Special Thanks to:
The UK HealthCare Information Technology staff for their tireless effort and commitment at UK HealthCare as we work toward our mission of improving the University of Kentucky and University of Kentucky HealthCare.

Jim Morris
Photography

Vince Willoughby
Annual Report Development

Contents
Introduction 1
Applications 2
Informatics 3
Portfolio Management 4
Information Security 5
Technology 6
Scorecard 7
Our Team 8
Next Year 9
Fiscal year 2014 was a very successful year for UK HealthCare as we tackled the regulatory challenges around ICD 10 and Meaningful Use as well as many other priority initiatives. The staff completed and/or started over 270 projects while maintaining the infrastructure, software and support of the many enterprise systems. We are very proud of our team and their accomplishments.

During the fiscal year 2014, we maintained our momentum as the Information Technology team and stayed the course in meeting the enterprise needs. It was a year of transition in leadership, our CIO transition of particular note, and the pressing industry changes embedded in healthcare reform. As a workforce we remained focused on meeting the organizational imperatives and collaboration across the business boundaries became our mantra. Such strategies as implementing data governance, integrating the College of Medicine IT functions, and establishing partnerships such as clinical engineering/IT were examples of these efforts. We will continue to mature as a key business partner in support of the ever changing organization responding to industry challenges.

This Fiscal Year 2014 annual report is segmented into the five organizational teams: Applications, Informatics, Portfolio Management, Information Security and Technology. Each area is proud to share their:
- Mission and Vision
- Accomplishments
- What this team does, and
- Fiscal Year 15 Goals

Our information technology professionals are very proud of the work and challenges that are accomplished on a daily basis. While this annual report highlights major accomplishments, the daily work effort of each and every team member is deeply appreciated. It is together that we make the difference. A sincere thank you to the IT team members for a robust and fulfilling year.

Cecilia K. Page, DNP, RN-BC, PMP, CPHIMS, FACHE
Chief Information Officer
UK HealthCare,
University of Kentucky
Mission
Deliver healthcare information technology applications supporting UK HealthCare operational and strategic objectives.

Vision
Collaboratively implement and support quality healthcare information technology applications across the UK HealthCare enterprise.

What This Team Does
Install, maintain and support applications used in UK HealthCare Operational Units.

FY14 Accomplishments
1) Upgrades
   a) Ambulatory AEHR
   b) APM Scheduling
   c) Centricity Perinatal OS
   d) Ektron Internet
   e) HealthQuest Patient Mgt Accounting
   f) Laboratory Sunquest
   g) Laboratory Co-Path
   h) PICIS Surgical Services
   i) Riskmaster
   j) SharePoint
   l) Sunrise Clinical Manager
   m) TeleTracking

2) Projects
   a) Bar Coded Med Administration
   b) Computer Assisted Coding
   c) Endoscopy Electronic Charging
   d) LOINC Code Mapping
   e) Meaningful Use Stage 2
   f) Orders Reconciliation Management
   g) ProjectOne EMR Rollout
   h) Good Samaritan Healthcare Telcor

FY 15 Goals
1) Oncology Electronic Medical Record
2) Bone Marrow Transplant
Mission
Right information in the right place for the right resource at the right time.

Vision
Enabling the transfer of data into knowledge to improve practice across the enterprise.

What This Team Does
Informatics links healthcare information technology and the UK HealthCare user community through:
1) Adoption & Usability of the EMR
2) Workflow methodology
3) Clinical Decision Support
4) Optimization & Design
5) Integrated Analytics
6) Value Demonstration / Benefits Realization
7) IT Enabled Process Improvements
8) ARRA / Meaningful Use
9) Business Intelligence
10) Performance Reporting
11) Data / Evidence Knowledge Management
12) IT Learning Services

