

MaineHealth

MaineHealth Knowledge Connection

Operational Transformation

Spring 5-21-2024

MaineHealth Cancer Care Network Ticket Intake Process

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Problem/Impact Statement

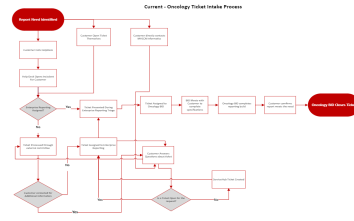
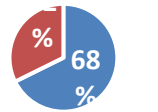
The MaineHealth Cancer Care Network informatics team is manually submitting most reporting tickets for oncology customers. The current intake ticket process includes various communication channels to the business intelligence developers [BID] when a reporting need is identified resulting in workflow deficiencies and redundancies. As of FY23, MaineHealth has moved to a new ticket reporting system called ServiceHub which includes new customer self-service tools that have not yet been utilized.

Scope

- Scope –
1. Reviewing the MHCCN Informatics role within ticket intake process
 2. Reviewing the self-service tools in ServiceHub.
 3. Reevaluate the current ticket triage process
 4. Communication plan to MHCCN & Onc Governance
- Out of scope –
1. Interfering with the Enterprise Reporting ticket triage process
 2. Customer tickets outside of MHCCN.

Baseline Metrics/Current State

In FY23, MHCCN Informatics had 127 new tickets assigned to them in ServiceHub; 68% of these tickets were opened by the business intelligence developers [BID] not the customers. Current process shows various ways a customer requests a reporting ticket. When the ticket it not opened by the BID the process becomes longer trying to find the correct assignment team for the ticket.

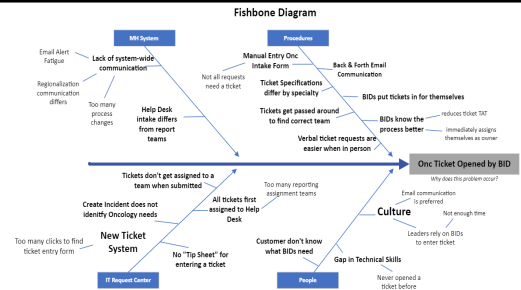
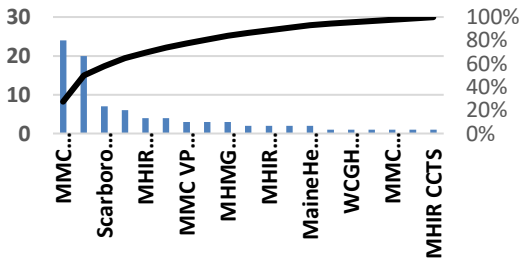


Goal/Objective

Effective 1/1/2024, a new ticket intake form will launch for the MHCCN that will allow users to enter their own tickets and this will automatically assign the tickets to the MHCCN Informatics team for review. A new process map will be implemented by 12/18/2023 for Oncology Governance approval followed by a communication plan for end-users.

A KPI will go into effect on 1/1/2024 to measure how many tickets are being submitted weekly by the BIDs vs the customers. The goal will be to have < 25% of tickets entered by the BID. This KPI will be live for 60-90 days.

Root Cause Analysis

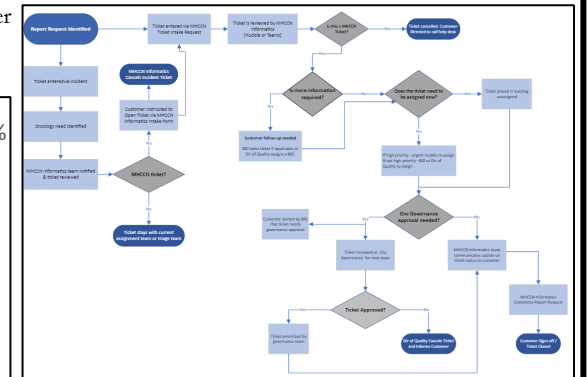
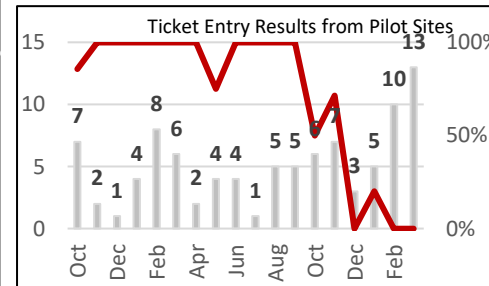


