

*Making a "Smart" Provider:  
Tempting, Pulling, and then the  
Nudge!*

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# *The Everett Clinic*

- Located in Everett, Washington
- Founded in 1924
- Physician owned:
  - 310 physicians, 1500+ staff
- 16 outpatient locations
  - Including pharmacies, advanced imaging center, surgical centers, walk-in clinics, etc...
- > 40 medical specialty/diagnostic fields



**SPOTTING HEART PROBLEMS EARLY:**



Using cutting edge 3-D imaging technology, our cardiologists are able to spot and treat potential problems early. [Learn more about our Heart care...](#)

**Specialty Care Services**

- [Allergy, Asthma & Immunology](#)
- [Anesthesiology](#)
- [Arthritis](#)
- [Behavioral Health](#)
- [Cancer / Oncology](#)
- [Cosmetic Surgery](#)
- [Dermatology](#)
- [Diabetes / Endocrinology](#)
- [Ear, Nose & Throat \(ENT\)](#)
- [Facial Rejuvenation](#)
- [Gastroenterology](#)
- [Hand Center \(& Therapy\)](#)
- [Heart & Vascular Center](#)
- [Mohs, Laser & Skin](#)

- [Nephrology](#)
- [Neurology](#)
- [OB/GYN](#)
- [Occupational Medicine](#)
- [Ophthalmology](#)
- [Orthopedics](#)
- [Outpatient Surgery](#)
- [Pulmonary](#)
- [Rheumatology & Arthritis](#)
- [Sleep Center](#)
- [Spine Center](#)
- [Surgery](#)
- [Urology](#)

**Primary Care Services**

- [Family Medicine](#)
- [Flu Shot Clinic](#)
- [Geriatric Extended Care](#)
- [Infectious Disease](#)
- [Internal Medicine](#)
- [Pediatrics](#)
- [Walk-In Clinic](#)

**Ancillary Services**

- [Hearing Aid Center](#)
- [Laboratory](#)
- [Pharmacy](#)
- [Radiology](#)
- [Vision & Eye Center](#)

- [↗ Clinic Hours](#)
- [↗ Walk-In Clinic Hours](#)

**FEATURED SPECIALTY SERVICES**

- [↗ Advanced Imaging](#)
- [↗ Cancer Care / Oncology](#)
- [↗ Gastroenterology](#)
- [↗ Heart & Vascular Center](#)
- [↗ Orthopedics](#)
- [↗ Surgery](#)

# *TEC IT History*

- **1995: CMR implemented (Homegrown EMR)**
  - Originally, a dictation based medical record system
  - Later versions:
    - Results review – radiology and lab
    - Pef's (Telephone encounters)
    - On-line medication ordering
    - Health maintenance
  - Even with CMR, many providers used dual systems (paper/EMR) for documentation purposes
- **2006: Epic purchase decision made**
  - Due to ongoing maintenance costs of CMR
  - Desire for additional functionality
- **9/07 – 11/08 – Epic Implementation**

*Now....*

# The Adoption of “Smart” Documentation Techniques

## *Do the upfront work: Set the Stage*

- Involve providers in EMR purchase discussions/demos
- Publicize current state – costs, improvement potential, etc..
- Share a desired future state:
  - *“Patient friendly, physician efficient visit”*
- Show positive impact on quality, safety, and overall patient care...NOT solely finances
- Elicit input from outside groups/providers

## *Publicize Organizational Goals*

- Reduce Transcription
- Maintain Provider Productivity

(and ultimately, eliminate all paper medical records)

# *Reducing Transcription*

## *Provide tools: Templates*

- Involve providers in writing the templates – choose carefully
- Select the top x visit reasons for each department, write them....and DO NOT sweat the minutia
- Set time line...and don't be afraid to nag...(after all, they are being paid)
- Get them out there!!

