



UNIVERSITY OF MARYLAND
MEDICAL SYSTEM

PORTFOLIO GO-LIVE

The latest news and updates for the Portfolio Go-Live at UM CRMC and UM SRH.



The Journey Begins

While December 2, marks the implementation of Portfolio to the UM Charles Regional Medical Center (CRMC) and UM Shore Regional Health (SRH), it is only the beginning of an exciting journey! UMMS is happy to move closer to our goal of One patient, One Record as we welcome more staff to the Portfolio platform. Now that you are *ready* and we have you all *set*... Let's *Portfolio* together!

Go-Live Support

Members of UM CRMC and UM SRH will continue to partner with the IS&T, Informatics and Business teams to ensure that you are supported both on site in the Service Center and remotely in the Resolution Center for several days following the implementation of Epic. This type of targeted and around-the-clock support allows for issues to be handled efficiently while also ensuring that all involved teams are working together.

Beginning the night of cutover, on December 1, At-the-Elbow (ATE) support staff will be on site, waiting to assist you once Portfolio is available. The ATE staff will be able to assist you in real-time as you begin navigating Portfolio independently. *Note: The support staff are not allowed to complete documentation or orders on behalf of a end user.*

Patients and visitors may also be curious about the Portfolio Go-Live, refer to this helpful list of responses for FAQs:

- [UM CRMC staff](#)
- [UM SRH staff](#)

Need help?

Dial extension **2345** from any hospital phone and this will connect you to someone who can offer go-live help, such as:

- Log-in credentials for Epic, Cerner or any other Portfolio Application not working as anticipated
- Remembering how to document information or place a particular order
- Technology isn't working the way it is designed to
- Patient Safety issue related to a Portfolio workflow needs to be reported



Cutover & Downtime

December 1, 2018

Cutover Activities begin

Have you ever wondered how all the details get from Meditech to Portfolio like magic? Wonder no more... Beginning December 1, a set pool of staff will begin transferring information over to Portfolio. This will allow Portfolio to have up to date patient information in place when we "flip the switch". This process is referred to as cutover.

- UM SRH will begin distributing Epic patient wristbands at **4:00 p.m.**
- UM CRMC will begin distributing wristbands at **5:00 p.m.**

December 1, 2018 at 11:59 p.m.

Meditech goes offline

Everyone should log out of Meditech before 11:59 p.m. and begin documenting care on paper (per downtime policies).

December 2, 2018 at 12:15 a.m.

Registration staff begin using Portfolio

December 2, 2018 at

approximately 6:00 a.m.

All users begin using Portfolio

"The only impossible journey is the one you never begin."

Tony Robbins



Go-Live Pages: Updated to Support Your Needs

Information and resources will be kept up to date and available on the go-live pages so that you can be informed of important reminders, updates, and even emergencies, if needed. Information will be emailed and also made available on the **Go-Live intranet pages** for [UM CRMC](#) & [UM SRH](#)

Types of information available on the Go-Live Pages:

- **Daily Summary** – This will be shared daily while there is comprehensive support from the informatics and IS&T teams in the evening. Leaders will provide information about the day's activities, announcements, ticketing information, and tip sheets that were recently published.
- **Announcements** – Some information can't wait until the end of the day so we may also share important information outside of our Daily Summary. Announcements will be sent via email and uploaded to the intranet pages.
- **Critical Alert** – If Portfolio experiences a patient safety issue that we need to alert the staff about, a critical alert and updates will be sent after the issue is resolved.
- **Go-Live Guides** – This resource will review what to expect during the go-live support period. E.g. - Have you wondered how you will be supported remotely? Or how the information gets from Meditech (or paper) to Epic? Or will the cafeteria be open later than usual? – Look no further, the Go-Live Guides contain all this info and more!
- **Tip Sheets, video and guides** – These resources are available to help you navigate workflows at your own pace and independently.

Be sure to check the go-live pages often for updates.

Readiness Activities: Status Update

Our Inpatient Clinical Readiness Events are complete! Feedback has been very good and you were excited to have the opportunity to practice and see the world of Portfolio in action.

During the first week of October, the Head in Bed activities were completed at all hospital sites. This gave an opportunity for Credentialed Trainers and Super Users to see how all of the individual areas they were trained in, work together to care for our patients. Nearly 200 staff participated in this event. Credentialed Trainers and Super Users expressed that this activity was integral to understanding and supporting their colleagues at Go-Live.

Workflow Dress Rehearsals, which allowed for a test patient to move from place to place as they would in real life (taking a WOW to the units), have taken place at all sites. Over 110 participants across disciplines including dietitians, providers, nurses, respiratory therapists, and others were engaged.

Rolling Demos and Structured Practice have been completed as well. Staff were able to see specific pieces of the Epic build as well as have hands-on practice with critical workflows such as blood transfusion, specimen collection and breast milk scanning. Over 200 users had the opportunity to see and participate in Rolling Demos and Structured Practice.

“You cannot go far alone. You enjoy your journey better if you have people by your side.” - Karan Patel



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What Happens After the Go-Live Support Ends?

As the around-the-clock Go-Live support dials back in mid-December, there will still be staff working on your behalf moving forward. IS&T, Informatics, hospital leadership and business teams will be examining and updating the workflows to improve user experience as we continue this Portfolio journey.

Each month there is a newsletter with noteworthy changes, a listing of tip sheets published and a report of the changes completed in Portfolio. This information is available on the [Portfolio Updates page](#) and it will also be sent out via email.

The Registration, Scheduling & Patient Access staff can also subscribe to the COMPASS Point Newsletter to stay abreast of changes and reminders for your service lines by [subscribing today!](#) For additional COMPASS information [visit our website](#).

Welcome to the Portfolio team! Thank you for all of your valued time and contributions to making this implementation successful.



“Excellence is a great starting point for any new organization but also an unending journey.” Azim Premji