**Members:** Yvonne Coulter, Gary Fuller, Randy Rhodes, ~~Mary McCoy~~, Melissa Craft, Earle Barnes, Debbie Smith, ~~Ben Sharp~~, Tymn Neece, Nancy Todd, ~~Jayme Osborn~~, Laura Jones

Auxiliary Members: ~~Josh Cohen, Tammy Taylor~~, Corbin Ellsaesser

**SCC Members:** Kathy Branca, Creed Baughman, Shari Kotsch, David Romano, Jesus Blasquez, Don Keller, Amanda Moffit, Jane Blackmar

**Recording Secretary:** Melissa Craft

1. Announcement of Recording: 12:02
2. Updates
	* ICD-10 Update – Jesus
		+ 1 client is Live; 5 clients are loaded in Test; 105-92 clients needing to go to ICD-10 codes, but most opting to include it in MU upgrade projects.
	* Web Based Training Schedule – Jesus
		+ Still waiting for feedback about effectiveness from SoftPath Training attendees; Jesus should have additional data at next month’s meeting.
3. Proposal for eliminating the extra fee for weekend or evening go live
	* Could SCC develop a staffing plan similar to their client’s schedules to allow for weekend or evening go live support without additional fees? Some vendors offer specific weekend or evening options each month that would be covered by the standard support fees – maybe SCC could investigate similar options.
	* Jesus would like to table this discussion until Gilbert can attend this meeting.
4. SoftLab v 4.0.7 Update (MU2 and HL7 2.5.1) – Jesus or Kathy
	* SCC is assembling an upgrade team specific to the 4.0.7 upgrade projects in an attempt to improve efficiencies of these projects.
	* CCHIT testing was delayed due to government shutdown.
	* ~100 clients will need to upgrade for MU purposes; about 30 have committed to upgrade projects at this time
5. Accountability and tracking for upgrade installs. See below for commentary.
	* The board would like SCC to develop some core measures for tracking the success of upgrade projects. Examples of acceptable measures would be: Projected Length of Downtime vs. Actual Downtime; Quality of the Conversion; Number of Go Live and Post-implementation tasks and/or HFs required. Ideally, the SNUG Board would like to be able to present (or have SCC present) this data at the town hall meeting at the SNUG conference.
	* Jane is working with Sue Hughes to begin creating an implementation task that would be updated with Known Issues for the upgrade version of software that the client is validating. This could be continuously updated with known issues that SCC becomes aware of from all clients working with the same version. Test Case scenarios would be helpful for the known issues, as well.
	* SCC is also beginning to use a new upgrade process that includes creating a LIVE2 environment which then becomes the new LIVE environment at go live. This is in an effort to reduce go live downtime. However, the client must be an Oracle client, and the patient database cannot be too large in order for this new process to be used. This new process is still being perfected.
6. SNUG Webinar Series for 2013/2014 – Don
	* Survey results from last webinar were sent to the Board for review.
	* 62 attendees currently signed up for the next webinar; goal is 100 since this is regarding SNUG membership and conference attendance.
7. Next Meeting – November 21 (3rd Thursday each month)

Issues: Extended downtime for upgrades and quality of upgrade loads

Because there are so many clients upgrading their system in the near future, the SNUG Board would like to work with SCC to develop core measures for this process. We want to be proactive rather than wait for the User Group Meeting in April.

We think the data should include:

* Initial software version and final software version
* Conversion to Oracle?
* Projected Downtime
* Actual Downtime
* Number of Post upgrade hotfixes / lost functionality (within a couple of weeks)
* Client satisfaction with upgrade.

The board would like to have the information at our monthly SNUG Exec/SCC conference call each month.

We think if SCC shows efforts in decreasing the downtime, and improving the quality and satisfaction for upgrades it will build customer satisfaction. Without good quality measures, users will only have the horror stories from the list server for reference.