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Centricity™ Practice Solution 12.3 & Centricity™ EMR 9.12 Upgrade Project Plan Checklist

Initiate

Plan

Execute

Go Live

Resources to Help

Upgrade Timeline

Prepare

Review Our Upgrade Resources

Complete Hardware Calculator

Understand Upgrade Paths

Review New Features

Schedule Upgrade

Upgrade to 2015 CEHRT

End User Training

Pre-upgrade tasks

Upgrade to CPS 12.3.x or CEMR 9.12.x

Upgrade to CCC Basic 1.5

Implement Additional Components

Azure Active Directory

CCDA 2.1

FHIR APIs

Portal

Secure Messaging

Monitor/Improve Results

Review Measure Setup and Workflows

Train on Measure Workflow Changes

View Results in CQR

Refresher Training where Needed

Begin 2019 Measure Reporting Period

Promoting Interoperability (PI):

MIPS/Caid >= 90 Days

Quality (eCQMs):

MIPS/CPC+ = Full Yr

Caid = Quarter

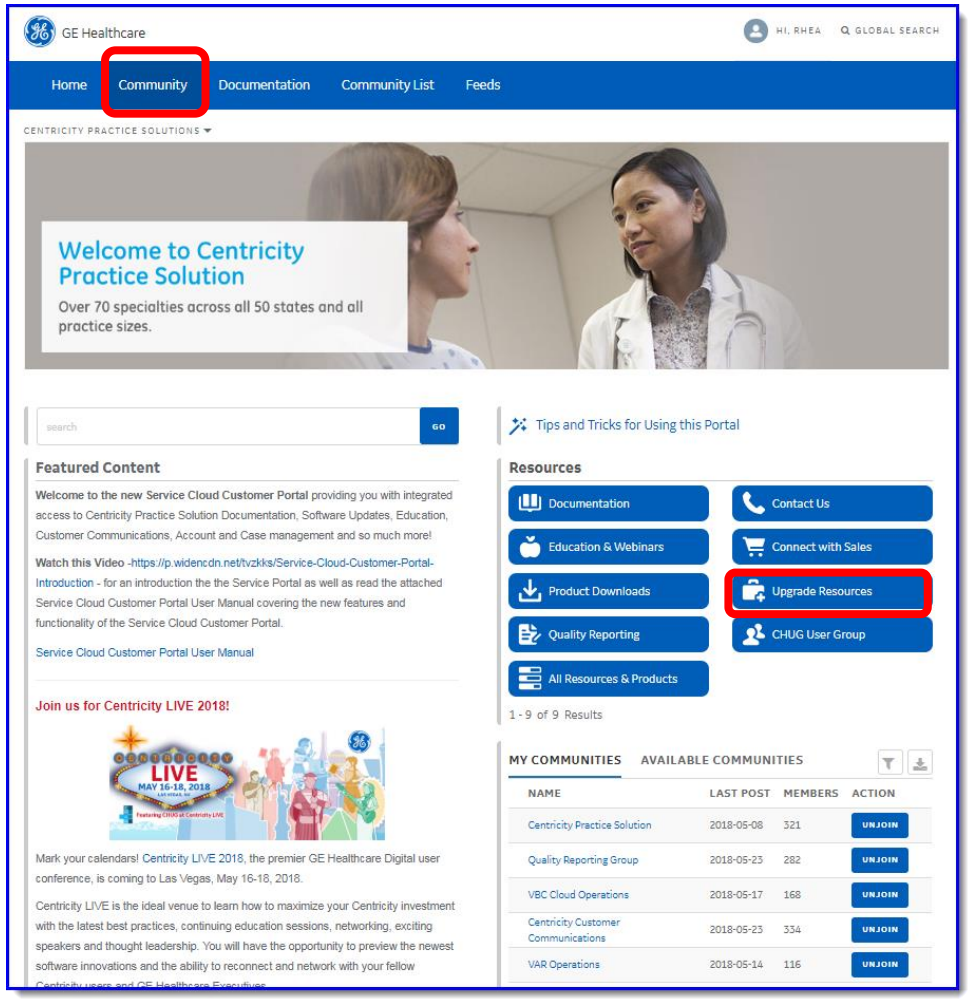
Improvement Activity:

