

How to enter an Acute and Emergency (A&E) Care Business Analytics Service Request

Serving Emergency Departments, Urgent Cares, Virtual Urgent Care

The Acute and Emergency Business Analytics Team utilizes UCHealth's I.T. Service Management (ITSM) system to enter and track all internal and external requests for reports, data pulls, dashboards, and any other projects that seek to use Acute and Emergency Care related data. Requests can be submitted by any UCHealth employee or any UC Denver employee who has access to UCHealth's ITSM using the instructions below.

Here's an overview of what you can expect when you enter a new ITSM request:

1. **Review:** Your request is reviewed and approved by Dr. Kelly Bookman (Senior Medical Director).
2. **Consult:** Shortly after approval, one of our analysts will connect with you for a short consult (usually 30 minutes or less) to be sure we have everything we need to successfully complete your request. We will also confirm expectations, including when you would like your request to be completed.
3. **Schedule:** Your request will be scheduled for work.
4. **Collaborate:** While your request is being worked on, you can expect the analyst to collaborate with you on any issues that arise during development, coordinate testing, and plan for a successful rollout.

If you have any questions about this process or would like additional information about your request, please send a note to us at TheAnalyticsTeam@ucdenver.edu.

HOW TO ENTER A NEW ED ANALYTICS REQUEST

- a. Using any web browser, go to <https://uchealth2.saasit.com> and enter your credentials (UCH, UCD, CUAnschutz)

Tip: UC Denver Faculty will use their UC Denver/ UC Anschutz credentials and all UCHealth employees will use their UCHealth credentials.

IT Service Manager

YourUserName	Login
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Sign in with UCHealth Employee Authentication

[Forgot Password?](#)

- b. In the top-left corner of your home screen, under the “What do you want to do?” header, select “Request Changes or Something New”.



- c. This will take you to a menu of options. Select “IT Analytics and Report Request”.



- d. This will take you to a form where you will provide specific information about your request. Help for each field, as well as some examples, are listed below.

Important:

Subject: To ensure that your request is routed to the correct team, please include ANY of the following in the subject line: A&E, ED, ER, UC, VUC

Approvers: ALL requests must be approved by: (primary) Kelly Bookman or (secondary) Doug McCreedy

Tip: Text boxes (i.e., Description, Justification) have a maximum character length of 2000.

Tip: Required fields are identified with an asterisk ().*

e. Request is for (Last, First)

Enter your last and first name using the drop-down (▼) indicator. If your name is not in the drop-down list, please contact Christina Mickle (Christina.Mickle@ucdenver.edu) and she will facilitate having your name added.

Tip: If your name does not auto-populate, and so that you can proceed with entering your request, use "Mickle, Christina" in this field and leave a note in the description (name & email) that you submitted the request.

f. Subject

Provide a brief description, or title, of your request. **Please indicate that your request is Acute and Emergency Care related by including ANY of the terms: A&E, ED, UC, VUC.** (e.g., "Behavioral Health Patient Data for University Hospital **ED**")

Tip: Try to describe the purpose or content of the data or report you need in five words or less.

g. Description: The "what"

Describe your request in as much detail as possible

Provide the details of your request, including the data, report, or other service you would like for us to do for you. Here are a few questions to think about as you write your description:

- i. What question(s) will this help you answer or decision(s) will this help you make?
- ii. Are there any reports or dashboards you've seen in the past that you'd like us to refer to?
- iii. What specific metrics and calculations would you like to include?
- iv. How would you like your output to be accessed? (Email, online, PDF, Excel, etc.)
- v. How often would you like this to be produced (on-demand, daily, weekly, monthly, etc.)?
- vi. How would you like to select the data (date range, provider, location, etc.)?
- vii. What processes support the data you want included?
- viii. Are you requesting a dataset or a report?
- ix. Is this for research?

h. Justification for your Request: The "Why"

Enter a 1-2 sentence summary of **why** this is important and **how** you intend this request to be used.

i. Best 10-digit phone number for questions regarding this request

Enter the best phone number we can contact you on.

Tip: Is this is an urgent request, you might consider using your cell phone number.

j. Cost Center

You can leave the “Cost Center” field empty.

k. Primary Approver & Alternate Approver

If you are prompted to enter a primary and secondary approver, please select **Kelly Bookman** as the Primary Approver and **Douglas McCready** as the Alternate Approver.

* Primary Approver

Bookman, Kelly (Epic/Email Only) ▼



* Alternate Approver

McCready, Douglas (UCHSC Busines ▼



l. Is your request urgent?

If your request is Urgent, please select “Urgent” box.

m. Desired Due Date: The “When”

Enter the date that you would like to have your request completed.

Tip: When the analyst contacts you for a brief consult, this date may be revised to a different date.

n. Attachments

If you have any supplemental documentation that you would like to include with your request, please add them here.

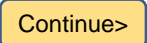
Attachments

Select files

Delete all

or drop files here

Tip: You can add PDF files, images, etc.

- o. When you are done entering your information, proceed to the “Organizational Benefit Score” page by  pressing .

- p. Select the Ratings you feel best represent your request, which collectively will assign an overall rating.

Tip: This field is not required and may be adjusted by Dr. Bookman, or as a result of your data analyst's consult.

Organizational Benefit Score

<p>Performance</p> <p>The benefit this request creates related to our performance goals:</p> <ul style="list-style-type: none"> • Leading in quality and safety • Diversity and inclusion • Efficient and effective operations • Integration across UCHealth • Transparency 	<p>Performance Rating</p> <p><input type="checkbox"/> High</p> <p><input type="checkbox"/> Medium</p> <p><input checked="" type="checkbox"/> Low</p>
<p>Accessibility</p> <p>The benefit this request creates related to our Accessibility goals:</p> <ul style="list-style-type: none"> • Community benefit • Population health • Clinically integrated network • Geographic coverage • Primary and specialty care expansion • Virtual care • Independent provider alignment • Outreach 	<p>Accessibility Rating</p> <p><input type="checkbox"/> High</p> <p><input type="checkbox"/> Medium</p> <p><input checked="" type="checkbox"/> Low</p>
<p>Experience</p> <p>The benefit this request creates related to our Experience goals:</p> <ul style="list-style-type: none"> • Personalized service and focus on unique needs of each person • Simple, convenient and intuitive tools • Consistent look and feel consistent with our brand • Exception experience for our employees, providers, and partners 	<p>Experience Rating</p> <p><input type="checkbox"/> High</p> <p><input type="checkbox"/> Medium</p> <p><input checked="" type="checkbox"/> Low</p>
<p>Innovation</p> <p>The benefit this request creates related to our Innovation goals:</p> <ul style="list-style-type: none"> • Innovative care delivery models • Research and discovery • Clinical trials • Academic mission • Industry partnerships • Advanced analytics • Novel technologies 	<p>Innovation Rating</p> <p><input type="checkbox"/> High</p> <p><input type="checkbox"/> Medium</p> <p><input checked="" type="checkbox"/> Low</p>

- q. Once you are done, go to the “Review & Submit” page by pressing .
- r. This final screen offers you the opportunity to review your entire request prior to submitting. If you would like to change any part of your request, <Edit/Back press .
- s. Once you are satisfied with your request, Submit press .
- t. You will receive an confirmation email from UCHealthServiceDesk@uchealth.org.

That's it - Your request is now logged!
Thank you!