

Securing Every Step

Change Management for PerfectServe That Protects
Patient & Staff Safety



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About Me



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ROPER ST. FRANCIS
HEALTHCARE

NORDIC
Global Health and Technology Consulting

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2024 System Statistics

- A not-for-profit healthcare system with more than **115 facilities** located in 4 counties
- **4 acute hospitals & 1 rehab hospital**
 - 3 helipads & 657 beds
- **842,160 employed physician visits**
 - 1,566 employed & affiliated doctors
- **6 emergency rooms**
 - 184,577 ER visits; 6 urgent cares with 131,002 visits



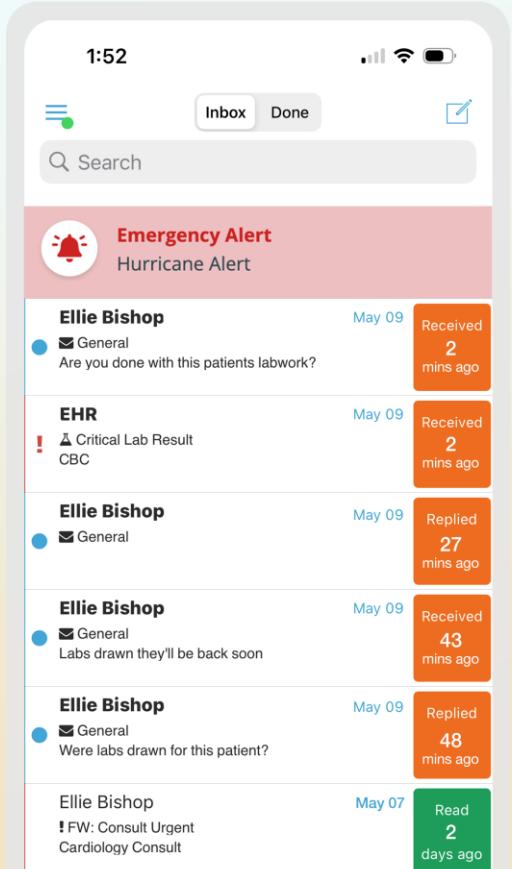
- **3,178** babies born
- **32,303** surgeries
- **6,890** teammates
- **\$33 million** charity care
- **\$1.6 billion** net operating revenue

Live Departments

- All inpatient nursing units
- All credentialed physicians and mid-levels
- ED, OR, Virtual care, Hospital at home
- Call center and Switchboard
- RSF Physician Partners providers, practice managers, and staff
- Home health, Hospice, Rehab, Physical Therapy, Pastoral Care
- Pharmacy, Radiology, Lab, Care Managers, Telemetry
- Environmental Services, Transport, Security
- Information Services, Billing, Corporate Communications, Marketing, Senior
- Leadership



Utilization



- Embedded messaging
- Nurse/provider communication
- Nurse call integration
- On-call scheduling
- SmartAnswer
- Clinical code paging
- Automated notifications from Epic
- Directory
- Mass notifications

Documentation: Key for Any Change

PerfectServe Request	Approved by:	Date Completed
Type of request:		
Requestor name:		
Build in QA		
Committee approval:		
• PerfectServe Optimization Committee		
• CIPAC		
• Professional Governance Council		
• Additional committees/meetings		
Build in QA		
Initial Testing in QA		
Corporate Communication		
CAB Request		
Building in Production		
Additional Notes:		

Request Process

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Step 1

End User Submits Request for Optimization

- Meet with requestor and confirm exact request:
 - New message type, change to an existing message type, new group, new integration
 - How does the request align with Roper's vision and strategy?
 - Define the scope, objectives and expected outcomes
 - Push the requestor by asking what they're trying to achieve

Step 2

Build in QA

- Allows demonstration of request
- Involves the requestor in the process
- Ability to show different options for request
- Brainstorm usage
- Ability to provide screenshots for educational material and communication messages

Step 3

Committees

- Depending on the request; it must be approved by Roper St. Francis Healthcare governing committees
- Taking requests to these committees:
 - Identifies who's affected (stakeholder mapping)
 - Gives us feedback so we can anticipate and address barriers to adoption
 - Ensures continuous improvement to prevent regression

Step 3

cont'd

Quarterly Optimization Workgroup

- All requests are presented to this committee
- Comprised of physicians, nurses, clinical managers, call center, switchboard, trainers, and ancillary departments
- Strong executive sponsorship and visible leadership support is vital
- Changes presented at optimization group go to CIPAC for approval (and other stakeholders as needed)

Step 3

cont'd

Professional Governance Council

- Comprised of clinical managers; clinical nurse specialist and nurses
- There are different levels of the council: unit, hospital, and system
- Decision points that impact clinical outcomes drive professional governance

Step 3

cont'd

Other Councils/Meeting as Appropriate

- Clinical Specialist Council
- Nurse Manager Council
- Nurse Executive Council
- Physician Partners Practice Manager meeting

Step 4

Initial Testing in QA

- Meet with initial requestor
- If needed, also include staff who will use the requested change (if applicable) for buy-in
- Set a go-live date after successful QA testing

Step 5

Communicate Change

- The MOST crucial step in the process
- Must keep affected users updated about coming changes for more effective buy-in
- Educate affected users to get feedback and buy-in prior to go-live
- Communicate in multiple ways:
 - Intranet
 - Send announcement in PerfectServe
 - Involve Corporate Communications team

Step 6

Change Control Process for Information Services

- Submit change request using your organization's preferred method
- This is critical for go-live to ensure end users and Information services are both aware

Step 7

Production

- Build in production
- After production build, do another round of testing with end users to ensure your build
- Go-live

Our “Why?”



#1

Our grandfather
who's in cardiac
arrest

#2

Our sister who's
an RN in a high
crime emergency
department

#3

Our nurse who's
tired of clicking 20
times to send one
message to the
patient's provider to
let them know about
a critical lab value

Questions?

Thank you!

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