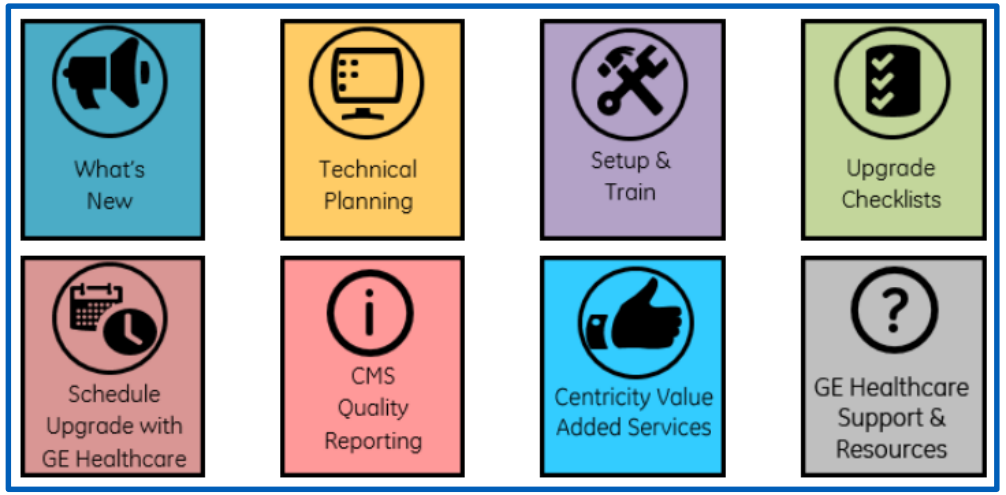
MIPS >= 90 Days

Now → Next → Allow Time to Learn

Upgrade Resources on the Customer Portal

https://digital.gehealthcare.com





Initiate

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- ❑ Appoint a project leader
- ❑ Create an internal upgrade project team with representation from each functional area including IT
- ❑ Review GE upgrade resources in community (see previous slide)
- ❑ Map out all Centricity and Centricity inter-related components in use including billing and scheduling add-ons, reporting modules, scrubbers, EDI solutions, ePrescribing, portals, messaging, reminder systems, etc.
- ❑ Perform a complete release note & technical documentation review for all upgrading systems
  - Community > Upgrade Resources > What's New & Technical Planning
  - Community > Product Downloads
- ❑ Identify need for assisted upgrade services based on current versus future state considering any new features or solutions to be implemented
- ❑ Complete technical planning for upgrade
  - Community > Upgrade Resources > Technical Planning
- ❑ Conduct an internal upgrade project kick off

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Plan

- ❑ Finalize identification & purchase of needed technical components for upgrade
- ❑ Identify all key project contacts, third-party vendors & software suppliers, interface partners, & help desk contact information for quick reference
- ❑ Discuss upgrade plans & additional services options with GE or VAR representatives
- ❑ Consider implementing or refreshing a Centricity test system prior to upgrade
- ❑ Alert key contacts of system components about upgrade plans & validate readiness for upgrade with each
- ❑ Develop a training plan
- ❑ Begin an issues tracker with assigned owners and regular project touch points
- ❑ Finalize contracting as required with GE, VAR representatives, and other inter-related system parties
- ❑ Create a project schedule
- ❑ Develop a go live day & post live issues routing procedure

Execute

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- ❑ If a test system is available, perform upgrade and end-to-end testing on current and future state workflows
- ❑ Install and ready technical systems for upgrade
- ❑ Finalize pre-upgrade training with GE, VAR representatives, and other inter-related system parties
- ❑ Execute on end user training plan
- ❑ Consider upgrading components in advance of the Centricity software as possible
- ❑ Complete Active Directory & Azure Active Directory tasks
- ❑ Complete Go / No Go meeting, review schedule of events, handoffs, & outstanding issues list
- ❑ Communicate to organization upgrade schedule & issue reporting procedure
- ❑ Complete pre-upgrade tasks per Centricity upgrade technical documentation
- ❑ Backup Systems & Upgrade Centricity and other inter-related systems

