Product Lifecycle Monitoring

(Your Work is Never Done!!)

July 2019

About the Speaker

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UX (User Experience) Design

Solutions Engineer

Technology Training & Support

1998 — 2011 — 2018 — 2019

ADVERTISING — **BON SECOURS** — **BON SECOURS MERCY HEALTH**

Product Engineer
BON SECOURS MERCY HEALTH

About Bon Secours Mercy Health

ONE OF THE 5 LARGEST
Catholic health care systems in the US,
the LARGEST private provider in Ireland
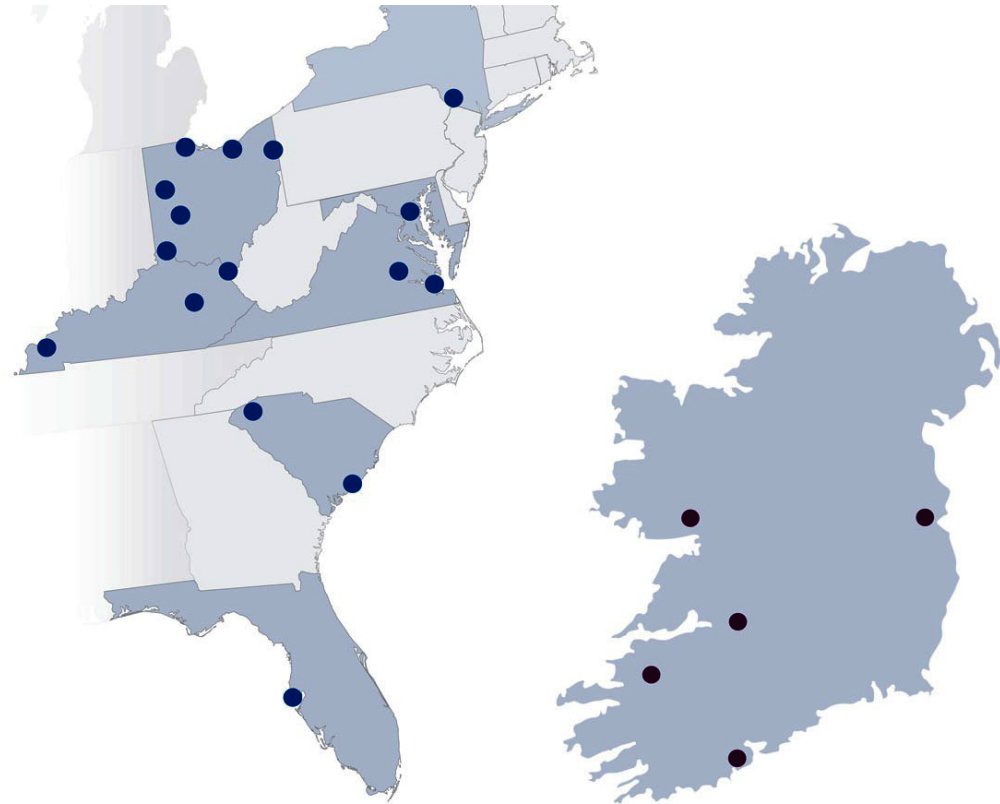
OVER 1,000 SITES OF CARE
IN THE US AND IN IRELAND

NEARLY $2 MILLION A DAY
IN COMMUNITY BENEFITS

48 HOSPITALS

2,100 PHYSICIANS IN THE US
450 CONSULTANTS IN IRELAND
60,000 TOTAL ASSOCIATES

Health care locations span seven states – Florida, Kentucky, Maryland, New York, Ohio, South Carolina, Virginia and two countries, US and Ireland

About Bon Secours Mercy Health

Atlantic Region - Virginia

RICHMOND
St. Mary's Hospital
Richmond Community Hospital

MECHANICSVILLE
Memorial Regional
Medical Center

MIDLOTHIAN
St. Francis Medical Center

NORFOLK
DePaul Medical Center

PORTSMOUTH
Maryview Medical Center

NEWPORT NEWS
Mary Immaculate Hospital

RAPPAHANNOCK
Rappahannock General
Hospital

Questions for the Audience

How many of you in your work role develop intranet forms and workflows?

How many of you track and measure the success of the intranet solutions you build?

How many of you are responsible for reporting the success of your intranet tools to leaders or colleagues?

