




 High


 Medium


 Low


 People










 Process

 Technology

 Positive

 Neutral

 Negative

Change Name	Change Impact Description	Impacted Stakeholder Groups	Degree	Perception			
Downtime report	Today, they don't have a downtime process. In the future state, end users will have a report of patients enrolled in Compass Rose programs available for use during downtime, if needed.	• Compass Rose Users				✓	
Compass Rose Storyboard	No current state. In future state, storyboard displays Care Management specific information for Compass Rose users.	• Compass Rose Users					✓
Dashboard	Not all current programs have the ability to run reports without going through data support. A limited number of programs utilize features that show upcoming, due, and overdue tasks. In a future state, dashboard will provide end-users Compass Rose programs with at a glance view of overdue, due or upcoming work with multiple additional reports available related to their program.	• Program Manager • Compass Rose Users					✓

● High

👤 People

😊 Positive

● Medium

⚙️ Process

😐 Neutral

● Low

💻 Technology

😞 Negative

Change Name	Change Impact Description	Impacted Stakeholder Groups	Degree	Perception	👤	⚙️	💻
Dashboard	Currently used systems are not connected nor do they allow for reports for team efficiency. Supervisor dashboard allowing Compass Rose leaders to visualize all users in their team and run reports related to their program(s) in a future state.	<ul style="list-style-type: none"> <li>• Program Manager</li> <li>• Compass Rose Supervisors</li> </ul>	●	😊			✓
	Currently used systems are not connected nor do they allow for reports for team efficiency. In future state, the Productivity dashboard will be available for the Compass Rose Supervisors.	<ul style="list-style-type: none"> <li>• Program Manager</li> <li>• Compass Rose Supervisors</li> </ul>	●	😊			✓
New functionality to display cost in Dashboards	No current state. Operational stakeholders approved to display estimated score on dashboard in future state.	<ul style="list-style-type: none"> <li>• Users with access to MIPS Dashboard</li> </ul>	●	😊			✓

● High
● Medium
● Low

👤 People
⚙️ Process
💻 Technology

😊 Positive
😐 Neutral
😞 Negative

Change Name	Change Impact Description	Impacted Stakeholder Groups	Degree	Perception	👤	⚙️	💻
Pre-visit HCC documentation	No current state. A pilot group of nurse practitioners will do pre-visit documentation at go-live.	• Nurse Practitioner Team	●	😐	✓	✓	
HCC Pre-visit workflow	Current state, Donna Freeman's team of NPs (3) completes pre-visit charting for their patient population [Cigna MA and Humana MA]. This team does track some HCCs along with additional pre-visit charting based on specific payer requirements. In addition to current state workflows (clinic workflows owned by ambulatory), Donna's team will pilot a HCC Pre-Visit workflow that enables NPs to review patients with HCC opportunities via a work queue to evaluate the need for refresh ahead of the visit with the patient to capture that diagnosis in the upcoming visit, if appropriate.	• NPs	●	😊			✓
HCC BPA	No current state. In future state, new BPA to alert Providers when HCCs need to be refreshed and allow them to take action from the BPA to add diagnoses.	• Providers	●	😊	✓	✓	

● High

👤 People

😊 Positive

● Medium

⚙️ Process

😐 Neutral

● Low

💻 Technology

😞 Negative

Change Name	Change Impact Description	Impacted Stakeholder Groups	Degree	Perception	👤	⚙️	💻
Compass Rose Framework	In current state, they utilized the Telephone Encounter. In future state, Compass Rose Program with tasks associated to the TCM program and automatic closure of the program after 40 days.	• Transitional Care Management Nurses	●	😊		✓	