Countermeasures

Action Item	Owner	Start Date	End Date
New Intake Process Map for desired state	All	12/7/2023	12/11/2023
Execute Pilot Communication Plan	Lauren	12/18/2023	12/18/2023
Present pilot plan for Onc Governance Committee Approval "Buy-in"	Lauren	12/21/2023	12/21/2023
Execute Pilot Plan	Lauren	12/18/2023	12/18/2023
Start Pilot with selected departments	All	1/1/2024	N/A
Activate KPI	All	1/1/2024	12/31/2024
Review Results of Pilot	All	4/10/2024	4/19/2024

Outcomes

- KPI to measure % of tickets opened by customer
- Run chart
- Pareto Chart for "new offenders"



Next Steps

- 1. Communication Plan to all MHCCN ~ TBD 2024 – Waiting on DASH to proceed**
 1. Inform Help Desk of new form for MHCCN customer's only
 2. Presentation to Onc Outpatient leadership team meeting
 3. Cynthia to send an eNews Blast of new form to the entire MHCCN
 4. Form link added to eNews for all future issues
 5. MHCCN Informatics to add form link to email signatures
- 2. Assess & Monitor System-Wide Implementation**
 1. A KPI will be used to monitor how often tickets are entered by BIDs and why
 2. A dashboard will be built to trend ticket entry user's overtime
- 3. End point – Effective 5/1/24 all new tickets must use the new ticket entry form. By end of December 2024 the KPI will come to an end and a dashboard will be used to monitor ticket entry volume overtime, once we achieve < 25% collectively for 6+ months we will stop monitoring.**

Problem/Impact Statement

The MaineHealth Cancer Care Network informatics team is manually submitting most reporting tickets for oncology customers. The current intake ticket process includes various communication channels to the business intelligence developers [BID] when a reporting need is identified resulting in workflow deficiencies and redundancies. As of FY23, MaineHealth has moved to a new ticket reporting system called ServiceHub which includes new customer self-service tools that have not yet been utilized.

