Governance Process

Last 3 Months (Closed) Avg Days

**Avg Total:
136 Days**

Avg Total Informatics Time: 55 Days   *Avg Total Waiting Time: 81 Days*

Total: 189 Tickets

On Hold: 0 Tickets

Initiate Request: 17 Days → Clinical Sponsorship and Prioritization: 12 Days

Design and Approval: 34 Days → Implementation: 73 Days → Evaluation and Completion: 0 Days

Qlik Q™
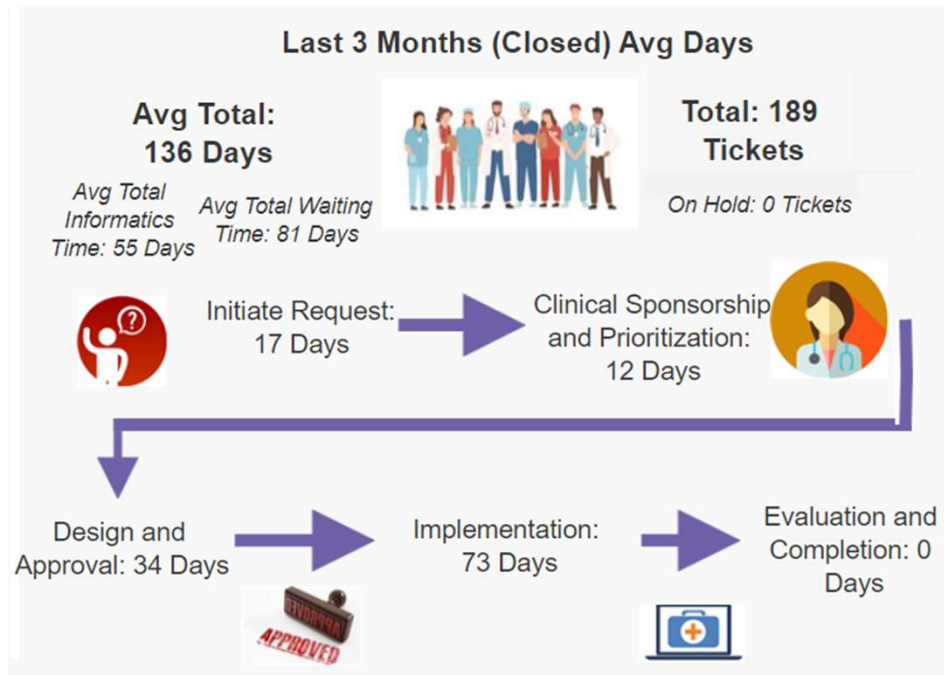
- **Situation**
  - The EHR Governance Process was seen by end users as a black hole –requests went in but never came out.
  - The User Experience Program (UXP) team knew this wasn't true but didn't have an easy way to get the data out of the HP Application Lifecycle Management (ALM) tool.
- **Task**
  - Provide a flexible dashboard view that allowed internal users to quickly and easily see throughput and turn-around-time for change tickets.
  - The ALM tool is not being used as intended (defect tracking) so the ability to get discrete values for analytics is not easy.
- **Action**
  - Working with an ETL Data Architect, a daily feed was designed to pull data in a data warehouse. The data was transformed according to documented business requirements
  - A front end Qlikdashboard was designed to automate refreshing the data daily.
- **Result**
  - Several teams including UXP, Clinical and Health Informatics Leadership and regional Chief Medical Information Officers (CMIO) have access to the dashboard.
  - An automated Excel version of key metrics is emailed out weekly to various stakeholders.