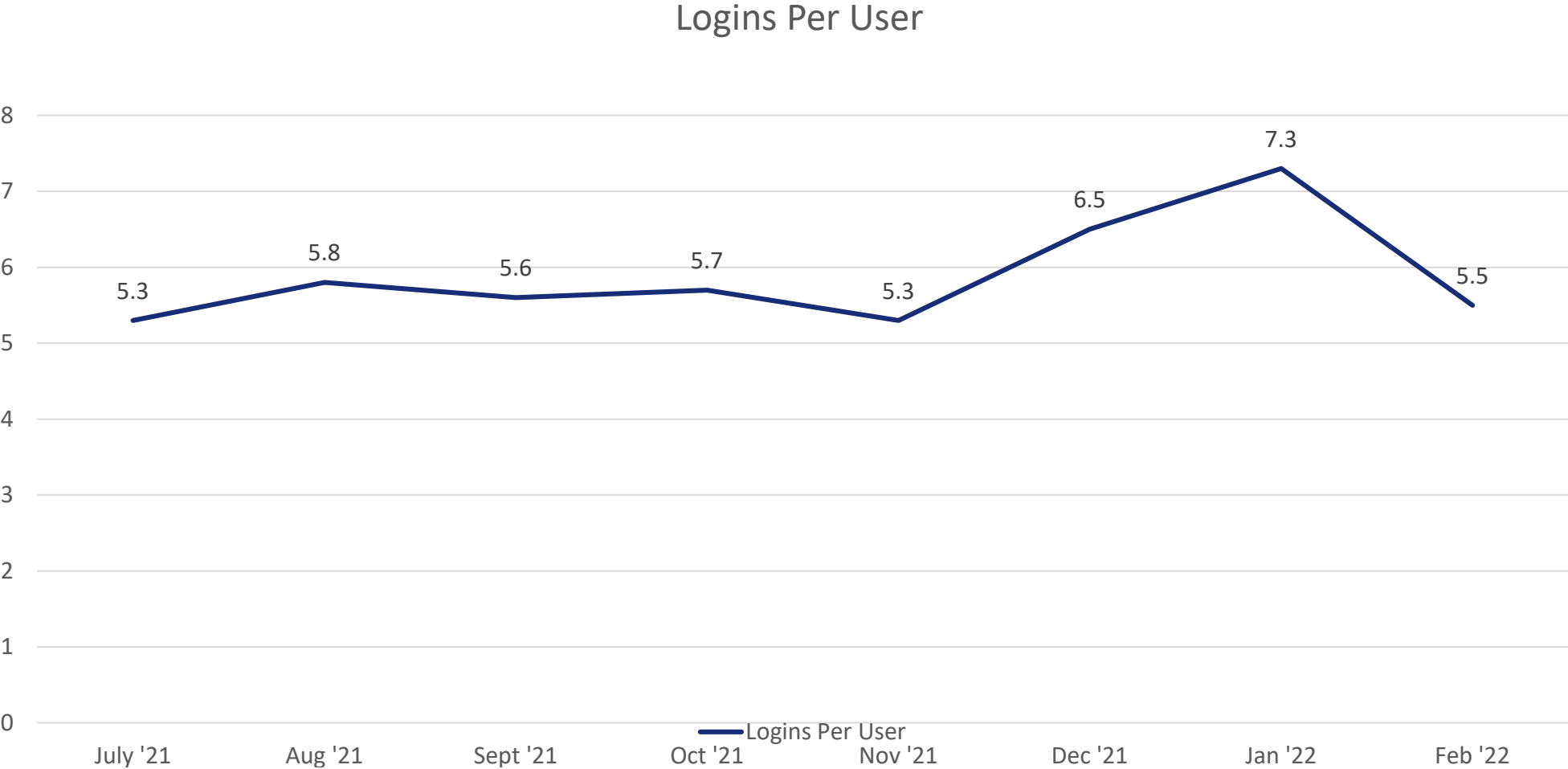


## MyChart Activation Rate





# H2O Effective Use Care Experience



## MyChart Optimization: Adding New Languages

The screenshot shows the MyChart login page for NYC Health + Hospitals. The header includes the NYC Health + Hospitals logo and the 'MYCHART' title. A language selector in the top right corner is set to '简体中文' (Simplified Chinese). A red-bordered box highlights a COVID-19 notice in Chinese. The main content area features four service tiles: '向医生诊室发送消息' (Send message to doctor's office), '访问检测结果' (View test results), '请求处方续配' (Request prescription refill), and '预约' (Appointment). The right sidebar contains login fields for 'MyChart 用户名' (MyChart username) and '密码' (Password), a '登录' (Login) button, and links for '忘记用户名?' (Forgot username?), '忘记密码?' (Forgot password?), '新用户?' (New user?), and '立即注册' (Sign up now). A section for '新患者?' (New patient?) provides a phone number for appointments. The footer includes links for '互操作性指南' (Interoperability guide), '常见问题' (FAQ), '隐私政策' (Privacy policy), '条款和条件' (Terms and conditions), '高对比度主题' (High contrast theme), '下载我们的 App Store' (Download our App Store), 'GET IT ON Google Play', '来宾估算费用' (Guest estimate), '以来宾身份支付账单' (Pay bill as guest), and '获取帮助' (Get help). The MyChart by Epic logo and copyright information are also present.

