

PROGRESS

News of the changing MMIS

June 2007

Vol. 9

System design approved; Project members honored

MMIS Project Manager **Jim Joyce** announced on June 6 that DHS had accepted the system design of Oregon's new Medical Management Information System from its vendor, EDS. Work can now begin on construction of the system based on the approved design.



*DHS MMIS
Replacement
Project Team*

The announcement came at a joint meeting of the MMIS Working Steering Committee and the Replacement Project Team, at which all members of the team were recognized for their efforts to bring the project to design approval, its most significant milestone to date.

Department's gratitude

Joyce expressed the department's gratitude by presenting each project member with a framed group photo of the entire team.

He then called on DHS Deputy Director **Clyde Saiki** and Chief Operating Officer **Fariborz Pakseresht**, who offered their

observations on the project and presented letters of merit to a few individuals recognized for outstanding contributions.

Pakseresht told the group he believes the Oregon MMIS Project is considered "one of the premiere MMIS projects across the

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MMIS Web site: www.oregon.gov/DHS/admin/mmis



Design approved

country.” He then read excerpts from letters of merit, which he presented to **Ryan Hawes, Anita Miller, and Linda Flicker.**



Ryan Hawes, Anita Miller and Linda Flicker

Hawes was recognized for his work in coordinating the design for Third Party Recovery functionality between the Office of Payment Accuracy and Recovery and EDS; Miller for her efforts to ensure that the operational requirements of the Addictions and Mental Health Division would be met by the new system; and Flicker for her work in coordinating the information needed to make the new MMIS work with all of DHS’s financial systems.

New beginning

Deputy Director Saiki, who is also one of the three executive co-sponsors of the project, said that the approval of the design marks a new beginning for the project. He outlined a new approach designed to

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Next MMIS meeting for managers scheduled

The third in a series of business transition meetings designed to help managers prepare for and get their staff ready for implementation of the new MMIS has been scheduled for Thursday, July 12, from 9:30 to 11 a.m. in HSB 166.

The meeting will cover:

- **Desk-level manuals**

How managers can use tools developed by the MMIS project to revise or develop desk-level procedure manuals for their staff to use in their daily MMIS work

- **Operational Readiness Assessment (ORA)**

How an ORA works and what managers need to do to prepare for it. ORAs will provide data for each business area to help determine if they are prepared for the next phase of system implementation.

The first of these “manager meetings” took place in November 2006 and introduced the 13 key business transition activities for managers [See Progress Newsletter, April 2007, page 2]. A second meeting was held in February 2007, during which MMIS goals and measures were discussed, as well as Wave 2 staffing issues and the fundamental concepts of the ORA.

The Business Transition Team plans to continue these meetings through the implementation of the new system.

Wave 3

Wave 3 – changes across the organization to manage MMIS functions more efficiently

As we move closer to the implementation of the new MMIS in 2008, the department has begun to evaluate a number of changes in the way it does its Medicaid business.

These changes, designated as “Wave 3” by the MMIS Replacement Project, are being considered to help DHS take full advantage of the benefits of new system and allow it to manage its MMIS functions more efficiently. [See “*Riding the Waves*” on this page for definitions of all three waves.]

The project’s Executive Steering Committee (ESC) has been meeting since April to consider proposed Wave 3 changes. These changes could include consolidating some MMIS business functions and also some organizational changes.

It is unlikely that any of the Wave 3 changes would occur until after the implementation of version 1 of the new system. These changes are currently envisioned to be phased in during the 2007-09 biennium, and possibly beyond. The new MMIS has provided DHS with a unique opportunity to look at the way it does its MMIS work and the way it is organized to do that work, and to ask if there are ways to do it more efficiently.

Discussions on the Wave 3 changes will continue, and more information will be communicated when it becomes available. **MMIS**

Riding the “waves”

A guide to the changes brought about by the new MMIS

Wave 1

Changes needed to help facilitate the implementation of the new system. These changes centralized three MMIS-related functions (EDI testing, security and user training) and allowed for the temporary addition of staff to help in those areas.

Wave 2

Changes that have to do with increases or decreases in staffing needs that occur as a result of the new technology or functionality being implemented. These changes might include needing fewer staff to do processes that have been automated or can be done more efficiently in the new MMIS, or needing more staff to do things we don’t do today.

Wave 3

Fundamental organizational changes that would allow us to manage MMIS functions more efficiently. These changes might include consolidating major pieces of the MMIS or functions that support it. Discussions on these changes, most of which will not take place until post-implementation, are currently underway at the ESC level.

MEDICAID MANAGEMENT INFORMATION SYSTEM

Design approved

Design approval continued from page 3

streamline both the review and decision-making processes for the project's ongoing work. He also stressed the need for a high level of discipline in meeting deadlines for the remaining project work.

Saiki then recognized two individuals whose contributions to the project were considered exceptional. He read aloud his letters to **Arlene Nelson** of DMAP and **Randy Canoy**, the project's business manager and a key player in coordinating DHS's input to the design of the system.

The letter to Nelson said, in part, "We know that the MMIS Project is not your primary job – and that you have been asked to work on it while continuing with all of your other responsibilities. In our view, you have done so in an exemplary manner....Your ability to identify issues and tackle them with a positive attitude has set a high standard for how MMIS project



Arlene Nelson



Randy Canoy

business is conducted with DMAP"

In the letter to Canoy, Saiki wrote, "As a leader, you have set an example of commitment and hard work not only for your staff but also for all those who work with you. We are convinced that the project has benefited because others have 'raised their games' to reach the high bar you have set through your dedication, work ethic and unremitting drive."

Moving forward

As the project team moves forward,

it will factor in the elements of the newly approved design to determine the new implementation schedule for the project. It will focus on key areas including data conversion, loading configuration data, user acceptance testing, user training, preparation of user manuals and identification of performance measures.

Contract negotiations with EDS regarding the extension of the project's timeline are still underway. When complete, a contract amendment including a proposed revised schedule will be submitted to CMS, the Project's federal Medicaid partner, for approval. Following CMS approval, the project will be able to announce a new implementation date.

MMIS

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