This presentation is going to be sweet!!

UX (User Experience) Design

Lean

Process Improvement

Agile

User Adoption

What is Product Lifecycle Monitoring?

The practice of routinely measuring the performance of a technology solution in order to:

- make continuous improvements

- be proactive in the training and support of users

- report back to stakeholders the value we promised to deliver.

Structure of Today's Presentation

- Share a prescriptive approach to product lifecycle monitoring

- Walk through some templates I have developed for product monitoring and when to use them

- Showcase examples of products that were refined after monitoring

- Exercises: Evaluate the state of your company's product lifecycle monitoring program and health check for your technology products

Waterfall vs. Agile

saigontechnology.com
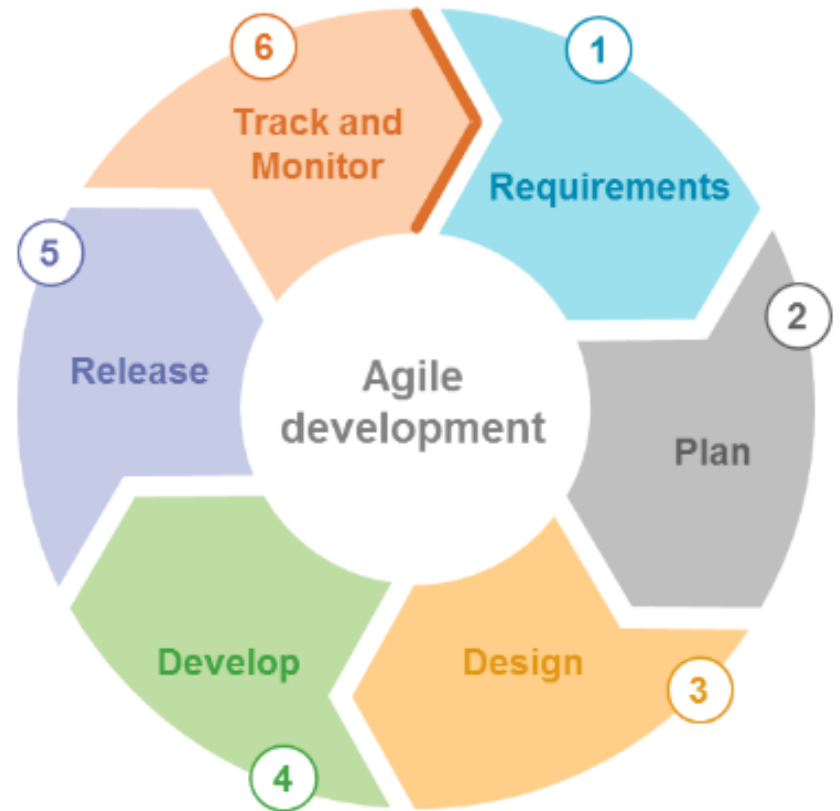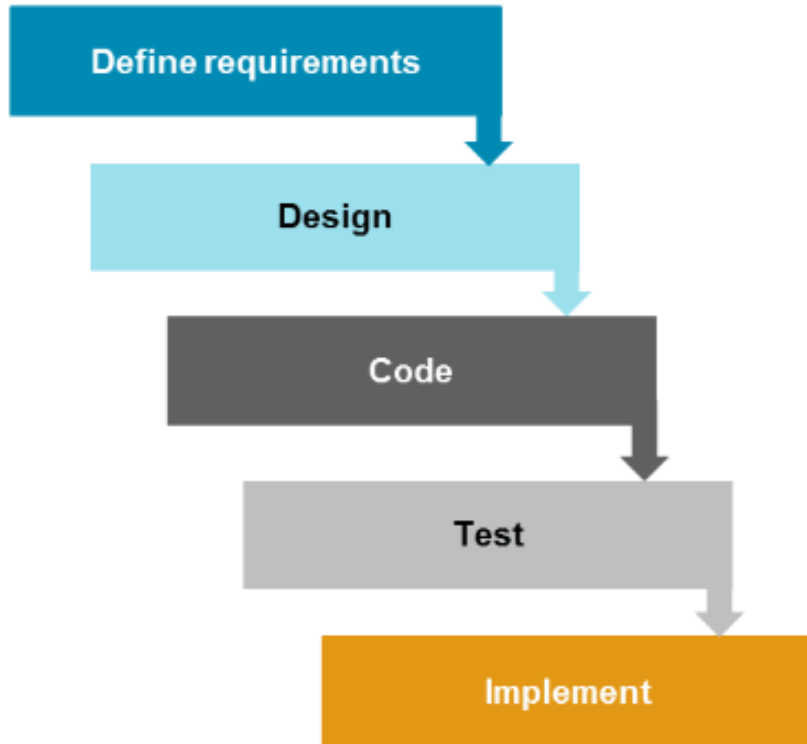
Methods to Evaluate a Product