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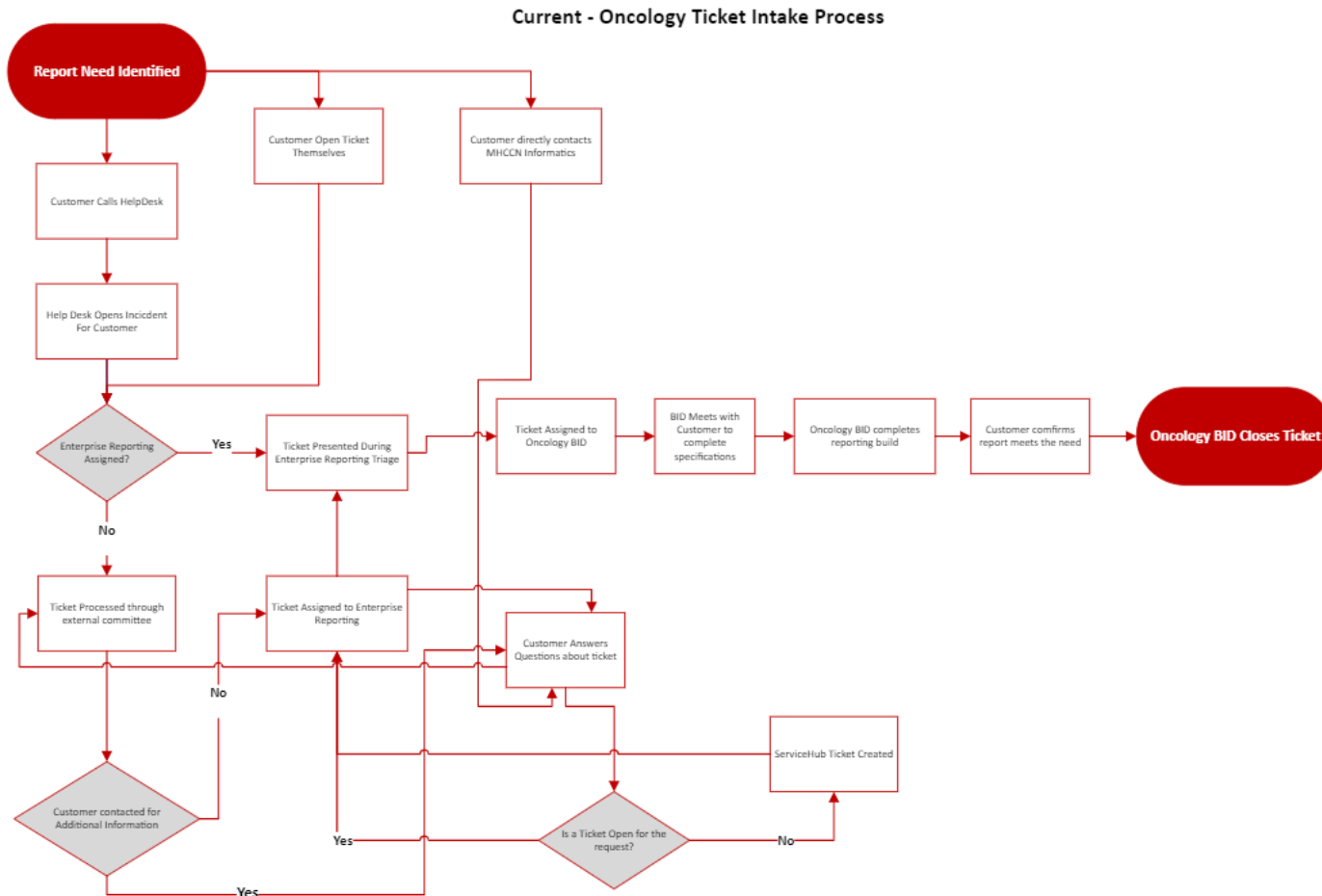
1. Reviewing the MHCCN Informatics role within the ticket intake process
2. Reviewing the self-service tools in ServiceHub.
3. Reevaluating the current ticket triage process
 1. Communication plan to MHCCN & Onc Governance Committee

Out of scope –

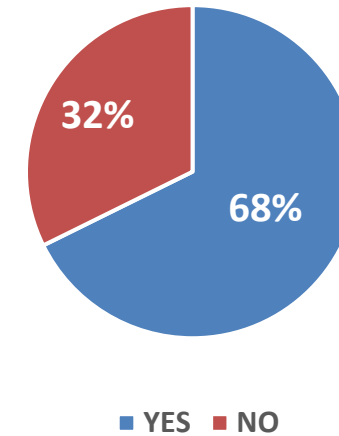
1. Enterprise Reporting ticket triage process
2. Customer tickets outside of MHCCN

Baseline Metrics/Current State

In FY23, our MHCCN Informatics team had 124 new tickets assigned in ServiceHub; 68% of these tickets were opened by the business intelligence developers [BID] not the customers. Current process shows various ways a reporting ticket is communicated to the BIDs. When the ticket is not opened by the BID the process is longer and redundant creating more work for both the customer and IT teams.



