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**UC Tech Awards 2023 Candidate**

**Category:** SUSTAINED IMPACT  
**Name:** Jarrod Power, Clinical Application Professional 4  
**Number of people:** (1)  
**Location:** UCSF Health

1. **Person submitting the application/nomination:**
   1. Rachel Cox, Ambulatory Manger, Clinical Systems, UCSF Health, Staff
   2. Email address: rachel.cox2@ucsf.edu
   3. UCSF Health
2. **Award category:** Sustained Impact
3. **Name of person, name of the team, or name of the project to receive the award:** Jarrod Power, Clinical Application Professional 4
4. **Which location was affected by the work?** UCSF Health
5. **Summary**

Beginning in the summer of 2021, UCSF Clinical Systems application analyst, Jarrod Power undertook a process improvement project to transform the APeX (Epic EHR) Ambulatory Enhancement request process within Clinical Systems. The process addressed the efficiency, effectiveness, reliability, and speed of the request process through process design, automation, and appropriate governance oversight and has since impacted hundreds of clinicians and patients across UCSF.

1. **Narrative**

Enhancement Improvement Project – Jarrod Power

Description

Beginning in the summer of 2021, UCSF Clinical Systems application analyst Jarrod Power undertook a process improvement project to transform the APeX (Epic EHR) Ambulatory Enhancement request process within the UCSF Clinical Systems department. APeX enhancement requests, defined as requests for new functionality or content within APeX, are designed to improve the system or workflow. These requests can have a substantial impact on patient safety and provider efficiency and satisfaction. Jarrod identified that the current enhancement request process, historically underdeveloped, understaffed and unprioritized, was a point of frustration for both analysts and customers. Further, he identified that this process was eroding customer confidence in the system overall. His aim was to improve the efficiency, effectiveness, reliability, and speed of the request process through process design, automation, and appropriate governance oversight. At the initiation of the project, the Ambulatory team had over 550 unprioritized enhancement requests, some of which had been submitted years prior. Following manager approval, Jarrod undertook the following:

1. Compilation of a clear and complete list of existing ambulatory enhancement requests
2. Validation that the requests were still needed
3. Collection of required details to complete the requests
4. Development of an accurate and user-friendly scoring form to prioritize the requests
5. Development of a governance group to review and approve the requests
6. Development of an analyst team to complete the requests according to prioritization

Selection Criteria

The problems addressed by this process improvement project spanned several long-standing system issues ranging from improved clinical documentation and assessment tools, to improved ordering and referral processes within APeX. The requests completed because of this project have improved patient care and clinician efficiency within the system, and overall clinician confidence in the ability of Clinical Systems to address clinician concerns regarding the system. The process was easily replicated and widely adopted by other clinical application teams within the Clinical Systems department, aligning and streamlining the process for clinicians across the APeX experience. This process is now the cornerstone of a larger effort to further automate the process within the Service Now ticket portal. Since its implementation Jarrod’s process improvement project has impacted hundreds of clinicians and patients across UCSF. The request scoring system succeeded in further aligning Clinical Systems with the mission of UCSF by accounting for the True North Pillars within in the scoring and prioritization process accounting for patient experience, quality and safety, people, and the financial strength of the organization.

Success Measurement

The success of this project was tracked within our Service Now ticketing system. Through Service Now data, we were able to quantify that in a span of 12 months the improved process reduced our overall enhancement request count from >550 requests to <150 requests. The number of open enhancement requests older than 2 months was reduced by a count of 300 requests, and the average number of days until an enhancement request was acknowledged by an analyst was reduced by approximately 42 days.

Timeline

The Ambulatory Enhancement process improvement project was developed and implemented in a one-year period between the summer of 2021 and 2022. The process has since been expanded and adopted by other clinical application teams and will be further automated within Service Now in the summer of 2023.