Voice of the Data

Voice of the Customer

Analytics
Support Requests
Bug Reports
Expected Outcomes

Testing Results
Observation
Surveys

Methods to Evaluate a Product

- **Metrics:** Were key measures of success defined when the project was started?
  - Time / Resource Savings
  - Productivity Gains
  - Safety / Quality
  - Process Optimization
  - Reduced Cost / Variation
  - Regulatory Requirement

This requisition form should be used for multi-facility expenditures related to the Hampton Roads and Richmond Markets.
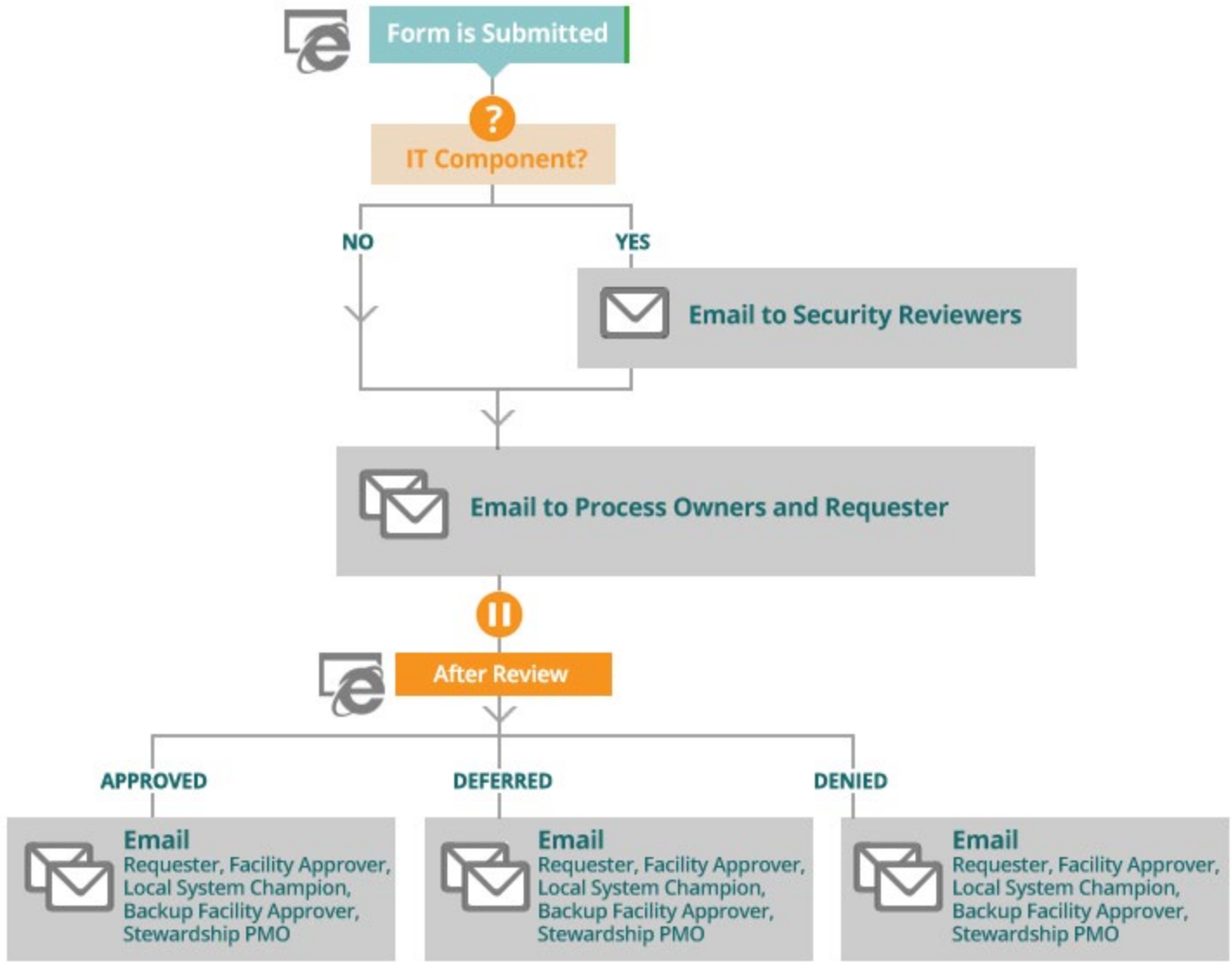