FY23 MHCCN Informatics Opened Customer Ticket



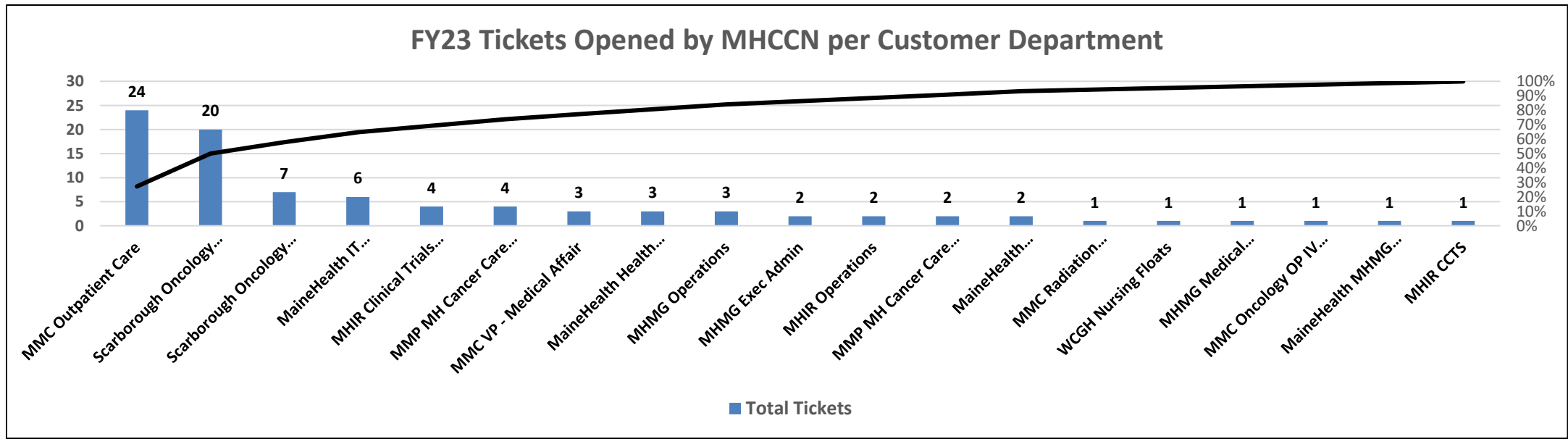
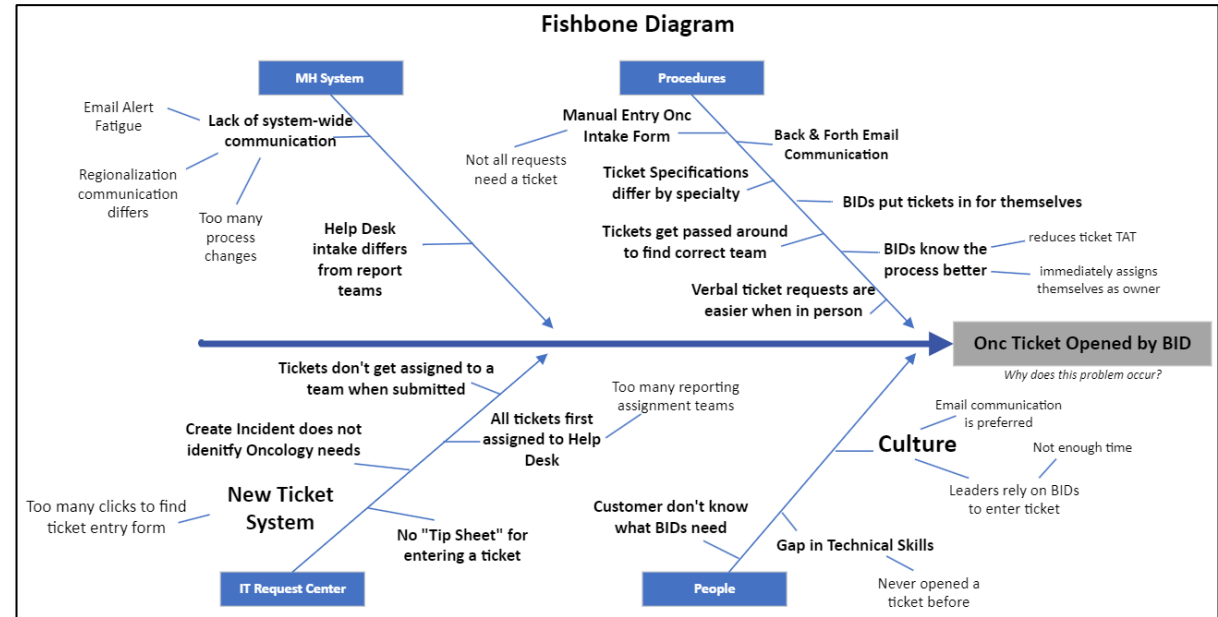
Goal/Objective

