Business Relationship Management

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Texas Children's Hospital®

Welcome

Speakers

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Texas Children's Hospital

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Texas Children's Hospital

Agenda

1 Texas Children's Background

2 Overview Business Relationship Management Program

3 Approach to BRM Program

4 Challenges and Accomplishments to BRM Program

5 Day in the life of an BRM

6 Questions

Texas Children's Hospital

Texas Children's® BY THE NUMBERS

Founded in 1954

3 pediatric, stand-alone hospitals in the Greater Houston area:
Texas Medical Center, West Campus & The Woodlands

Annual volume:

36,000 admissions to Texas Children's Hospital

40,000+ surgeries

157,000 Emergency Center visits

Approximately
6,600 births at Texas Children's Pavilion for Women annually

4.6 million patient encounters yearly

Nearly
15,000 faculty and staff

8 Texas Children's Specialty Care locations in Houston and Austin

55+ Texas Children's Pediatrics locations in Houston, Austin and College Station, with 250+ pediatricians and over 1.5 million patient encounters annually

12 Texas Children's Urgent Care locations in Houston and Austin

424,000+ Texas Children's Health Plan members

2 Centers for Children and Women exclusively for Health Plan members

1 of the world's first basic research institutes dedicated to childhood neurological diseases:
Texas Children's Hospital® Jan and Dan Duncan Neurological Research Institute®

$70+ million dedicated to research each year

1 Texas Children's Hospital academic partner:
Baylor College of Medicine

texaschildrens.org

Overview of Business Relationship Management Program

- **ITIL Framework**
  - Maintaining a positive relationship with customers
  - Identifying customers' needs
  - Ensuring appropriate services are implemented to meet the needs

- **Formal program to understand, define, and support business activities**
  - Knowledge, skills, and competencies to encourage a positive relationship

- **Liaison to reduce IT barriers**

- **Face-to-face interactions around solutions and service delivery**

- **Bottom line… Create and maintain a positive relationship with your customers through a solid partnership**

BUILDING SOLID RELATIONS FOR LASTING SUCCESS

Meet the Team

Nikki Blaze, RHIT, MBA
Assistant Director

Shemika Willis, MBA
Lead ISRM

Constance Perkins
ISRM Analyst

Andre Branch
ISRM Analyst

Events

Collaboration

Networking

Quality
Presentations

**Information
Services
Relationship
Management**

Education

Customer Service
Excellence

Analytics

Professional
Facilitators
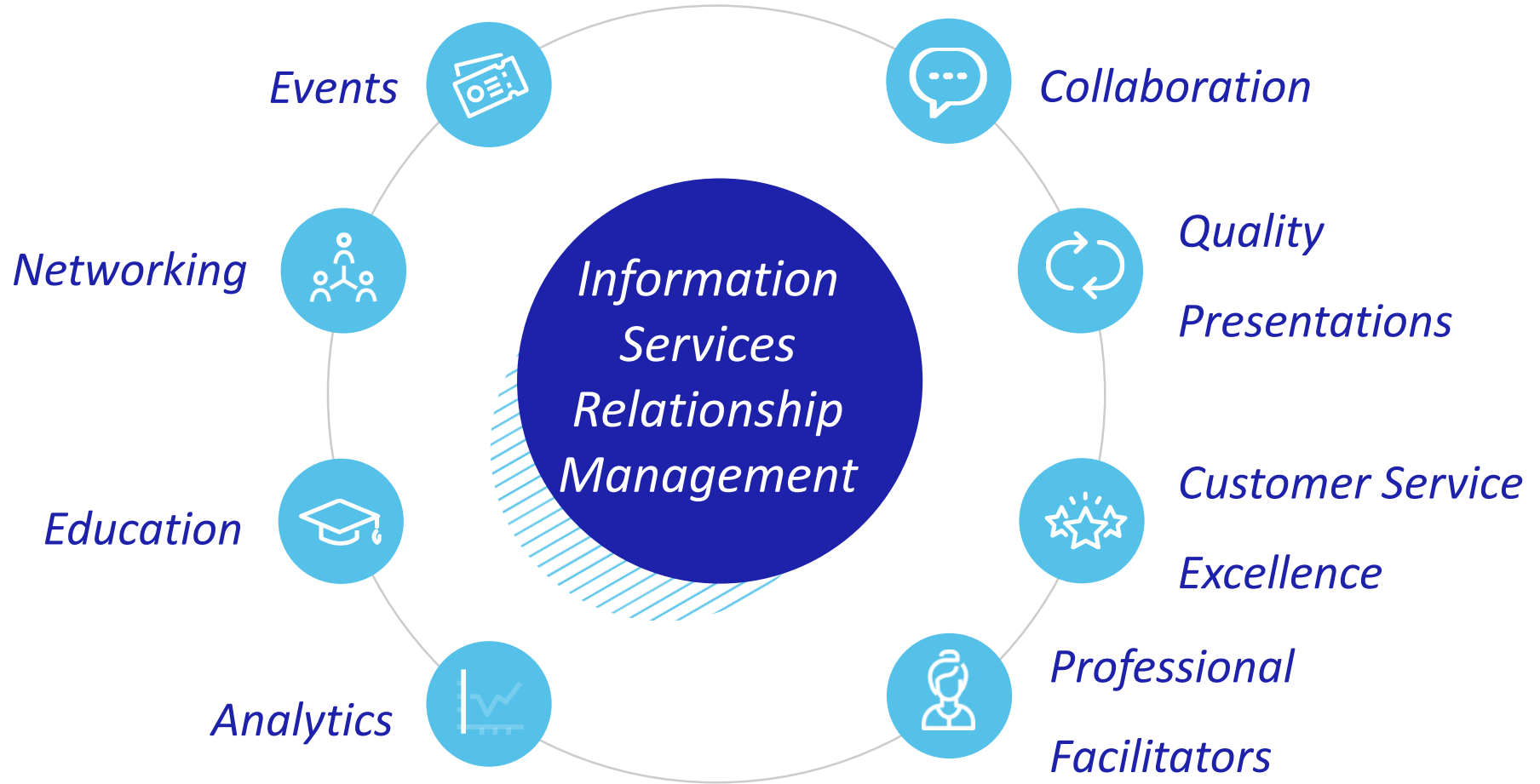
Approach to BRM Program