If you are unsure whether or not your request is for Consulting Services, please click this link to see the definition of Consulting Services and which types of contracts are exempt from this process.
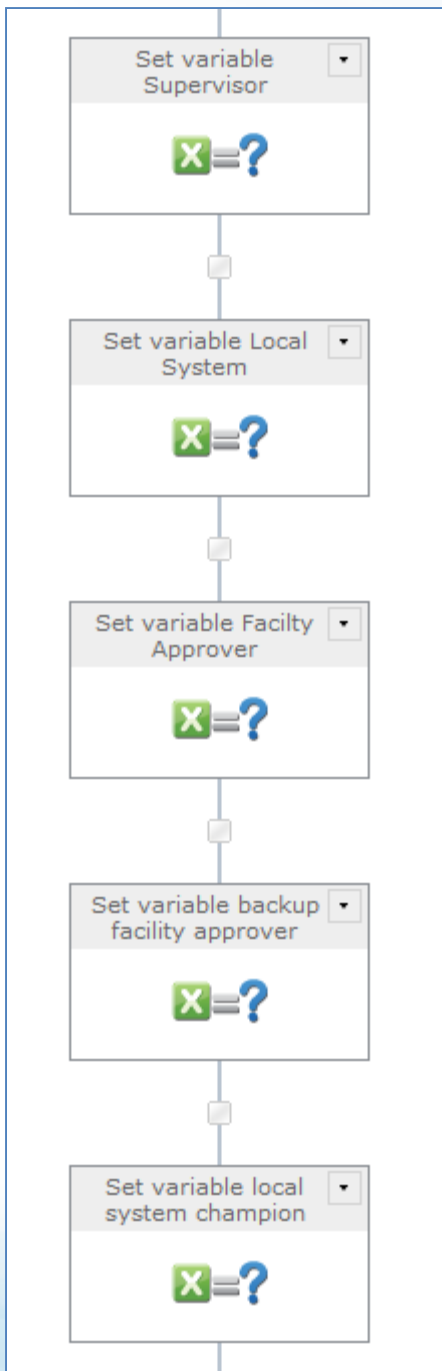
Provide contract objective, value proposition and a description of the scope of services. Include relationship to the Bon Secours SQP. *

What alternatives to using other contracted services or consulting services have been evaluated? *

Professional Fees for the Term of the Engagement *

PURCHASED SERVICE APPROVAL PROCESS **EMAIL NOTIFICATIONS**

	Set variable Supervisor ▼	X=?
	Set variable Local System ▼	X=?
	Set variable Facilty Approver ▼	X=?
	Set variable backup facility approver ▼	X=?
	Set variable local system champion ▼	X=?

Facility	Local System	☐ Approv
BS Hospital	BS Baltimore	▪ Ellison,
Maryview Medical Center	BS Hampton Roads	Pirtle, J
Mary Immaculate Hospital	BS Hampton Roads	Pirtle, J
DePaul Medical Center	BS Hampton Roads	Pirtle, J
Hampton Roads (Multi-Facility)	BS Hampton Roads	Pirtle, J
Our Lady of Bellefonte Hospital	BS Kentucky	▪ Ellison,
New York (all LTC Facilities)	BS New York	Beato,
SMH Purchased Services Review Process	BS Richmond	Quirico
St. Francis Medical Center	BS Richmond	Quirico
Memorial Regional and Richmond Community	BS Richmond	Quirico
BS HealthSource	BS Richmond	Quirico
Richmond (Multi-Facility)	BS Richmond	Quirico
St. Francis Greenville	BS St. Francis	Hyatt,
St. Petersburg (all LTC Facilities)	BS. St. Petersburg	Reich,
Health System Office	HSO	▪ Ellison,
BS Virginia (Richmond and HR Facilities)	BS Virginia	Quirico
Enterprise	Enterprise	▪ Ellison,