Go Live

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- ❑ Finalize workstation installations
- ❑ Complete post upgrade feature or system setup, configuration, and grant permissions
- ❑ Complete CCC or other form installation and configurations
  - Community > All Resources & Products > Centricity Clinical Content
- ❑ Core team tests system access and baseline functionality
- ❑ Core team is available on clinic floor for troubleshooting and questions
- ❑ Communication to organization announcing go live and reminder of issues reporting procedure
- ❑ Monitor and prioritize any incoming issues or concerns with owners to resolve
- ❑ Monitor interfaces and quality reporting data flow to CQR as applicable

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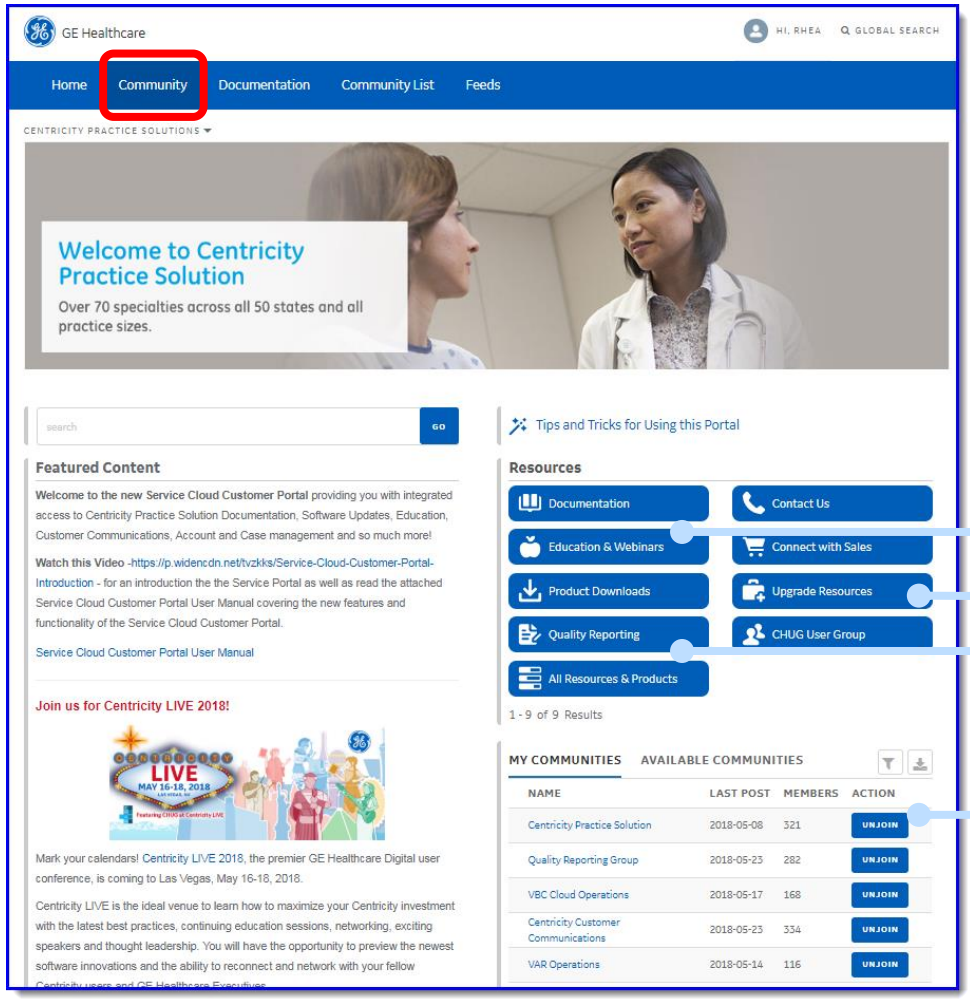
Reference our Customer Portal for Ongoing Updates