- **Texas Children's Hospital Information Services leverages the Business Engagement model**

- **Purpose of Business Engagement:**
  - Ensure IS understands the customer's perspective of service in order to prioritize its services
  - Ensure high levels of customer satisfaction by staying engaged and providing a consistent forum for discussing concerns
  - Identify technology trends that could potentially impact the type, level or utilization of services provided
  - Establish and articulate business requirements for new services or changes to existing services
  - Ensure IS is meeting the business needs of the customer

- **Business Engagement process includes a monthly meeting with each business**
  - Monthly scheduled meetings
  - Presentation prepared
  - Agenda items:
    - Projects Portfolio
    - Prioritization of Projects
    - Action Item Review
    - Other topics

HIMSS HOUSTON CHAPTER

TCH IS BRM Initial Program

IS Business Engagement Meetings

Purposeful Proactive Rounding

Project Delivery Support

Advocate, Partnership, Alignment

Redesign for the Future
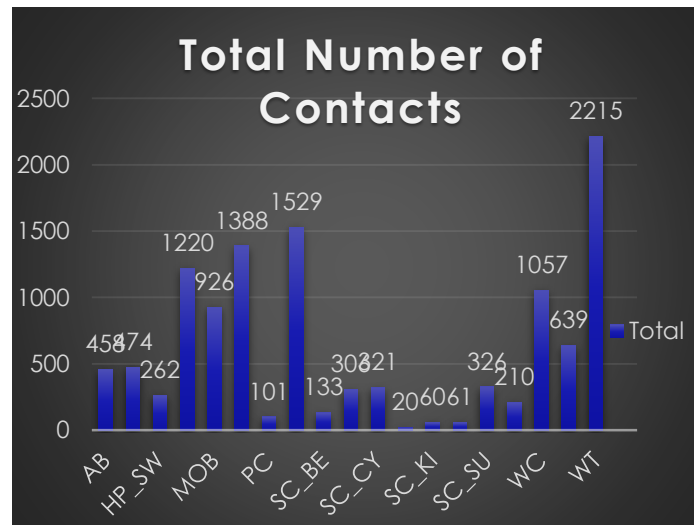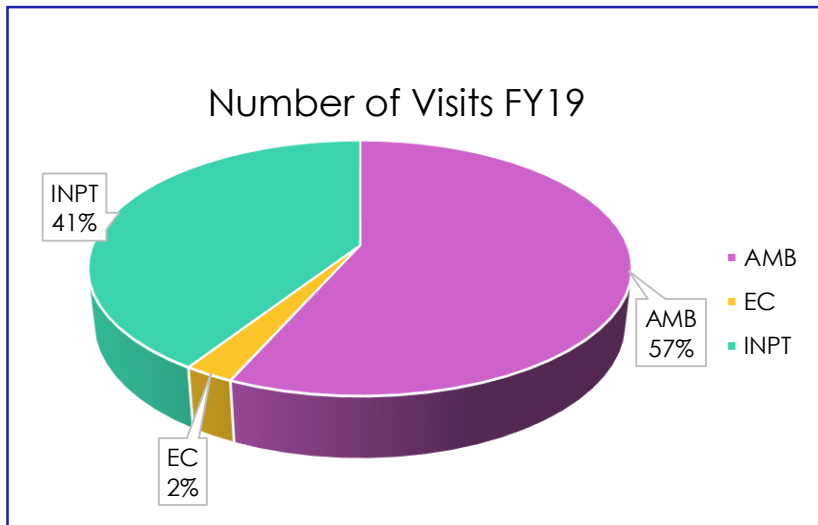
Advocate, Partnership, Alignment