FY14 Accomplishments
1) Meaningful Use Stage I Attestation
2) Meaningful Use Stage II optimization design (Inpatient and Ambulatory EMR’s)
3) Patient Portal Design and Implementation
4) Secure Messaging for all Providers
5) Implementation of Sunrise MobileMD Application
6) Pediatric Inpatient Clinical Documentation Usability
7) Physician Strategic Roadmap
8) Mobile Care Pilot at Good Samaritan Hospital
9) Technology Fair for Doctors Day
10) Elsevier In Order Pilot
11) Completion of over 400 Service Request Designs for both Inpatient and Ambulatory EHR’s.
12) Implementation of BCMA at Good Samaritan Hospital
13) Implementation of Orders Reconciliation Management
14) Collaboration and integration of Meds to Beds Process within the inpatient EHR
15) Continued Implementation and Support of Ambulatory Clinics
16) Optimization and Publication of Monthly Nursing Score Cards
17) Development and Publication of Monthly ED Score Card
18) Design of Predictive Sepsis Algorithm prototype
19) Design and Implementation of an analytical tool for Ambulatory physician practices
20) Deployment of Clinical Performance Manager (New Inpatient Analytics Tool)
21) Data Governance
22) Enterprise Dragon Design

FY 15 Goals
1) Development of new outcomes design and analysis model
2) 90 day MU II Attestation (Inpatient and Ambulatory Areas)
3) Meaningful Use Scorecards
4) BCMA throughout UKHealthCare
5) dbMotion Implementation
6) Enterprise wide Dragon Dictation
7) Elsevier In-order for Inpatient Order sets
8) Physician Usability Program
9) Advance Data Governance
10) Data Warehouse

Informatics Team
Adkins, Channon
Burton, Christopher
Chen, Xing
Cotter, Daniel
Davis, William
Estes, Patricia
Heinrichs, Rebekah
Krein, Brent
Overstreet, William
Riley, Lauren
Roe, Catherine
Schadler, Aric
Seabolt, Patricia
Simpkins, Valerie
Steele, Julian
Teasdale, Carla
Travis, Adam
Warnock, Christopher
Williams, Laura
Zomchek, Keith
Mission
Provide an enterprise-wide approach to identify, prioritize and execute the portfolio of information technology investments.

Vision
Lead the enterprise by providing excellence in management of information technology portfolio investments.

What This Team Does
We manage the IT investment portfolio through the communication and monitoring of project activities, ensuring transparency of our financial portfolio and managing the relationships with our vendors.

FY14 Accomplishments
1) Achieved 91% of IT Governance Project Milestone
2) Completion of 20+ projects in ARRA MU Stage 2 Program meeting October 2014 attestation timeline goal.
3) Process Improvements
   a) Upgraded Clarity to v13.2
   b) Completed Gartner PMO Maturity model baseline to reach Gartner level 2
   c) Started PMO Build Phase 2
4) Projects (59)
   a) Ambulatory (16%)
   b) Ancillary (3%)
   c) Financial (1%)
   d) Infrastructure (41%)
   e) Inpatient (39%)
5) Financial Savings / avoidance of $200K+ through review of maintenance contracts and service requests.
6) Published Fiscal Year 2013 Annual Report.
7) Developed Unified Communication Strategy and Strategic White Paper

FY 15 Goals
1) Build the PMO to Gartner Maturity Level 2 by completion of the PMO Core Build II sub-projects:
   a) Time Reporting
   b) Resource Planning
   c) Project Forecasting
   d) Project Lite Definitions
   e) Standard Tool Usage
   f) Standard Report Set
   g) Methodology Framework
   h) QC Review Process
   i) Enhance Clarity Issue Tracking
2) Implement Clarity Financials
3) Develop Benefit Analysis of IT Projects

FY14 Projects

Portfolio Management Team
Barnes, Joy
Byrne, Melissa
Delbello, John
Dunnigan, Tamara
Fus, Mariusz
Heiser, Regina
Hudson, Paula
Johnson, Margaret
Kinney, Brian
Luzuriaga, Rosa
MacLaughlin, Sharon
McGuire, Shannon
Montgomery, John
Morgan, Tiffany
Penn, Angela
Rushing, Mike
Shropshire, Fred
Southworth, Karla
Spalding, Natalie
Walling, Roy
Willoughby, Vincent
Mission
Ensure the confidentiality, integrity, and availability of UK HealthCare information assets and promote responsible use.

