

OUR MISSION:

Baptist Health demonstrates the love of Christ by providing and coordinating care and improving health in our communities.

OUR SHARED VISION:

Baptist Health will lead in clinical excellence, compassionate care and growth to meet the needs of our patients.

OUR FAITH-BASED VALUES:

Baptist Health will live out its Christcentered mission and achieve its vision guided by Integrity, Respect, Compassion, Excellence, Collaboration and Joy.





ABOUT US

- Founded in 1924 in Louisville, Kentucky, Baptist Health is a full-spectrum health system dedicated to improving the health of the communities it serves. The Baptist Health family consists of 10 hospitals, employed and independent physicians, and more than 470 points of care, including outpatient facilities, physician practices and services, urgent care clinics, outpatient diagnostic and surgery centers, home care, fitness centers, and occupational medicine and physical therapy clinics.
- Baptist Health's eight owned hospitals include more than 2,300 licensed beds in Corbin, Elizabethtown,
 La Grange, Lexington, Louisville, Paducah, Richmond and New Albany, Indiana. Baptist Health also
 operates two joint venture hospitals: the 410-bed Baptist Health Deaconess Madisonville in
 Madisonville, Kentucky with Deaconess Health System based in Evansville, Indiana, and the Baptist
 Health Rehabilitation Hospital, a 40-bed inpatient rehabilitation facility with Encompass Health, based in
 Birmingham, Alabama.
- Baptist Health employs more than 24,000 people in Kentucky and surrounding states.
- Baptist Health is the first health system in the U.S. to have all of its hospitals recognized by the American Nursing Credentialing Center with either a Magnet® or Pathway to Excellence® designation for nursing excellence.
- Baptist Health's employed provider network, Baptist Health Medical Group, has more than 1,820 employed providers offering care in 78 specialties, including approximately 862 physicians and 958 advanced practice clinicians. Baptist Health's physician network also includes more than 2,000 independent physicians.





A brief overview of the origins of our Windows 11 upgrade program.

- Our Windows 11 initiative commenced in December 2022.
- A request for assistance in deploying Windows 11 across the organization was submitted through our IT Service Management (ITSM) system. Microsoft had indicated that support for Windows 10 would cease on October 14, 2025.
- Our IT Project Management team began conducting research to assess the scale of the project, create a preliminary work breakdown, and identify the IT teams that would likely need to participate. We also started documenting potential challenges, risks, opportunities, and outlining the subsequent steps to advance the project.
- In February 2023, we presented the details of this initiative and an overview of our findings to our Senior IT Leadership.







By the Numbers

Workstation Counts	
Start count Windows 10	29,500
New workstations purchased 9/2023 – 6/2025	20,433
Workstations upgraded from W10	11,692
Total system workstations	33,578
Workstations remaining on W10	1,453

Program costs							
Hardware	\$15.4 million						
IT Labor Hours (estimate)	60,000						
IT Labor (estimate)	\$3.1 million						

Project Team Count						
Project Management	4					
Desktop / Mobile Infrastructure	6					
Field IS Staff	78					
Operations staff & Citrix	12					
TOTAL	100					





Challenges

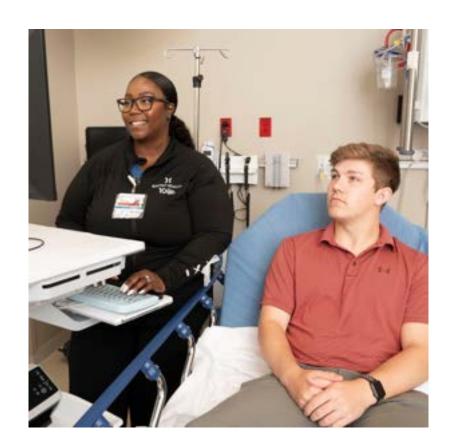
- Windows 11 version changes: 21H2 to 25H2
- Requirements for hardware compatibility with Windows 11. https://www.microsoft.com/en-us/windows/windows-11-specifications
- Baptist Health undertook several significant initiatives during the program, including the inauguration of our Hamburg facility in Lexington and the Baptist Hardin Pavilion.
- Accessibility of equipment. Our machines are in Operating Rooms, the Emergency Department, and various patient care areas. Coordination of swaps and upgrades was essential to ensure that patient care remained unaffected.
- CrowdStrike incident occurring in 2024.





Tips and tricks

- Workstation background colors are assigned as follows: blue indicates Windows 10, while purple represents Windows 11.
- Set up a test lab with hardware configurations that closely replicate those used in your production environment.
- Familiarize yourself with Windows 11
 hardware requirements. Provide a summary
 to your field teams so they can identify which
 devices require replacement. Remember to
 verify and test all peripherals as well.
- We ensured that Windows 11 was installed on all unit remodels and new builds, which prevented the need for later upgrades on deployed machines.
- Team meetings were concise, usually lasting no more than 25 minutes and involving small groups. The main agenda included discussing field challenges, exchanging tips and best practices, and reviewing application compatibility.