Purchased Service Approval Process

	ID			Requestor Name	Vendor Name	Consulting Agreement	Company #	Objecti
☐	287	📎	🟩	Cavallaro, Freda		No	9016 - HR	The Eq Solutio contrac employ verifica unemp adminis BSHSI- In 2011 comple verifica unemp This co consoli local co fees ar the cor $58,90 year fo Actual was ab
	286	📎	🟥	Street, Mary	**Contract Term Sheet** View Item 📝 Edit Item	No	9016 - HR	A rene HealthS Contra require

REQUEST FOR APPROVAL - CONTRACT TERM SHEET

Local System: 9016 - HR

Submitted By:

Date of Submission: 12/6/2018 2:00 PM

Executive Sponsor:

Presenter for Steering Committee:

Vendor Name:

Contract Begin Date: 1/1/2019

Contract End Date: 12/31/2020

Is this contract new, a replacement, a renewal or an extension?
Renewal

Provide Contract objective, value proposition and a description of the scope of services:

What alternatives to using other contracted services or consulting services have been evaluated?

Professional fees for the term of the engagement: $:

Expected Expenses (travel, food, etc.) for the Term of the Engagement: $0.00

Total ROI for the Term of the Engagement:

Accounting Unit: 81289

Has this cost been budgeted? Yes

Budgeted Amount: $0.00

If unbudgeted, describe how the expense will be budget neutral:

Please complete the following checklist:

Item	Yes or No	Explanation
Is the contract a new 3rd party IT solution?	No	
Are other local systems currently using this vendor? If yes, please specify:	No	No local systems have separate contracts with HS.
Is there an immediate need for the service? If yes, describe.	Yes	There is no other way to access the AHA HealthStream content other than through HealthStream. The completion of this content is required for a clinician to maintain certificaiton in ACLS, BLS, PALS and NRP (neonatal resucitation). Without this certificaiton, the clinician cannot work.
Does the contract terminate 90 days with or without cause? If no, explain why the contract cannot have this clause.	No	This is a 2-year license agreement without an out clause.

Expected Outcomes for the New Contract Approval Process:

- Decrease time to review contract from 8 weeks to 4 weeks.

- Reduce capital spending by $500,000 this year by recognizing duplicate services.

Methods to Evaluate a Product

- **Analytics:** Pull a report from SharePoint, ControlPoint or other data source

  - Time on Site
  - Abandonment Points
  - Support Requests, Bugs
  - Most Popular Content
  - Popularity of Help Documentation
  - Users: Who is missing?

Methods to Evaluate a Product

- **User Acceptance Testing:** A scripted test of steps to use the product. Each step can either PASS or FAIL

- **User Simulation:** If actual users are not available, use the product as if you are the intended persona.

- **Survey Users**

- **Survey Super Users**

- **Value Stream Map & Analysis:** Value Stream Map = the optimal process for interacting with the product depicting the people, activities, and information flow.

- **Observation:** Watch users interacting with the product

Product Lifecycle Monitoring

Product Lifecycle Monitoring

Product Release Executive Summary

Planning | Analysis | Design | Implementation | Maintenance

PRODUCT NAME:

RELEASE DATE: / / **VERSION:**

⚙ Solution Overview

DEVELOPMENT TIME:

👥 Audience

Primary Users:

Super Users:

Location:

⟳ Expected Outcomes

🔧 Development Resources

Product Owner:

Project Designers:

Product Developers:

❓ Support

📅 Future Releases

Product Release Executive Summary

Planning | Analysis | Design | Implementation | Maintenance

PRODUCT NAME:

RELEASE DATE: / / **VERSION:**

⚙ Solution Overview **DEVELOPMENT TIME:**

Product Release Executive Summary

Planning | Analysis | Design | **Implementation** | Maintenance

PRODUCT NAME: Purchased Service Approval Process

RELEASE DATE: 11 / 15 / 11 **VERSION:** 6.0

Solution Overview

DEVELOPMENT TIME: 8 months

Standardizing the process for purchased services contract reviews with a SharePoint based form of questions that must be completed when uploading a contract for consideration by the Stewardship Steering Committee which meets monthly. All markets of our company use this standard process. Key reviewers in each geography support the review of contracts in advance of the committee review.

