There are many steps that occur when implementing a complex Information Systems issue or project. For a definition of what is considered a Complex request, please refer to appendix A.

This policy is being written to engage CIS staff and the individual(s) submitting a request in a partnership in implementing the aforementioned request. As an organization, CPS has, in general, been exemplary in the development and implementation of complex Information System projects. However, if there is one area in which there is room for improvement it is in the area of establishing outcome measures. Thus, first, defining exactly what a successful implementation would look like. Then, developing the tools for measuring whether the expected outcome actually occurs, or not. (For the purpose of this policy an example of a tool could be a user defined query that is run weekly checking to ensure data is being passed as anticipated, or something as large as a daily report to be reviewed over a specified period of time).

Below, are the steps in evaluating a CIS issue, or project:

CIS electronic issue or project request submission: All Reimbursement issues will be vetted by a CIS Project Manager. If the request meets the definition of complex, the requester will get an email from the project manager with a questionnaire attached, (A sample of the questions to be included are below):

- CIS electronic issue or project request definition
  - This is where the issue or project is actually “scoped out”. Should the issue be identified as complex, a questionnaire will be mailed to the requestor gathering answers to the following questions, below:
    - What is the anticipated outcome of the system change? (How will the group define a successful implementation?)
    - How will the anticipated outcome be measured? What tools are there to measure the variables defined in a successful deployment, or do new tools need to be developed?
    - Who are the business units impacted by this change, and how will said business units be informed of the system change?
    - What is the best manner to test this change, and who are the individuals to include in the testing signoff process?
    - Once, the request is implemented in LIVE, What is the agreed amount time frame for post live measurement?
Once all of the information has been gathered, and the questionnaire signed off on by the submitter, CIS Project Manager, CIS Manager and Sr. Director of Clinical Practice Services, the following process will ensue:

- **CIS electronic issue or project request system configuration**
  - The analyst or programmer begins the work of configuring the system
  - The submitter begins developing the agreed upon outcome measuring tools to be part of the testing process.

- **CIS electronic issue or project request system testing**
  - Based upon the testing agreement defined during project scope, testing begins, including the testing of the outcome measuring tools.

- **Live Implementation:**
  - The submitter notifies the impacted business units of the targeted live implementation date.
  - The analyst or programmer makes the system changes to the Live system environment on an agreed upon date.
  - The issue submitter activates the outcome measuring tools the same day.
  - *Note, system changes will NOT be put in live, unless the agreed upon outcome measure is ready for live as well.

- **Measuring the success of the complex issue or project post-live:**
  - BOTH, the analyst or programmer and the submitter review the outcome measuring tools over an agreed upon period of time.
  - Once that agreed upon period of time has expired, the analyst or programmer follow up with an email confirming the findings, asking if any other issues need to be addressed, and requests permission to close this issue.
Definition of Complex I.S. Issue or Project:
The purpose of this document is to define what is considered a complex issue or project request submitted to Clinical Information Systems. Complex Issues will be subject to the development of post live outcome measures prior to CIS putting the requested complex change into live.

An issue is considered complex if:
1.) It involves change to two or more applications or programming points.
   a. Example: If there is a request to pass information on the TES charge interface that has never been passed before.
      i. A change would need to be made to the AES Charge translator used for TES.
      ii. Fields to pass the data would need to be added to the interface.
      iii. It is possible new screens would need to be added to TES.
      iv. If this data is required to be passed into BAR, the TES extraction routine would need to be changed.
      v. Most likely, invoice inquiry screens and fields need to be developed.
      vi. If this data needs to be queried, new DBMS tables and columns would need to be added.

   1. In this example, there are changes to TES, BAR, DBMS, the TES Charge Interface AND the AES charge translation (programming).

2.) If the request involves complex claim form logic to “hard-code” or alter data in such a way that the data stored in BAR differs from the data being written on the claim.
   a. Example: With the Radiology professional and technical dates:
      i. Any invoice that would produce a Medicare or WI Medicaid claim (either as primary or secondary) will pass or print the Signed date (Other Date field) as the date of service on any claim for that invoice.

3.) If the request involves the altering, auto adjusting, or special AES programming for any of the following data elements:
   a. Referring Physician
   b. Diagnosis Code
   c. Date of Service
   d. Other Date
   e. Place of Service
   f. Type of Service
   g. Procedure Code
   h. Modifier (s)
   i. Diagnosis Code linking
   j. Units
   k. Total Charge
   l. Balance Due
   m. Anesthesia – Anything to do with Anesthesia