The MHCCN Informatics teams will achieve $\leq 25\%$ ticket entry by the BIDs before the end of 12/31/2024. A KPI will launch on 1/1/2024 to monitor the MHCCN ticket entry submissions every week and who is entering each ticket.

Root Cause Analysis

Fishbone Diagram was created with the help of the MHCCN Informatics business intelligence developers to better understand the problem of BIDs opening 68% of customer tickets.

Pareto chart was used to display which customer departments have been frequently relying upon the MHCCN Informatics' team to open their tickets.



Countermeasures

All MHCCN Informatics team members will work together to finalize each action item before and after the launch of the new MHCCN Intake process pilot. Below are the listed items that will be implemented and their tentative go-live dates.

Action Item	Owner	Start Date	End Date	
New Intake Process Map for desired state	All	12/7/2023	12/11/2023	✓
Execute Pilot Communication Plan	Lauren	12/18/2023	12/18/2023	✓
Present pilot plan for Onc Governance Committee Approval "Buy-in"	Lauren	12/21/2023	12/21/2023	✓
Execute Pilot Plan	Lauren	12/18/2023	12/18/2023	✓
Start Pilot with selected departments	All	12/1/2023	N/A	✓
Activate KPI	All	1/1/2024	12/31/2024	✓
Review Results of Pilot	All	4/4/2024	4/5/2024	✓

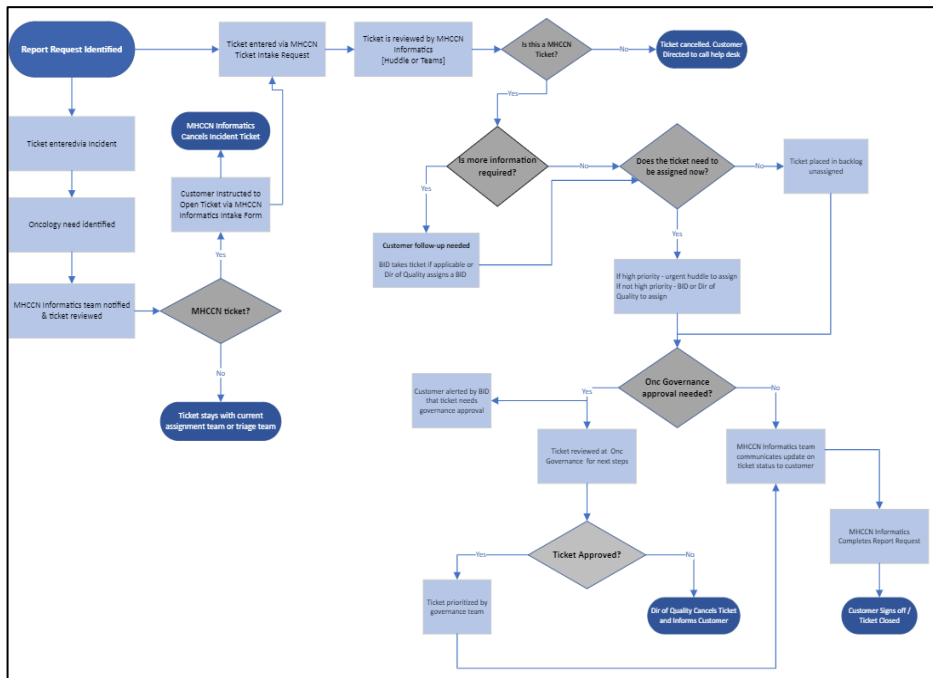
Pilot Sites: MMC OUTPT CARE SCR & MMC THORACIC ONC & SCARB ONC ADMIN