Agility

- Adaptability
- Flexibility
- Courageous

Reimagining Value-Added Services

- BEMs
- Virtual Rounding
- eHealth
- Business Relationship Management
- Governance Support
- Project Delivery Support
- Project Management
- Ticket Assistance

FY19

Business Relationship Management

Metrics from FY19

Ticketed vs Resolved Issues YTD

Number of Visits FY19

INPT 41%
EC 2%
AMB 57%

- AMB
- EC
- INPT

Total Number of Contacts

Action Taken

HIMSS HOUSTON CHAPTER

Business Relationship Management
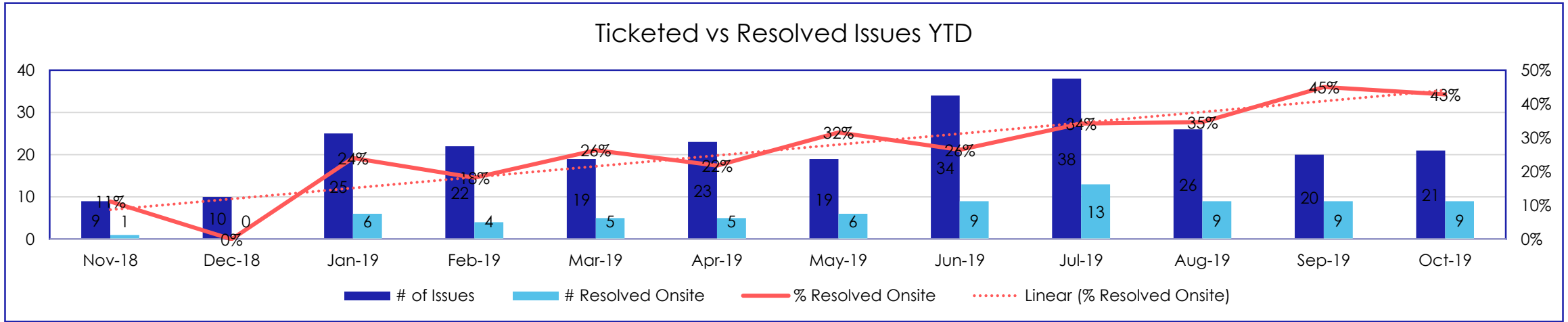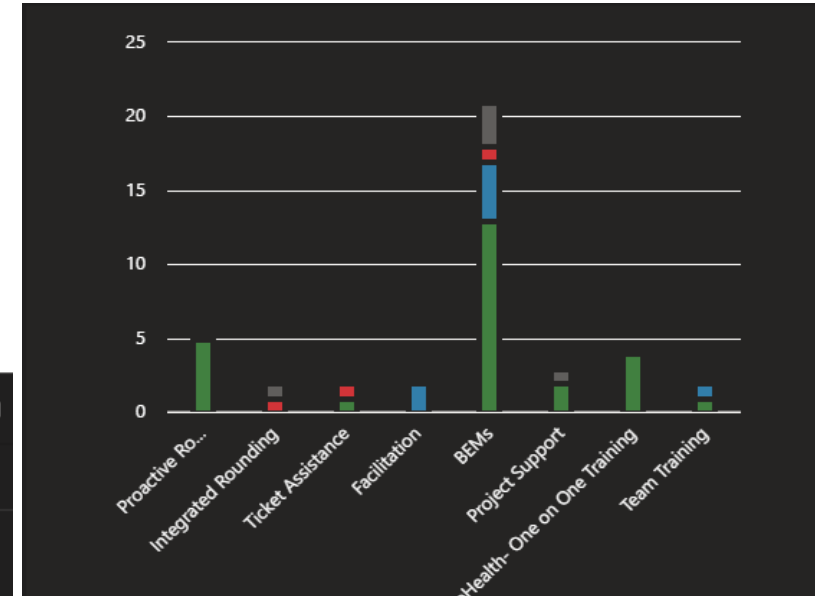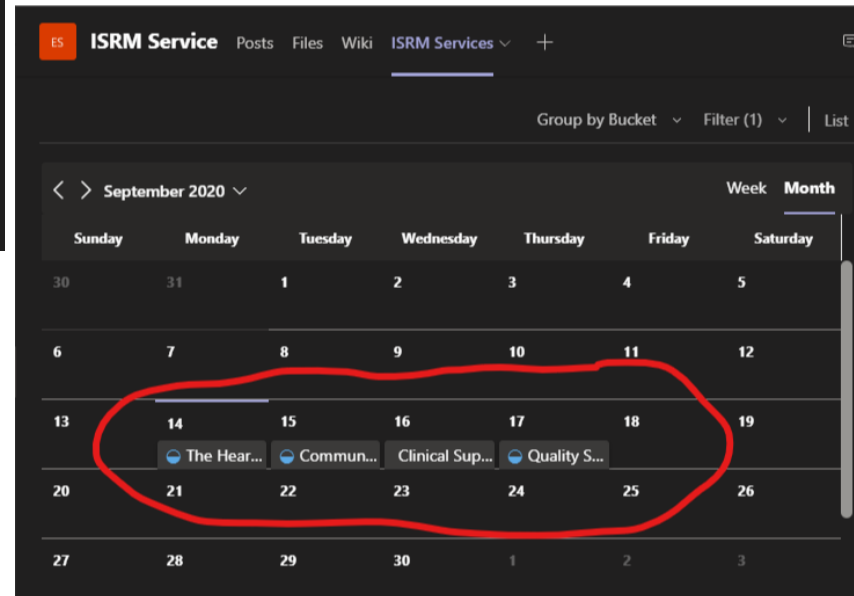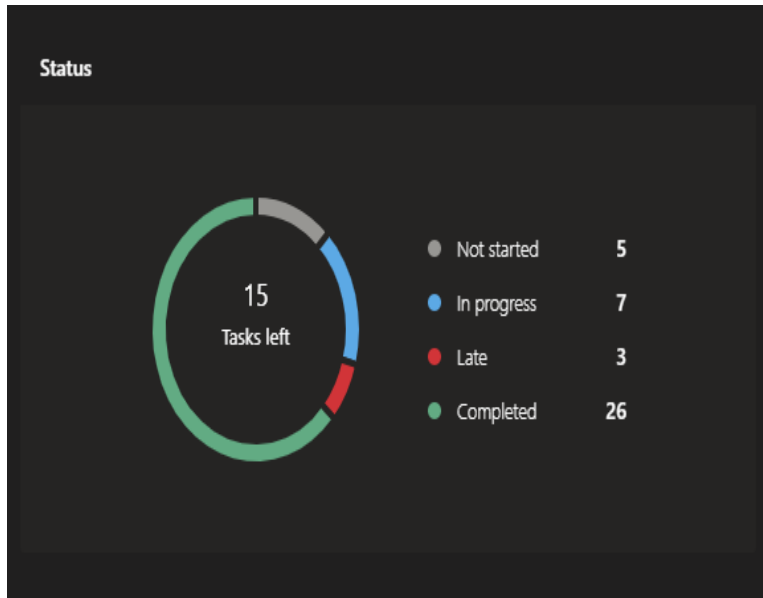
Microsoft Planner Analytics