Vision
To be a nationally recognized leader in healthcare information security.

What This Team Does
UK HealthCare data is a strategic asset, vital to the success of our research, education, and clinical care missions. Information Security partners with customers to ensure the confidentiality, integrity, and availability of this strategic asset. Because data comes in many forms, Information Security does not focus on Information Technology systems alone. We assist our customers by evaluating all business processes and making recommendations for improvement.

FY14 Accomplishments
1) Developed a comprehensive risk assessment process to help govern technology service providers.
2) Performed 15 risk assessments on clinical and support systems, including an engagement with the Institute for Pharmacy Outcomes and Policy to review, assess, and provide remediation recommendations for the protection of EDT data assets. These risk assessments identified risks to the business, vulnerabilities of information systems, and resulted in countermeasures to mitigate those risks.
3) Codified acceptable use and personal mobile device enterprise security policies for the protection of data. These policies helped the enterprise demonstrate our commitment to protecting vital information and Information Technology assets as well as comply with HIPAA and HITECH regulations.
4) Began a program to create and provide secure configuration baselines for information systems ensuring that systems would be built from the ground up with security in mind.
5) Established an IT governance security committee to establish a bridge between Information Security and the business. The committee will provide risk management and compliance oversight relating to the use of technology and associated data.

FY 15 Goals
1) Information Security has a complete schedule of assessments that include and engagement with Markey Cancer Center Cancer Research Informatics (CRI)
2) The Kentucky legislation has passed new breach notification legislation which will have an impact to how UK HealthCare responds to breaches. Information Security, in conjunction with Corporate Compliance, will need to revise the current breach notification process to ensure compliance.
3) Information Security will be focused on the development of a comprehensive business continuity strategy for UK HealthCare. This will ensure that UK HealthCare will be able to continue to provide patients the best care when information systems are unavailable.

Information Security Team
Booth, Robert
Cotter, William
Fee, Douglas
Hussain, Arshad
Justice, Amy
Miller, Branden
Richardson, Donald
Sandy, Katelynn
Settle, Stanley
Shock, Eric
Mission
UK HealthCare IT Technology advances the success of UK and UK HealthCare by understanding its community so well that solutions are sought, trusted, and in place as needs arise leveraging Information Technology As A Service and Real Time Infrastructure.

Vision
UK HealthCare IT Technology partners with UK and UK HealthCare to leverage the power of world class technology by providing creative customer solutions, responsive services and reliable access to a business enabling infrastructure.

What This Team Does:
The UK HealthCare IT Technology team is comprised of System Operations, Systems Integration, Systems Engineering, Customer Service & Service management. The team maintains, installs, and supports the key infrastructure that enables UK HealthCare applications to run and support the academic health care pillars of research, education and clinical care.

FY14 Accomplishments
1) 3M Final Diagnosis to SCM Interface (MU)
2) SCM Always On/6.1 delivered the capability to bring down one node at a time, reducing downtimes.
3) Implement Microsoft Hyper-V environment – A tool that supports the Always On Strategy for High Availability.
4) SCM Monthly Availability reached 99.99%
5) AEHR Monthly Availability reached 99.9%
6) Downtime Reports are electronically distributed instead of printing reports in the Data Center and distributing
7) Windows 7 uplift 5200 machines
8) Automation of 14 of the 23 applications currently provisioned by IAM
9) Implemented 9020 AIO and 7440 Ultra standards, resulting in a reduction of the desktop footprint
10) Service Desk HDI Team Certified
11) Projects/Upgrades/Implementations
   • Remedy 8.1
   • SCM 6.1
   • SQL 2012
   • CoPath 2013
   • Lab 7.1
   • PICIS 8.3
   • IT Notify
   • AEHR 11.4.1
   • APM 10.4.4.12
   • HQ 18
   • MedCat 10.7
   • Storage Growth to 2.0PB