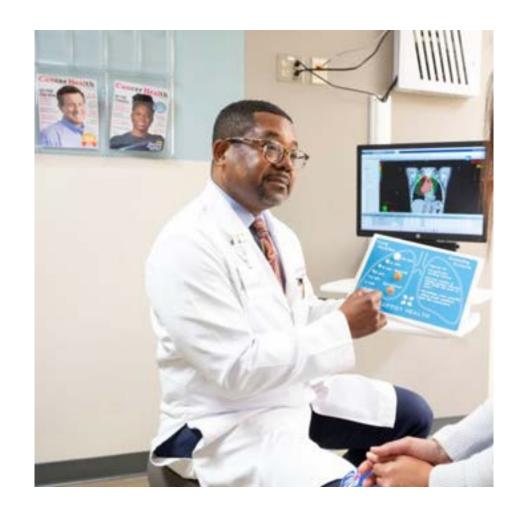






Tips and tricks continued....

- Servant leadership works!
- Weekly updates were emailed to IT staff and leadership every Friday. Copies of these emails were archived in MS Teams.
- MS Teams was our primary platform for program information, containing all documents, Power BI reports, Microsoft Planner, and weekly status updates. We also set up several channels focused on individual projects within the program.
- Executives appreciate clear visuals. Using graphics to present program statistics and summaries was effective, allowing them to quickly grasp the current status. For more in-depth details, they could refer to the full status reports.

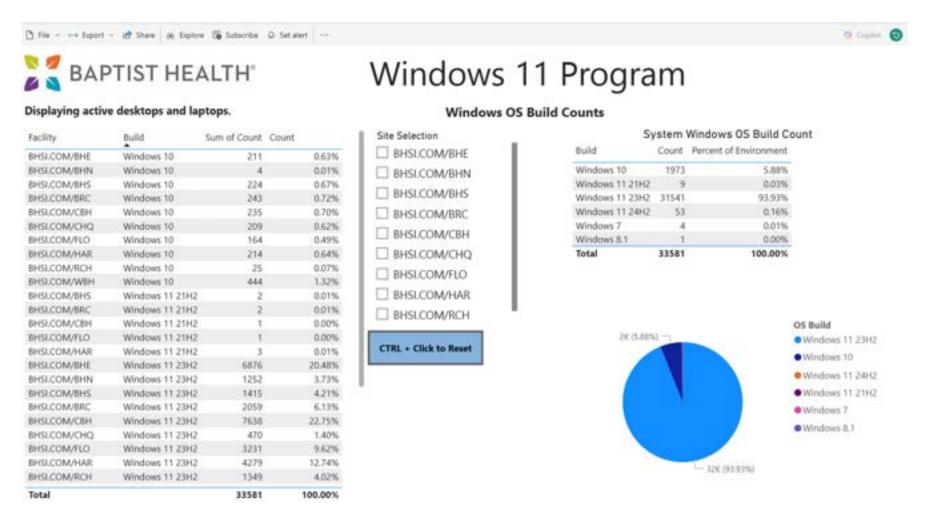




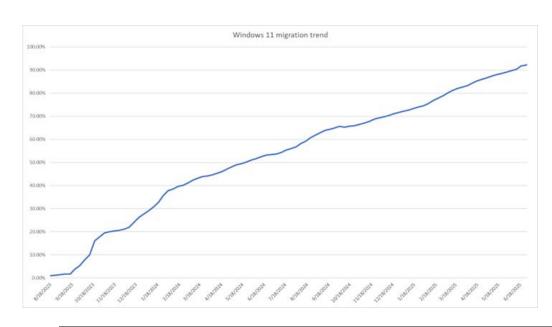


Visual statistics were instrumental in keeping the team focused and offered management transparent insights into the project's advancement.

(Power BI report utilizing data from SCCM).



More examples of data visualizations.





Location	Windows 7 / 8.1	Windows 10	Windows 11 21H2	Windows 11 22H2	Windows 11 23H2	Windows 11 24H2	Total	Percent Complete
BHS		231	4	0	1402	22	1659	85.83%
CHQ		223	0	0	471		694	67.87%
Corbin	0	255	2	0	1996		2253	88.59%
Richmond		25	0	0	1343	3	1371	98.18%
Lexington		237	0	0	7581	4	7822	96.97%
La Grange	0	4	0	0	1243	6	1253	99.68%
Louisville	5	216	0	0	6858	11	7090	96.88%
Floyd		186	1	0	3233	2	3422	94.54%
Hardin		251	3	0	4205	3	4462	94.31%
Paducah	0	449		0	2938	1	3388	86.75%



Reward your team!

• We had a virtual pizza party a couple weeks after hitting 50% complete (5/2024).













Conclusions



- Although this has been a significant project, we are fortunate to have a committed team in place. We allow our field resources to determine the sequence and timing of their upgrades. At the systemic level, we concentrated on eliminating obstacles and providing support for any challenges that arose.
- Spreading this initiative over an extended timeframe proved to be more cost-effective for us. Our teams operate with a lean structure and had to manage this program alongside their regular responsibilities. This approach prevented the need to engage contract labor for rapid execution.
- We have positioned Baptist Health for future success. We have upgraded outdated hardware, implemented a more secure hardware/software combination, and established a robust platform to implement AI technologies like M365 Copilot.







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