Greater Baltimore Medical Center

Atos leads technical dress rehearsal in preparation for successful Epic go-live

Challenge

Greater Baltimore Medical Center (GBMC) is an acute care facility with 245 licensed beds in Towson, Maryland. GBMC is part of the private, not-for-profit corporation GBMC HealthCare which is associated with Gilchrist Hospice Care, the largest not-for-profit hospice organization in Maryland.

The medical center was struggling to conduct a technical dress rehearsal (TDR) in preparation for the go-live of an Epic enterprise implementation at all of their locations. It was taking the build team at GBMC significantly more time in uncovering and correcting technical issues, and printer mapping. Additionally, not all of the new hardware had been received, imaged, deployed, or mapped as required. The impact of not having enough time or resources to commit to a comprehensive TDR would have severely and negatively impacted GBMC's go-live and it could have affected each hospital area, ambulatory center, remote location, and every Epic user - particularly clinical staff.

four application analysts to assist with post-live application support (Radiant, Beacon, hospital and hospice billing, claims and remits).

Two months prior to the go-live, GBMC's Epic program director involved Atos in their TDR. Atos brought extensive experience with technical delivery leading up to the TDR and was involved in managing TDR activities including:

- Imaging, deploying, documenting, mapping, complete system level configuration, and testing hardware (including Windows, Citrix, Epic mapping)
- Developing plan, scope, and schedules
- Using Epic's TDR tools and developing or modifying scripts to capture unique build, workflows, and equipment
- Staffing and execution
- Communication and documentation of status, issues, and changes
- Issue triage, remediation, and retesting

Atos also provided field support during the first week of go-live, triaging and resolving any technical issues that came up particularly related to user devices, workstation setup and printing.

"The Atos team has been a true partner. The knowledge and skill set of the technical dress rehearsal (TDR) and support team has been a huge asset. They have helped our team identify issues and correct them quickly and the end users truly appreciate the sensitivity and patience they have. The talent that Atos has found for us to compliment the applications that were struggling through the build process has been incredible! Thanks for helping us to have a successful implementation!"

Cindy Ellis, Epic Program Director at GBMC

Solution

GBMC initially partnered with Atos to supplement their team with several implementation application analysts (Radiant, hospital billing, Beacon, and clinical documentation) and an instructional designer (clinical documentation). Atos further assisted with the management of the go-live support team and provided the resources needed for help desk/command center phone and at-the-elbow support.

Atos used a team approach to support the go-live with a project manager, two site leads, 150 experienced at-the-elbow and ten help desk/command center phone support consultants to supplement GBMC's super users and credentialed trainers. Since the go-live, Atos has provided ten support consultants to assist with abstracting 13,000+ ambulatory charts and

Outcomes

GBMC went live with Epic's enterprise suite of applications (version 2015) on October 1, 2016. Atos provided the following:

- Tested devices:
  - 1300+ computers and laptops
  - 300+ printers including Zebra, specimen and prescription label printers
  - All equipment used for order transmittal
- Imaged and deployed 550+ workstations and laptops
- Installed remote access on all devices
- Assisted with enterprise-wide deployment of:
  - eSignature pads
  - Document scanners
  - Workstation on Wheels (WOWs)
  - Desktop and wireless Zebra printers
  - iPhones and iPads

Why Atos

Atos combines deep healthcare knowledge with global expertise in transforming consumer experiences to deliver a volume–to-value transition that refocuses care on the value of health. Our specialists are helping drive digital transformation by enabling better healthcare quality and lowering costs. We ensure data security and accessibility for our healthcare clients and help them optimize and integrate financial, clinical and network operations.

More information

Learn more at atos.net or email info.na@atos.net.