

MPATH Care Management Module Organizational Change Management Project, Email Communication for 5-18-2020

Subject Line for Email: Making Progress on MedCompass – UAT is Coming Soon!

Dear DDP Staff and Providers,

Although there continue to be unknowns and many staff members are still working remotely, we are making progress toward our goal of a June 29th go-live for MedCompass. DDP and our partners from AssureCare and the MPATH project are working hard and are optimistic about our schedule. Thank you for all you do, as staff and providers, to serve our members during this time and always.

User Acceptance Testing (UAT)

We are moving ahead and scheduling the introduction to UAT at the end of May. A couple of useful testing definitions include:

- User Acceptance Testing (UAT) – Testing that ensures the system works for the end user. During UAT, actual users of the system perform tests in line with what would occur in real-life scenarios.
- System Testing – Testing of the software solution itself that ensures the system meets all the requirements and that all the components work together as a whole.

Training

At this point, we plan to schedule the end user training by the end of May to be delivered between June 8th and June 26th. We will share more specific dates as soon as we know them.

MedCompass training will be specific to job functions, including:

- Regional staff – administrative staff, regional managers, and QIS staff
- Case managers – state and contracted case managers and staff
- Provider staff

Supporting Each Other Through Change

DDP staff and providers are used to change, and we are all adjusting every day to the new realities brought about by the PHE. Sometimes it can feel like transitioning to MedCompass is just one more change on top of everything else! We can all help each other transition smoothly. Here are some tips:

- Consider your past experiences with change – positive or negative – and how they may be influencing your own feelings about the transition to MedCompass.
- Ask your coworkers how they feel about change in general. Understanding how someone relates to change can help you know how to support them – or how they can support you.
- If you are someone who needs more information to feel comfortable with change, reach out! You can send your question to mtdphscaregmt@pubknow.com, and look around on the MedCompass website (the website is coming soon - look for an announcement in the near future!)

Q&A Corner

If you have a question, please email mtdphscaregmt@pubknow.com and I will answer it in an upcoming email.

Question	Answer
Training:	
When will training be scheduled?	We do not yet have specific dates, but plan to schedule the end user training by the end of May to be delivered between June 8 th and June 26 th .
Where can I find more information about the project and the MedCompass system?	We are working on getting information posted to the DDP website. We hope to have this up in the next few days. We will send an announcement and link when it is live! In the meantime, I'm sharing as much information as I have in these regular email updates, and if you have specific questions please send them to: mtdphhscaremgmt@pubknow.com

Best, Lindsey

Lindsey Carter

Bureau Chief

Developmental Disabilities Program 111 Sanders Room 305
P.O. Box 202955
Helena, MT 59620-2955

406-444-2799
fax: 406-444-0826

"This message and any attachments are solely for the intended recipient and may contain confidential or privileged information. If you are not the intended recipient, any disclosure, copying, use, or distribution of the information included in this message and any attachments is prohibited. If you have received this communication in error, please notify us by reply e-mail and immediately and permanently delete this message and any attachments. Thank you."