# *Introduce early*

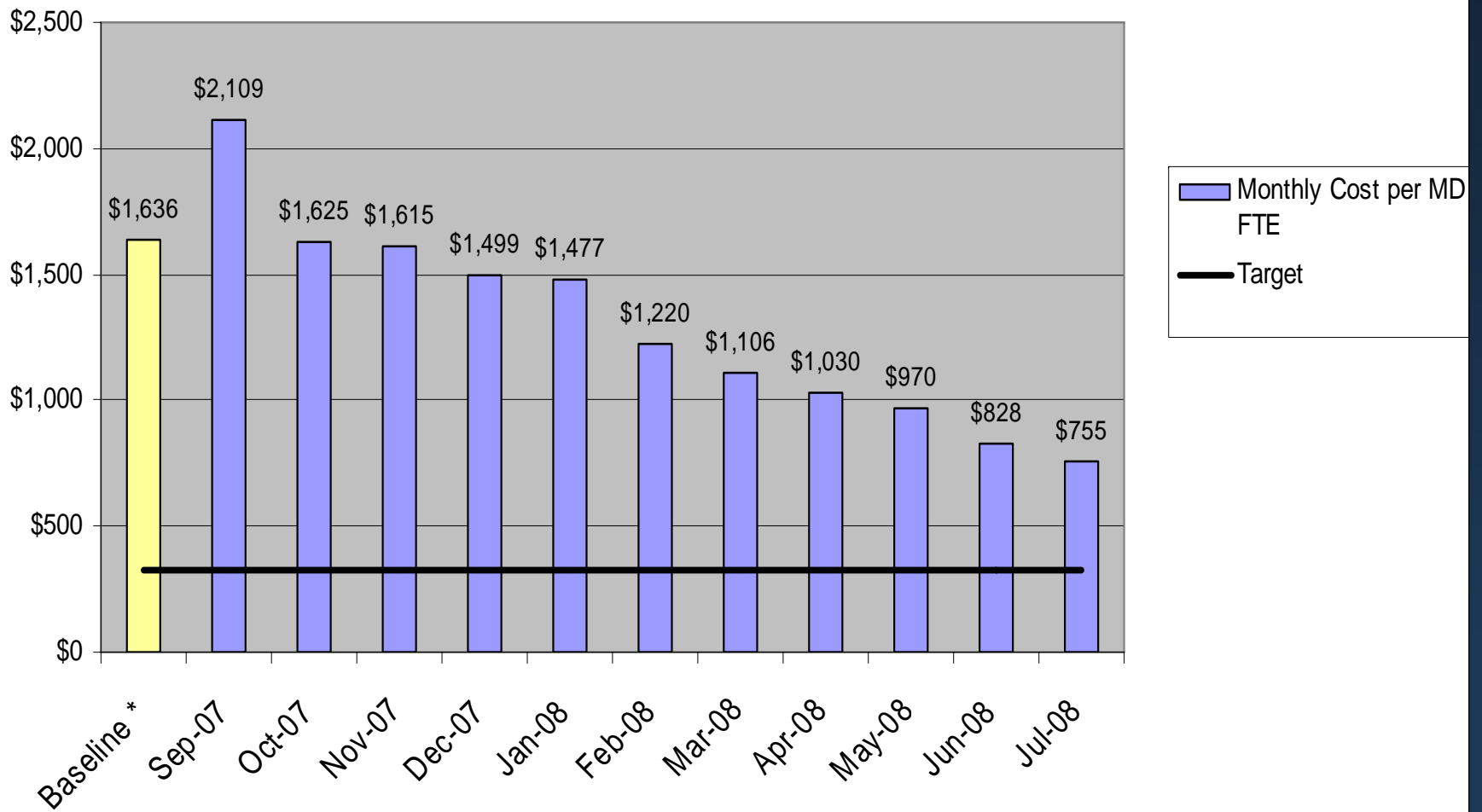
- TEC Epic Implementation:
  - Big Bang
    - replaced existing functionality clinic wide (Progress notes, messages, results review, medication ordering,– **Still Allowed Dictation**)
    - followed by sequential rollout of remaining functionality on site by site basis
  - **BUT also turned on “Smarttools” at Big Bang: “Optional...not Required”**
    - Included these in the Big Bang, then trained on them later, during full functionality rollout

# *Sell, Sell, Sell*

- Publicize the expectation
- “Matt’s Tech Tips”
- “Texter of the Month”
- Create peer pressure
- Show the numbers
- Share success stories (i.e. Group meeting – staff meetings, etc...)
- Offer multiple learning experiences/classes