NYC HEALTH+ HOSPITALS MYCHART

简体中文

**防御新冠病毒**  
我们随时为您服务。在 NYC Health + Hospitals, 我们的目标始终是让我们的患者、探视者和工作人员保持安全和健康。  
在 COVID-19 Omicron 变异株病例激增期间, 作为安全预防措施, 我们的大部分诊所目前都采用视频就诊和电话就诊来为患者提供服务。某些诊所仍安全地开放给有限度的面对面就诊, 请拨打 844-692-4692 预约就诊或点击此处了解详情。

**向医生诊室发送消息**  
在自己舒适的家中向医生诊室发送消息

**访问检测结果**  
不用再等待电话或信函 - 数天内即可查看结果和医生的注释

**请求处方续配**  
针对任何可续配药物发送续配请求

**预约**  
在线与您的主治医生进行预约并查看过去和即将到来的约诊的详细信息

MyChart 用户名  
密码  
登录  
忘记用户名? 忘记密码?

新用户?  
立即注册

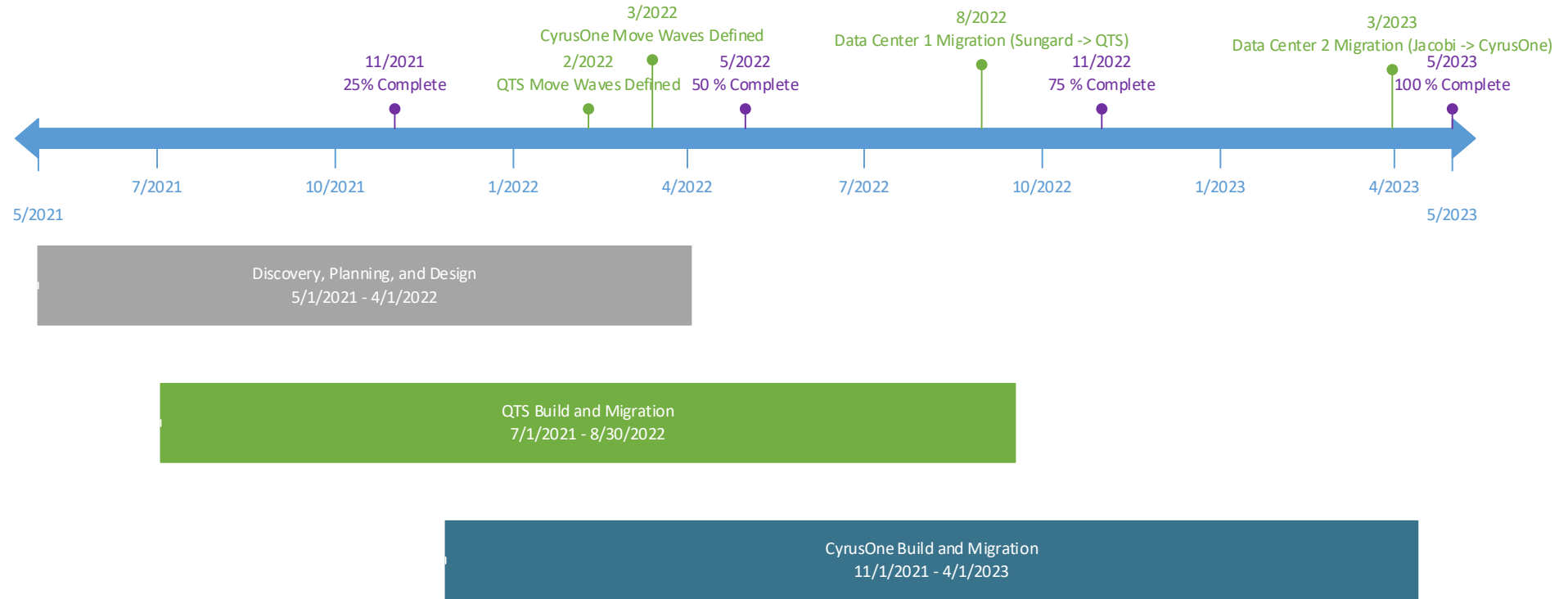
新患者?  
请拨打 1-844-NYC-4NYC (1-844-692-4692) 进行预约。