FY 15 Goals
1) Regulatory Compliance
   a) ICD-10
   b) Meaningful Use
   c) Encryption
   d) Audits
   e) Disaster Recovery
2) Infrastructure Capacity Enhancements
   a) Storage
   b) Server
   c) Workstations
3) Infrastructure End of Life Refresh
   a) Storage
   b) Network
   c) Server
   d) Workstations (WinXP to Win7)

Technology Team
Al-jumaily, Taha
Allen, Hannah
Allen, Mary
Applegate, Seth
Baker, Jeffrey
Baker, Raymond
Bates, Jan
Baughn, Charles
Bottom, Gerald
Boulden, David
Bridges, Timothy
Brock, Justin
Brockman, Jeffrey
Brooks, Lee
Brown, Robert
Burgess, Karl
Bynum, Timothy
Byrom, Richard
Calulot, Stephen
Carmical, Damon
Casteel, Cynthia
Coleman, Cory
Collett, Jeremy
Combs, Jessica
Cone, Marilyn
Crawford, Stephen
Crowe, Patricia
Cruze, Albert
Darling, Jennifer
Davis, Evan
Davis, Jeffrey
Deatherage, Dohn
Dunn, Jeffrey
Edwards, Earnest
Ellis, Kevin
Endicott, Steve
Finney, Christopher
Fischer, John
Fisher, Jason
Florek, Richard
Fox, Jonathan
Gaines, DeJon
Gerding, Michelle
Green, Michelle
Griffith, Anthony
Haddix, Lashonda
Hagan, William
Hagerman, Charles
Hall, John
Hansen, Derrick
Harris, Helen
Hatfield, Charles
Haynes, Scott
Herrin, Jennifer
Hill, Derrick
Hoover, Gary
Hubbard, James
Hucaby, David
Hudnall, Anthony
Hunger, Ronald
Isaacs, Edward
Isaacs, Michele
Jef, Dallas
Johnson, Terrance
Jones, William
Keeborzt, Douglas
Kiser, Charles
Kiser, Shane
Kolacz, John
Laffin, John
Lay, Kevin
Leedy, Stephen
Lynn, Jeffrey
Machilek, Rudolf
Marnati, John
Marshall, Jonathan
Masterson, Marcia
Maupin, Donna
Mcintyre, Chris
McLaughlin, Michael
McWhorter, Eric
Meurer, John
Mitchell, Connie
Morgan, Kenneth
Morris, James
Morris, Theodore
Muhovic, Armen
Nash, Zachary
Nicholls, Benjamin
Niemeier, Brian
Noffsinger, Linda
Paugh, James
Peters, Steve
Phillippi, Austin
Posey, Michael
Poskin, John
Preece, Gary
Preston, Corey
Prudencio, Rodrigo
Reynolds, Joshua
Richardson, Toquito
Rude, Mary
Rydz, Richard
Sclache, Troy
Schott, Kevin
Silvey, John
Silvey, Teresa
Small, Michael
Smith, William
Smith, Belinda
Springer, Leslie
Stakelin, James
Stekeete, Dana
Stekeete, Glenn
Swartz, David
Taylor, Melissa
Terpening, Guy
Thomas, Grant
Towery, Robert
Treen, Sarah
Valdivieso, Omar
Vischi, Michael
Walker, Rico
Watts, Christopher
Wilson, Christopher
Wright, Barry
UK HealthCare IT Balanced Scorecard

