
Clinical Technology

Policy Number: CT-ITSOP-002

Responsible Executive: CMIO Dr. Ryan Walsh

Date Reviewed: August 2016

1.0 Purpose

The purpose of the Change Management Policy is to manage changes in a rational and predictable manner so that support staff and users of information resources can plan accordingly. Changes require serious forethought, careful monitoring, and follow-up evaluation to reduce negative impact to the user community and to increase the value of information resources.

2.0 Responsibility

All Clinical Technology (CT) Systems employees who are responsible for application administration and/or technical support of CT information resources are responsible for:

1. Determining the need for any system changes
2. Obtaining required approvals
3. Providing updated workflow documentation
4. Outlining detailed change request specifications for desired changes
5. Providing the completed form to the CT Change Committee for approval.

3.0 Scope

All requests for additions, deletions, or modifications in any of the production EHR, PM, or ancillary system environments that contain confidential or sensitive information are subject to this procedure.

For changes to systems outside Clinical Technology and / or affecting UTHealth enterprise systems, refer to [Change Notification System](#) as defined under [ITPOL- 005 Change Management Policy](#) and [ITSOP-005 Change Management Procedure](#).

4.0 Definitions

Term	Definition
Confidential or Sensitive information	See HOOP 175 .
Mission critical information resources	Information resources used for CT production processing and that, if impaired or unavailable, would have a significant impact on patient care, revenue, key stakeholders, other mission critical systems, or would prevent the fulfillment of compliance requirements.
Significant changes	Changes that could impair or make unavailable an information resource or a function of an information resource. Significant changes include changes made to software, interfaces, dictionaries, communications/port configurations, and related operational procedures.

5.0 Standards

The change request process ensures the changes made in the CT managed systems are appropriate, regardless of the type of change. These procedures ensure changes are approved by management and system owner.

5.1 Procedures

1. All CT managed applications require change requests in CT's SharePoint Change Management System.
2. Change ticket entered in the CT's Change Management System should at a minimum include the following information:
 - a) Change Title & Description;
 - b) Change Owner
 - c) Change Status
 - d) Priority –Low, Normal, High or Critical
 - e) Emergency Change?
 - f) Category
 - g) Target Date;
 - h) Testing Owner
 - i) User notification required box
 - j) Group to be impacted selected.
 - k) Statement of Impact
 - l) Impact if unsuccessful
 - m) Impact if successful
 - n) Validation plan
 - o) Backout plan

- p) Downtime required selected Yes or No.
- q) System Change Notification selected Yes or No
- r) Request approval to move to production name added
- s) Approved box signed off by approver
- t) Comments [optional]

3. Final change status of change notification as described in section 5.2 followed.
4. The change requester must notify the IT contact(s) of the requested change.
5. The IT contact(s) must notify system owners and users if it will impact information resource availability for the users.
6. The change requester will implement the change only if all identified IT contacts have approved.

EXCEPTION: The change requester may assess the risk of implementing the change without approval of an unresponsive IT contact, and may choose to accept the risk and proceed with the implementation. It is recommended the change requester document this decision and note which IT contact(s) did not review the change notification.

5.2 Change Notification and Change Status

Step Action

1 Receipt/Entry of a Change Management notice and communicate to CT Approver(s).

Change requester completes entry of the change, ensuring that the information contained in the notification is complete. Information provided is listed in section 5.1 above.

2 Review the Change Request.

The CT approvers of systems/areas impacted will review and assess the change, considering the urgency of the change, risk level, impacts and back out plans.

3 Discuss and Document.

The CT Approvers of systems/areas impacted will discuss and document the approval/denial of the notification, the timing, the back-out plans and all objections to the proposed plan. They will work with the change requester to make adjustments to the plan if appropriate. The Requestor or the Approver will communicate and discuss the change, if applicable, with the designated system owners. The requestor and/or approver will also discuss the change on the weekly internal change board meeting.

4 Perform the Change.

Perform the approved change according to the plan.

5 Record Final Status of Change Notification.

The change requester will review and record the final status of each change notification.

6.0 Exceptions

Any exception to this policy must be documented and communicated with CT leadership.

7.0 Enforcement

Violations of the provisions of this policy will be handled in accordance with the appropriate disciplinary policy.

8.0 Contacts

Name of Technical Contact	Title or Office / Department	Telephone	Email
Andrew Nguyen	Senior Applications Administrator	713-500-6956	Andrew.T.Nguyen@uth.tmc.edu
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Theresa Hill	Director of EHR	713-500-7562	Theresa.e.Hill@uth.tmc.edu
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9.0 Revision History

Author	Version	Reason for Change	Effective Date
Gene Chandler	1	Policy created	7/1/2016