互操作性指南 常见问题 隐私政策 条款和条件 高对比度主题  
Download on the App Store GET IT ON Google Play  
来宾估算费用 以来宾身份支付账单 获取帮助  
MyChart by Epic  
MyChart® (licensed from Epic Systems Corporation, © 1999 - 2022)

## **Data Center Migration CY22Q1 :January- March 2022 (Financial Sustainability & Quality)**

- Enterprise Data Center Migration : Project Timeline 5/2021-5/2023
- As of March 2022, overall project progress on target at 38% completion.
- Enterprise Data Center Migration CY22Q1 key accomplishments include:
  - Installed storage environment and replicated over 1.6PetaBytes of data
  - Installed and tested support infrastructure applications – Active Directory, Nutanix, DNS
  - Defined and planned first seven move waves, joint venture with PMO, ESD, Security and Application teams
    - First Move Wave: April 12 to include 15 applications (mix of non-production and production) and no user impact
    - Information gathered for testing and virtual moves to be leveraged in the future with the Disaster Recovery teams
  - Office area at QTS has been setup
  - QTS Lessons learned exercise completed
  - CyrusOne pre-planning and preparation 75% completed

# Data Center Migration Update



# Applications Learning Department's H2O Thrive Sessions

**Thrive Training-** *Training geared towards current users of H2O to enhance skills and optimize their use of the electronic health record system*

*The Applications Learning department identifies end user needs based on tickets and facility stakeholder feedback, develops the curriculum and implements the training strategy*

- JC Prep Workshop
  - Began hosting in 2021
  - 524 end-users trained
- Chart Review, Lunch & Learn for survey navigation
  - 172 end-users trained
- Operating Room Preference Card maintenance
  - 45 end-users trained
- Hospital Billing Workqueue
  - New this year
  - 184 end-users trained

## Launch of 1:1 Virtual Training

- Users can request a session with a trainer for application support, provider personalization, or other assistance in using the systems.
- <https://applicationslearningrequest.nychhc.org/>

The screenshot shows the 'APPLICATIONS LEARNING REQUEST FORM' for NYC Health+ Hospitals. The form is titled 'APPLICATIONS LEARNING REQUEST FORM' and includes a 'Log off' link. Below the title, a note states: 'This form is to request support from the Applications Learning Training Team for a 1:1 session with a trainer. We can assist with the functionality in the H2O systems, for anything associated with Policy and Procedures please reach out to your managers. Requests should be made 48 hours in advance. For immediate assistance, please contact ESO.' The form contains several input fields: 'First Name' (John), 'Last Name' (Doe), 'Title' (RN), 'Department' (Applications Learning), 'Telephone' (646-555-5555), 'Email' (epctraining@nymhc.org), 'Facility' (Central), 'Preferred Contact Number' (646-555-5555), 'Service' (Select One), 'Application(s)' (Select all that apply), and 'Time needed for support' (Select One). Below these fields, there is a section for 'Preferred Days and Times' with a note: 'Please provide us with your preferred days and times of the week you are available for support. Hours of operations is Monday thru Friday 8:30 am- 4:30 pm. We will reach out to confirm appointment time.' This section includes 'Add Time Ranges' with a dropdown menu, a time input field, and a '+' button. A 'Submit' button is located at the bottom right of the form. The footer of the form reads '© 2022 - NYC Health + Hospitals'.

The EITS Service Management Office (SMO) is an Internal Center of Excellence (COE) that will improve the quality, effectiveness, and efficiency of delivering services within the H+H enterprise.



Continuous  
Service  
Improvement  
(CSI)



Keep Practices Current



Improve  
Company  
Coordination

## Service Management Office (SMO): Key Value Attributes

- Next step in the development of EITS organization and goal for continuous quality improvement
- Coordinates system requests and the delivery of services
- Supports users receiving consistent service experience
- Coordinates continuous activities of managing the end-to end lifecycle of services.
- Alignment of Enterprise Support Services, PMO, Change Control/Problem Management & Infrastructure ServiceNow Team for improved coordination and communication.
- SMO will encompass Enterprise Support Services, Knowledge Management, Request Management, Change Control, Incident Management & Problem Management, and Service Configuration Management (CMDB).



## Service Configuration Management

### Service Configuration Management

- To ensure that accurate and reliable information about the configuration of services and the configuration items that support them, is available when and where it is needed. This includes information on how Configuration Items – CIs are configured and the relationships between them
- Primary objective: to efficiently provide useful information to the organization
- Scope: of the components under its control should be defined by their usefulness and efficiency.
- Main factors: the usefulness of the Configuration Information and the costs of obtaining and maintaining it.

### Configuration Item - CI

- Any component that needs to be managed in order to deliver an IT service

## Service Configuration Management: CMDB

### Configuration Management Database - CMDB

- A database used to store configuration records throughout their lifecycle. It also maintains the relationships between configuration records.
- i.e. A database that hosts Configuration Items – CIs and their relationships such as depend on, installed on, etc.

**Thank You!**