Audience

Primary Users:

Super Users:

Location:

Expected Outcomes

Development Resources

Product Owner:

Project Designers:

Product Developers:

Support

Future Releases

Product Lifecycle Monitoring

| RELEASE | MONITOR | SURVEY | ANALYZE | ENHANCE |

PRODUCT RELEASE EXECUTIVE SUMMARY

PRODUCT RELEASE EXECUTIVE UPDATE

PRODUCT RELEASE EXECUTIVE UPDATE

Go Live   3 Months Later   6 Months Later   9 Months Later

PRODUCT LIFECYCLE MONITORING WORKSHEET

PRODUCT SATISFACTION SURVEY

Product Lifecycle Monitoring Worksheet

Planning | Analysis | Design | Implementation | Maintenance

PRODUCT NAME:

RELEASE DATE: / / **VERSION:**

DATE OF THIS REVIEW: / / **REVIEWER:**

Primary Users

Features / Functions

Product Owner / Stakeholders

Date of Last / Next Engagement

/ / /

/ / /

/ / /

Metrics to Measure Value

Productivity

Quality/Safety

Cost Savings/Revenue

Tools for Measurement and Schedule for Monitoring

Issues / Feedback / Successes

Product Lifecycle Monitoring Worksheet

Planning | Analysis | Design | Implementation | Maintenance

PRODUCT NAME:

RELEASE DATE: / / **VERSION:**

DATE OF THIS REVIEW: / / **REVIEWER:**

Primary Users

Features / Functions

Product Owner / Stakeholders

Date of Last / Next Engagement

/ / | / /

/ / | / /

/ / | / /

Metrics to Measure Value

Productivity

Quality/Safety

Cost Savings/Revenue

Tools for Measurement and Schedule for Monitoring

Issues / Feedback / Successes

Product Lifecycle Monitoring

RELEASE	MONITOR	SURVEY	ANALYZE	ENHANCE

PRODUCT RELEASE EXECUTIVE SUMMARY

PRODUCT RELEASE EXECUTIVE UPDATE

PRODUCT RELEASE EXECUTIVE UPDATE

Go Live

3 Months Later

6 Months Later

9 Months Later

PRODUCT LIFECYCLE MONITORING WORKSHEET

PRODUCT SATISFACTION SURVEY

What makes a good survey?

- Keep it brief! 4-6 questions.

- Use a Likert Scale (on a scale of 1-5…) to allow the individual to express how much they agree or disagree with a particular statement.

- Always include "Any comments??" as the final question.

- Analyze and act on the survey results!!

Example of a survey:

- **Q1** What is your role?

- **Q2** On a scale of 1 -5 (with 5 being the highest),
  Rate the following attributes:

  > Ease of Use vs. Paper Process
  > Time Savings
  > Positive Impact on Patient Care

- **Q3** How well were your expectations met regarding communication, training, and support of the new process?

- **Q4** Do you have any additional comments or feedback that may help improve this new process?

Example of a survey:

Outcomes of Survey:

- **Retraining of front desk staff**

- **Expansion of training materials to include the Why?**

Outcomes of Survey:

