



HDI Healthcare Forum Meeting

April 8 and 9, 2018

MGM Grand

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Group Facilitator: Leslie Cook | leslie.cook@ubm.com | 719-230-8650

Saturday April 7, 2018

6:30 pm – 8:00 pm

Networking Happy Hour – all Forum participants are invited to attend this social activity. There will be appetizers and drinks available, plus great opportunities to re-connect with your group, meet new participants, engage and build your connections!

Sunday April 8, 2018

7:45 am – 8:30 am

Breakfast

8:30 am – 9:00 am

HDI Welcome – presented by Allyson Rollins, Program Manager

9:00 am – 9:30 am

Healthcare Group Introductions and Welcome

9:30 am – 10:45 am

Facilitated Collaborative Discussion: Artificial Intelligence (AI) within your organization: AI is a part of the culture, not just a technology implementation. Early Detection, Automation, Service Now rolling out in the next release, etc...

- What are others doing with AI?
- What does the current landscape of AI look like in service and support?
- How does your company view or use AI?
- How have you partnered with other departments in the business to implement AI?
- How will they use it for other aspects of the business?
- What are some quick wins to implement now?
- What can you be doing to prepare for AI?

10:45 am – 11:00 am

Break

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| 11:00 am – 12:00 pm | Define Change Management Types: 1) Emergency 2) Functional 3) Standard What is your threshold for notifying the support center? |
| 12:00 pm – 1:00 pm | Lunch |
| 1:00 pm – 2:30 pm | Roundtable Discussion: Change Management - How does implementing tech changes impact staff, budgets, and your business overall? Interactive discussions will include, but are not limited to: <ul style="list-style-type: none">• What are your best tips and tricks to navigate CM• Inclusion of service desk• Methods of types of change: – Emergency Functional and Standard• Education of Support of the Service Desk• Communication of that change – Change control minutes –• How do you enforce association with the change?• How do you educate the staff regarding the nature of the change and associate calls to the change? (key metric around change) |
| 2:30 pm – 2:45 pm | Break |
| 2:45 pm – 3:30 pm | Roundtable Discussion: Ransomware attacks, how does an attack impact the support team? What will need to change after an attack? |
| 3:30 pm – 4:30 pm | Remote Employees / Home Offices: What is everyone doing? How do you manage the remote workers? How do you make them feel a part of the team? Motivation and Engagement of remote workers? Are the protecting patient data? Has there been standards set? What are the requirements for each remote worker? Internet speed, set up, office space, etc...What about new employees? At what point can they work remote? |
| 4:30 pm – 5:00 pm | Facilitated Discussion / Parking Lot: This is an opportunity for open discussion regarding challenges |

faced, successes experienced, tools, RFPs, vendors, etc. Take this time to ask questions of your peers, share ideas or generate topics that are not mentioned on the agenda. What are some current issues you are facing that you would like to discuss? Use your post-it notes to capture your thoughts throughout the day not pertaining to the agenda items. Utilizing the parking lot area in the meeting room, stick your topic, idea or question in the designated area to be discussed at this time during the day.

5:00 pm – 6:00 pm

Free Time

6:00 pm – 8:00 pm

Group Dinner

Monday April 9, 2018

7:45 am – 8:30 am

Breakfast

8:30 am – 9:30 am

Speed Circuit Discussions: This will include all HDI Leadership Forum groups. This session will include different topics set up on each table. Participants will spend approximately 5-10 minutes at each table rotating through each topic until the hour has been reached. HDI representatives will be at each table taking notes of each discussion and we will condense all of the notes into one document and distribute to the participants through your HDIConnect group.

9:30 am - 10:45 am

Healthcare Chat Implementation Success
Presenters: Michael Turpin & Vimal Kumar
Company: Allscripts

10:45 am – 11:00 am

Break

11:00 am – 12:00 pm

Facilitated Discussion: Soft Skills Training - Courses, Development: What do other companies do to build on the soft skills? How to you provide training for soft skills vs. technical skills, how do you improve your techniques?

How do you make the call flow smoothly? How does this impact the customer experience? How do you continue to train your employees to deliver a great customer experience?

12:00 pm – 1:00 pm

Lunch

1:00 pm – 3:00 pm

Problem Management: Process focused discussion
Understanding the method and the process of Problem Management not the ticket piece.
What initiates PM,
what is the definition of PM,
ticketing system and how you use it?
who owns it?
What is the threshold for PM,
are there official ways to review PMs –
Speak about how your organization has implementing it and how it relates back to the other components.
Major incident vs. Problem Management
At what stage in PM do you communicate to your customers?

3:00 pm – 5:00 pm

Site Visit – MGM

- **IT Support Services System Overview – 15 minutes**
 - **Organizational background**
 - **IT overview – technologies used**
 - **Organizational Structure**
- **Project Overview - 15 minutes**
 - **Service Desk Operations - 45 minutes**
 - **Tour desk and provide overview**
 - **Staffing – Training (onboarding and ongoing) and Hiring Process**
 - **CSI Stats and Awards**
 - **Metrics, what do you measure and why**
 - **Share managing for daily improvement process**
 - **Daily Weekly employee engagement, daily huddles etc..**
 - **Drill down a bit on Ticket System usage and process implementations**
- **Panel or General Q & A – 30 minutes**