UK HealthCare Information Technology’s vision is to “Build a World Class IT Function to Transform Health Care”. We developed an IT Balanced Scorecard to measure our performance against World Class IT metrics. This is the final IT Balanced Scorecard published for fiscal year 2014. As we continue into fiscal year 2015 our balanced scorecard will be optimized to reflect the information technology fiscal year 2015 goals.
Our Team

UK HealthCare Team
At UK HealthCare, our Information Technology team works very hard every day to keep the patient at the center of our work. We make our best efforts to provide a welcoming and efficient environment for our patients, their families, our clinicians and employees. We consistently recognize our leadership team members that live our values of Respect, Accountability, Integrity, Servant Leadership, and Excellence. Below we recognize four exceptional leaders in Information Technology for their achievements and dedication throughout the year.

Corey Preston
2014 IT Leadership – Team Player Award
Corey is dependable and reliable while always demonstrating a positive attitude. He is committed to UK and UK HealthCare while sharing the load with others and doing his part of the work. He is honest and straightforward while consistently complimenting the team and their skillsets. Cory is an excellent communicator and collaborator while remaining fair to everyone.

Stephen Leedy
2014 IT Leadership – 6th Man Award
Steve is flexible, reliable and a true impact team player while creating no drama in the work setting. Steve is considered an unsung hero in Information Technology. You can count on Steve to come through in a pinch and always there when you need him. Steve is always consistent and positive while demonstrating a sustained effort in work settings.

Eric McWhorter
2014 IT Leadership – Motivator Award
Eric is an inspirational and enthusiastic team member. He is always kind, generous and trustworthy while being attentive to others. Eric inspires a shared vision and open to all opportunities setting an excellent example for others to follow. He is a great communicator and always maintains a positive attitude and good nature. Eric will always cheer you up and motivate you to refocus your attention in the right direction.

Jim Paugh
2014 IT Leadership – Servant Leader Award
Jim exemplifies servant leadership characteristics by always being respectful, gracious, empathetic and aware of others needs first. He is a great team-builder while being committed to the growth and development of the people he serves. Jim consistently inspires others with his personal behaviors and always accountable for his actions. As a strong communicator, Jim is always open and transparent while maintaining a high degree of integrity.
Next Year

This next year provides new challenges for our information technology professionals. We are at a crossroads as we, IT, emerge as a new and vibrant partner in the rapidly changing industry of healthcare. This is a more connective, collaborative environment and IT is more integral than ever. Key IT-enabled initiatives are evolving as critical success factors for organizations survivability in the future. Our vision to “Build a world-class IT function to transform healthcare” and the mission to “improve UK and UK healthcare” is laser focused in our strategies. Success will be evident in our supportive role in quality, safety and service excellence enabling UK HealthCare to achieve status as a top academic medical center serving Kentucky and beyond.

The IT leadership team has adopted the Information Technology Infrastructure Library (ITIL) service management framework as the basis for our internal work processes. This framework allows IT to draw from a best practice approach. Following the shared governance model for employee engagement, the IT department has adopted a collaborative transformation model to organize the ITIL work. This model will aggregate the employees around the ITIL work embracing the principles of shared ownership, partnership and equality, accountability, and transformational leadership. The councils will guide our internal processes going forward. We are very excited about this new model and embrace the transformational change.

Maintaining our focus on the business needs, the IT-9 summarizes the key initiatives identified as IT requirements for the new health care delivery system. Each strategy has been researched for best practice and identified tactical strategies to position UK HealthCare for success. Collaborating with the business, these strategies provide line of sight for the work required to move forward and meet the strategic needs of the enterprise. These will certainly be modified annually to respond to the ever changing landscape.

Our fiscal year 2015 will position IT as a key infrastructure for success. We will emerge as a strong unit reflecting ONE team with ONE mission and ONE voice. Together, we will make a difference.

Warm regards,

Cecilia K. Page, DNP, RN-BC, PMP, CPHIMS
Chief Information Officer