- **Alteration of input form to structure the data of required fields**
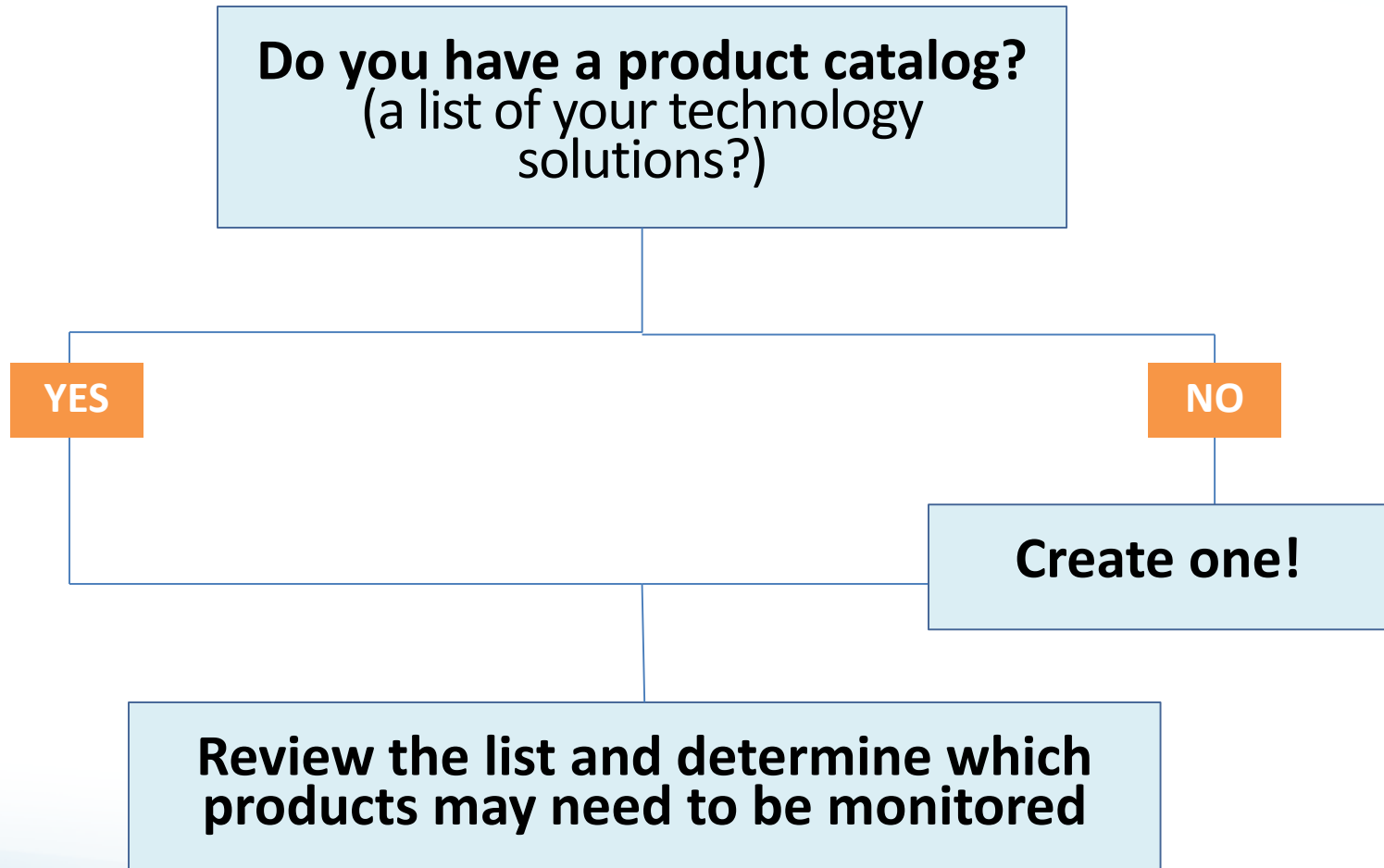
Exercise

Are you in need of a Product Lifecycle Monitoring program? A program will help you answer the following questions:

- What products may be in need of enhancements?

- What products are past their prime?

- What products have a lot of support requests?

- What products are working well?

- What products are exceeding expectations and you want to report that?

Exercise: Product Lifecycle Monitoring Program Evaluation

Do you have a product catalog?
(a list of your technology solutions?)

YES

NO

Create one!

Review the list and determine which products may need to be monitored

Exercise: Product Lifecycle Monitoring Program Evaluation

Product Catalog – SharePoint based intranet solutions

Name	Age	Expected Life	Dev Time	Support Resources	# of Users	# of Incidents / Requests per Month	Date of Last Review
Purchased Service Approval Process	6 years	1 year	8 months	Purchased Services Approval super users, Intranet team, Support desk	50	2	June 2018

Product Lifecycle Monitoring Worksheet

Planning | Analysis | Design | Implementation | Maintenance

PRODUCT NAME:

RELEASE DATE: / / **VERSION:**

DATE OF THIS REVIEW: / / **REVIEWER:**

Primary Users

Features / Functions

Product Owner / Stakeholders

Date of Last / Next Engagement

/ / / /

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Metrics to Measure Value

Productivity

Quality/Safety

Cost Savings/Revenue

Tools for Measurement and Schedule for Monitoring

Issues / Feedback / Successes

Questions

?