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Beaumont

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Area	Laboratory-Chemistry
Applicability	All Beaumont Hospitals

Instrument Manager (IM-Abbott) and Laboratory Information System (LIS) Change Process

Document Type: Procedure

I. PURPOSE AND OBJECTIVE:

Laboratory Information System (LIS) and Middleware systems often require necessary changes and adjustments to be compliant and to optimize patient care and results. The purpose of this document is to define laboratory process for the change documentation and processes between Instrument Manager (IM- Abbott) and Beaker (LIS).

II. CLINICAL SIGNIFICANCE

Changes and optimizations made in LIS and Middleware applications are necessary for patient care and growth. Connections between these applications aids in the flow of laboratory information, including test orders, and results, specimen information, and patient information.

III. DEFINITIONS:

A. **South sites:** Dearborn, Taylor, Trenton, Wayne, Canton

B. **North sites:** Farmington Hills, Grosse Pointe, Royal Oak, Troy, Lenox, Livonia

IV. PROCEDURE:

A. **Consensus of Change Items for Beaumont Laboratory LIS/ IM**

1. A change or modification to the LIS system or IM must be presented to the Chemistry Best Practices team for consensus.
    a. The change/modification/addition request will be presented to the team

members with appropriate background, information, studies, etc.

b. If additional information is requested, the initial requester will provide this, unless otherwise noted.

B. **Entering a Request for Change/Modification for LIS/IM**

1. The designated IM team member for both North and South sites will enter a Service Now request ticket to the respective LIS systems, including the name of the change/ modification requester for validation purposes.
    a. The request ticket will include all necessary information needed for the change/modification including, but not limited to, units, decimals, test code, etc. This will generate a service request number.
    b. The designee will keep track of requests electronically.
2. The designee will then make appropriate changes to IM, in the TEST mode
3. A designated team member from LIS will make the appropriate changes/ modifications as necessary in the TEST system and notify the IM designee and the requester when task is ready for validation.

C. **Validating Changes in TEST Systems**

1. Once changes/modifications have been made in both IM TEST and LIS TEST, validation can proceed.
    a. The LIS team member will notify the requester and the IM designee when a change/modification is ready for validation.
2. One designated team member from a North site and one designate team member from a South site will validate changes.
    a. If the change is individual instrument interface specific, and not IM specific, then each Beaumont Laboratory site must validate.
3. Documentation of all validation will be kept by the designee.
4. Once all team members have validated that the change/modification is working as specified or requested, a move to LIVE production will be determined.

D. **Moving Changes to LIVE Production**

1. Determining the date of going live with change/modification
    a. A change that is only made in TEST IM will go into production on an agreed time and date by the Corewell Health East Laboratory.
    b. Changes that are made in TEST LIS and TEST IM will go into production on the first Tuesday of the month, unless otherwise determined by the team members.
2. An open Teams conference call will be created before the determined LIVE production change time. All involved team members will join the conference call.
    a. Changes will be applied to LIVE production by the LIS team member and the designated IM team member.

b. All communications will be made through the Teams conference call.

3. LIVE production validation will follow the same guidelines as validation in TEST systems. (Refer to item C. Validating Changes in TEST Systems)
4. All documentation of LIVE production validation, including screen shots and instant reports, will be saved by the designee.

E. **Vendor Changes and Maintenance**

1. Any changes made by the vendor including, but not limited to, server back-up and copies of testing and live environments must be communicated to the LIS and Chemistry Best Practices team members prior to making the changes.
2. Details will be provided to the Corewell Health Laboratory team members including the action that will be taking place, the impact of production and test environments, and any downtime that may be necessary.
3. A weekly change report will be sent by the Systems Integration Coordinator to the vendor of changes that are in progress and changes that have been completed.

Approval Signatures

Step Description	Approver	Date
Medical Directors	Ann Marie Blenc: System Med Dir, Hematopath	2/16/2024
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Policy and Forms Steering Committee Approval (if needed)	Kelly Walewski: Supv, Laboratory	1/12/2024
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Kelly Walewski: Supv, Laboratory	11/16/2023

Applicability

Dearborn, Farmington Hills, Grosse Pointe, Royal Oak, Taylor, Trenton, Troy, Wayne