Challenges to BRM Program

- **Internal Information Services team buy-in and support**

- **Relevant information to share with the customers**

- **Appropriate audience for the meetings and rounding**

- **Operation alignment and support**

- **Recurring meetings with Leaders from IS and Operations**

- **Meaningful metrics**

Accomplishments of BRM Program

- **Established business engagement meetings with our operational and IS Leadership**

- **Aligned program services to the business engagement services**
  - Ticket assistance with operational partners
  - Governance participation
  - Proactive Rounding

- **Created a virtual rounding program**

- **Project Delivery Support since COVID-19**

- **Additional services since COVID-19**
  - Project Management
  - eHealth training sessions and support
  - Ticket Assistance

Day in a Life of an ISRM

Monday

Admin Day (Full Day)
Team Meeting
BEM Presentation Reviews
Teams – Planner/ Assignment
IS Communication Review
Review of the Project Portfolio

Tuesday

Ticket Assistance Day
-Work aged ticket assigned
to ESC(Enterprise System Clinical)
Business Engagement Meeting
Ambulatory Virtual Rounding
Documents updates on projects

Wednesday

Workgroup Meeting
Optimization meeting
BEM Action Item
BEM project prioritizations
Project Toolkit reviews
Update inhouse project list

Thursday

Telemedicine Session w/
Providers (virtual)
Update Reports
Facilitate toolkit meeting
Follow-up meeting
Inpatient Virtual Rounding
Educational training

Friday

Admin Day (Half Day)
Department Meeting
BEM Follow-up
BEM minutes
Update Teams planner
Prep for the following week
Business Engagement Meeting

Questions