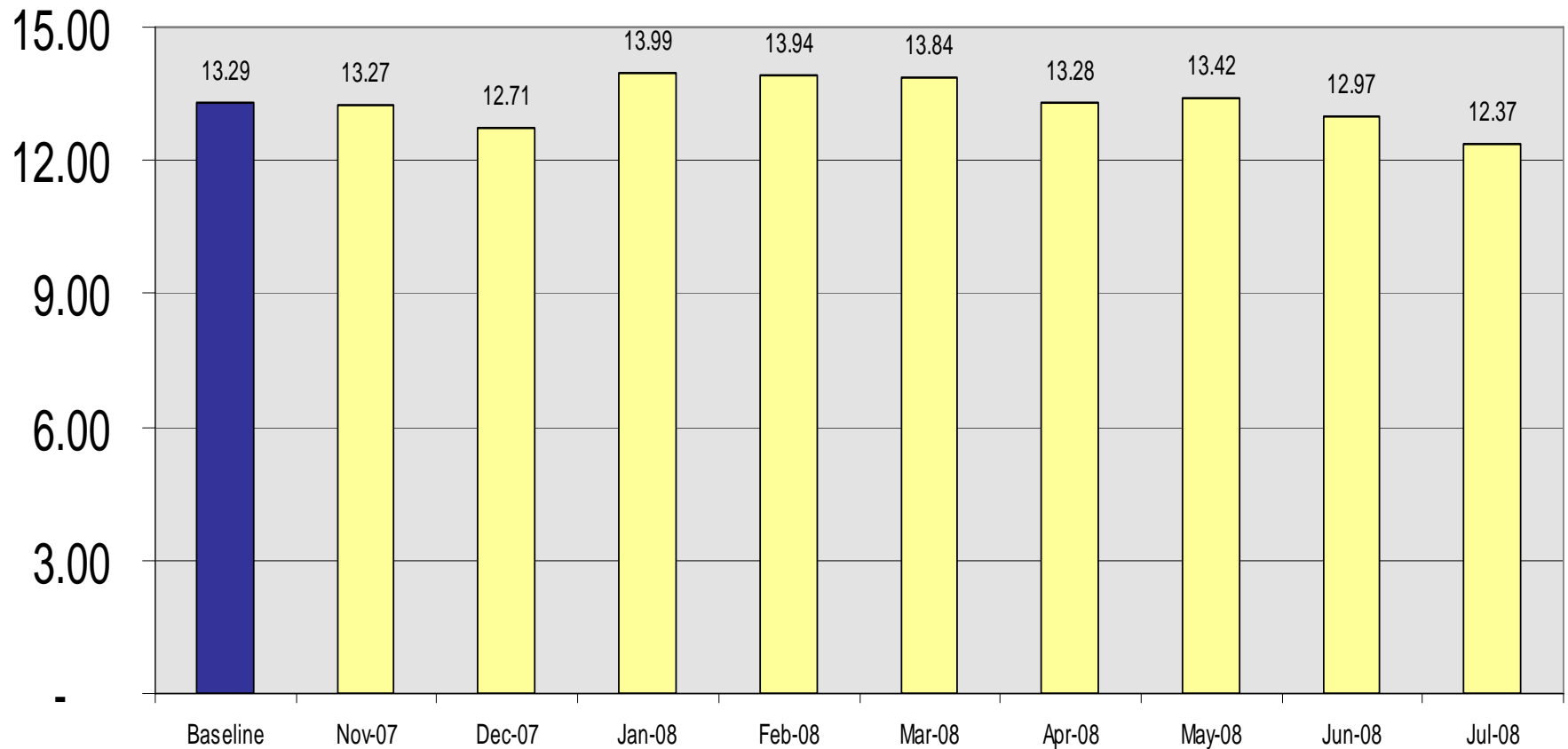
*And the results....*

# Transcription Costs/FTE



# Visits/FTE

## Total Visits per MD FTE per Revenue Day



*Baseline is 1/12th of Fiscal YTD Nov. 2007*

## *Total Ave Monthly Cost and Visits*

	<u>Baseline</u>	<u>July 08</u>	<u>% chg</u>
Transcription	\$294K	143K	51%
(2008 goal: 38% decrease)			
Total Visits	50K	50K	-

## *Factors contributing to our Success:*

- **Set the stage and expectations**
- **Know your providers/departments**
- **Do the hard work...and don't sweat the minutia**
- **Introduce early (and worry about training later – the early adapters will lead the way)**
- **Start data abstraction early**
- **Then...sell, sell, sell....**

# *Help for the Non-adapters*

- Peer to peer training
- Voice recognition software
- Scribe
- ???

*???*Questions*???*