Outcomes

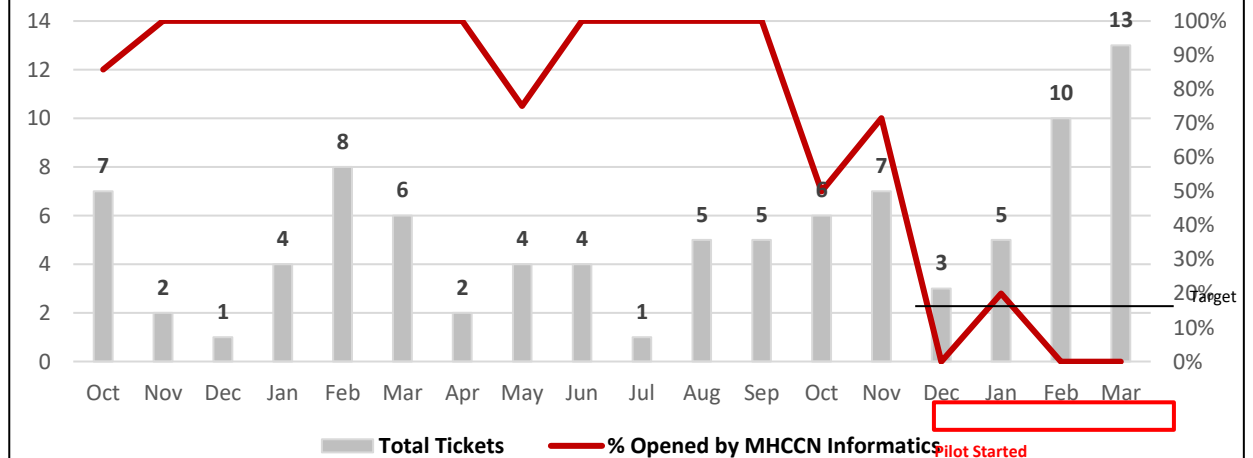
The MHCCN Informatics team will implement a new ticket entry process start of 2024 for 3 pilot sites. The outcomes of this new process will be measured & monitored by:

- KPI to measure % of tickets opened by MHCCN Informatics [Jan-Dec 2024]
- Run chart to monitor ticket entry volume
- Pareto Chart for “new offenders”

New 2024 MHCCN Ticket Intake Process Map



Ticket Entry Results from Pilot Sites



3 tickets were opened by MHCCN Informatics since the pilot started.

KPI Pareto reasons include:

1. Executive requested a ticket to be opened
2. Developer opened a ticket as a reminder for themselves
3. Developer opened a new ticket after instruction from OIS Governance

Next Steps

1. **Communication Plan to all MHCCN ~ TBD 2024 – Waiting on results from DASH to proceed**
 1. Inform Help Desk of new form for MHCCN customer's only
 2. Presentation to Onc Outpatient leadership team meeting
 3. Cynthia to send an eNews Blast of new form to the entire MHCCN
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2. **Assess & Monitor System-Wide Implementation**
 1. A KPI will be used to monitor how often tickets are entered by BIDs and why
 2. A dashboard will be built to trend ticket entry user's overtime

3. **End point** – Effective 5/1/24 all new tickets **must** use the new ticket entry form. By end of December 2024 the KPI will come to an end and a dashboard will be used to monitor ticket entry volume overtime, once we achieve < 25% collectively for 6+ months we will stop monitoring.