Implementation overview for Exa® Platform, which includes Exa PACS, Exa RIS and Exa Billing

Standard Customer Implementation Requirements / Deliverables

3rd Party HL7 Interface Resources (If applicable)
HL7 integration will require completion of the interface to the third party EMR vendor. It is critical that the customer facilitates the assignment of a resource from the third-party vendor to support HL7 interface development and testing.

Migration Related Accessibility and Resources (If applicable)
Connectivity and accessibility to the legacy PACS system to facilitate migration is critical. It is critical that the customer provides this access for migration from the legacy PACS and potentially facilitates the assignment of a legacy PACS resource to support migration.

Modality Connectivity
DICOM and modality worklist connectivity configuration, at each imaging modality / imaging source, must be configured and provided by the customer. Modality attributes must be provided to Konica Minolta Healthcare Americas, Inc. (KMHA) to support PACS configuration.

IT / Network Support
Network access and connectivity must be configured and provided by the customer. It is important that IT support be maintained throughout the project.

Information Availability
It is critical that the customer supplies information requested by KMHA to support system configuration.

Examples:
- Compendium (Information to support the build / configuration)
- Hanging Protocol Worksheet (If applicable).
- Workflow diagram (patient / study)
- Source of truth for information to be migrated (If applicable)

Personnel Availability
Sufficient personnel must be provided to support prompt execution of the project, customer side action and to participate in recurrent project meetings. Designation of a primary customer project contact is critical. When training is in scope, upon KMHA request, the customer will work to populate a training schedule and make the individuals available to be trained.

Hardware (as applicable)
All servers and workstations must meet minimum specifications for both hardware and software. No facility services or third-party software are to run on the KMHA servers or workstations.

Configuration / Testing
Customer will schedule required modality downtime to conduct these activities in accordance with the agreed upon project schedule. Customer will provide customer and / or 3rd party resources to support testing. (Modalities, Interfaces, etc.)

Milestone / Document Execution
Milestone and key project documentation is critical. (See Project Milestones section)

PACS Administration
Once operational, the system will be maintained by a customer designated PACS Administrator. The administrator's obligation to perform day-to-day monitoring of the system and report issues appropriately.

Typical Konica Minolta Project Team

Project Manager / PMO
A KMHA Healthcare IT Project Manager (PM) will be assigned to a project once the order is received at the Project Management Office (PMO). The project manager works exclusively within the HCIT Implementation team. A person in this role is dedicated to implementing PACS, RIS and Billing projects.

The PMO is led by a Director and a Senior Program Manager.
The Project is managed through PM employment of ongoing awareness, communication, documentation, and the use of project tracking tools / software.

Project Engineer
Configures the KMHA system, conducts DICOM migration, supports connectivity, performs testing.

HL7 Integration Specialist
Configures KMHA side HL7 interfaces, performs testing, conducts HL7 migration.

Applications Specialist
Works with the project team and customer to establish workflow, conduct training and provide go-live support.

Dedicated HCIT Implementation Team
The KMHA Implementation team works to implement PACS, RIS and Billing projects daily. This team annually implements hundreds of projects.

Project Management Approach and Milestones Summary

Each KMHA project is assigned a HCIT Implementation project manager. Other KMHA project resources include an Implementation Engineer, HL7 Integration Specialist and Applications Specialists, pending the need of the specific project. Customer resources are also necessary. This may include internal and external customer allocated resources to support interfaces, modalities, network connectivity, migration, hardware, etc.

This statement of work document is intended to assure a mutual understanding of project scope, deliverables, constraints, milestones, etc. It also provides a description of how change and risks are managed.

The project manager coordinates recurrent project team meetings. This meeting includes the KMHA and customer project stakeholders. It is critical for appropriate KMHA and customer personnel to remain engaged in the recurrent meetings. The KMHA project manager creates and maintains a project plan. The plan includes tasks, action holders and timeline projections.

After information is gathered and the system configurations are made, the KMHA project resources conduct testing, with support of the customer and 3rd parties as may apply. Application resources work with the customer with focus on workflow and training. A mutually agreeable activation or go-live date is identified.

Project milestones are mutually agreed to and listed below.

Project Milestones

Statement of Work (SOW)
The SOW confirms a mutual understanding of project scope and associated project attributes. Customer execution of this document is required prior to KMHA performing project work.

Server Online / SW Accessible Milestone (Phase 1)
Milestone confirming the server is online and KMHA software is accessible. Customer execution of this document is required prior to KMHA performing additional work.

Migration Plan (Migration projects)
KMHA will produce a migration plan. Customer acknowledgement is required prior to KMHA executing migration work.

Operational Acceptance (System Projects)
Milestone indicating customer acknowledgment of operational readiness and approval to proceed with training and go-live. Customer acknowledgement is required prior to KMHA coordination of training and go-live.

Training Acknowledgement
After receiving training, the customer agrees to acknowledge, upon request, the training has been received.

Clinical Use

Milestone confirming KMHA software is in clinical use. Example of clinical use: PACS: Studies entering the system for clinical use; RIS: Reports entering system.

This is a KMHA generated notification milestone.

Delivery and Acceptance

Customer agrees to acknowledge delivery and acceptance on or prior to 3 business days after "Go Live". The formal delivery and acceptance acknowledgment enables the customer service agreement and activates resources for hyper support for any post "go live" requests.

Timeline

The KMHA project manager works closely with the customer and assembles an early estimation timeline. It is based on information available at the time and attributes specific to the project. A KMHA goal is to project milestone and completion timelines as soon and as accurately as possible. A focus is maintained on status, barriers, and risks through the project. Appropriate mitigation steps may be employed to maintain a timeline. The timeline is adjusted if needed. Examples of information that could impact a timeline are customer side resource availability, customer 3rd party availability, rate of migration, site readiness or construction.

Risks Tracking

Risks are tracked by the Project Manager. Probability and impact are considered. An example of a risk is a delay in engagement of a customer's 3rd party resource. In such a scenario the resource is not available to support the development of an interface. This is mitigated by the project manager conveying the need to the customer early, or the project manager adjusting the project plan based on engagement projections obtained. If there are delays identified as occurring or probable the project manager identifies this as a risk.