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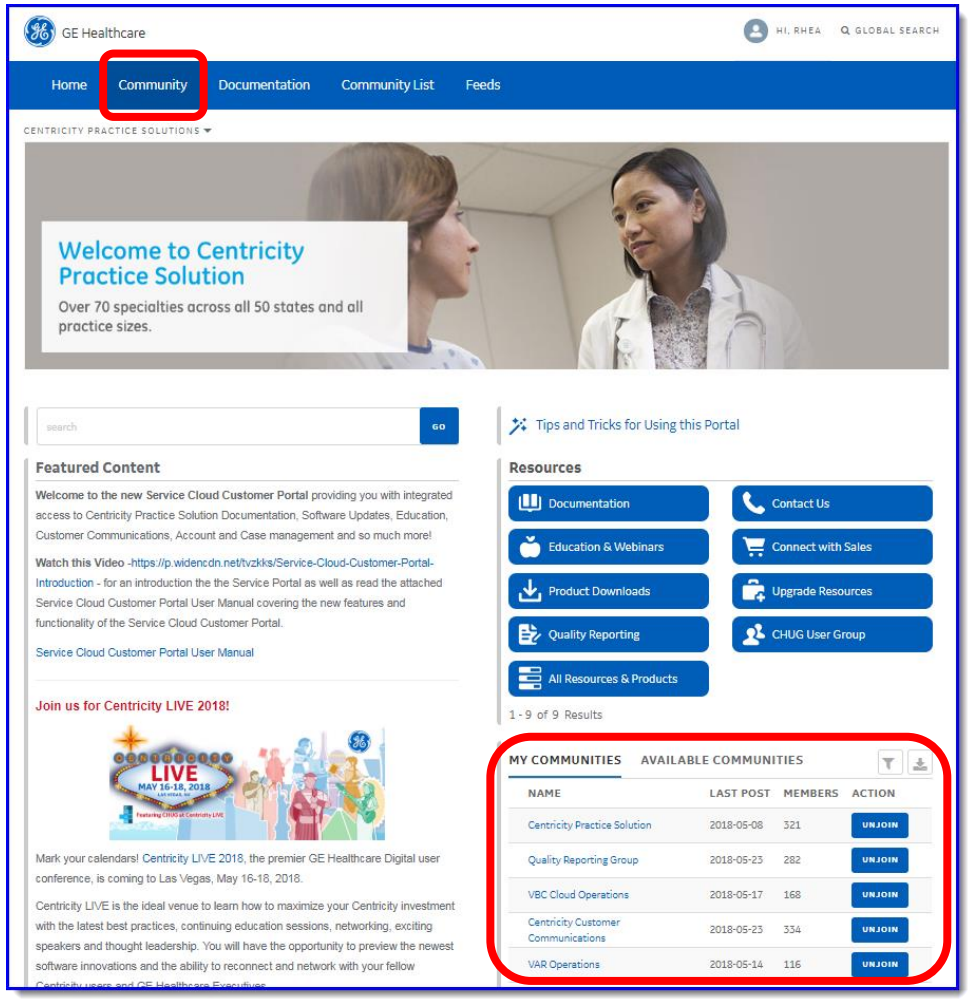
All webinars in one place

Upgrade tools and guides

Quality Reporting

Join the chatter groups

Community Chatter Groups



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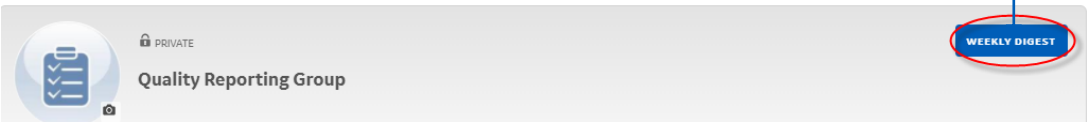
- Select “Available Communities”
- Select “Join” next to communities of interest
- Select each community you join to configure email notifications (default is weekly)



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