

MultiCare Connect Provider Update

May 2008



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IMPORTANT DATES

July 21

Super User and PICU Pilot
Education Begins

August 19

PICU Pilot

September 2

Inpatient Go-Live Education
begins

October 14

Inpatient Go-Live

MultiCare Health System has a new brand identity: "Better Connected." On **Tuesday, October 14, 2008**, MultiCare Health System will become even "Better Connected" by expanding our integrated electronic medical record to include Inpatient **Computerized Provider Order Entry (CPOE)** and **online clinical documentation**. This revolutionary change in care delivery will have an immediate, positive impact on patient safety and quality of care.

You will have access to your patient's medical record, including **all nursing documentation**, from wherever you have network or internet access. Legibility problems leading to medication errors should fade into memory. This change in the way we practice will **not** be easy. Here is what will be expected of you and what we will do to ensure your success.

PHYSICIAN EXPECTATIONS

I. Online Orders (CPOE): As of October 14, 2008 all orders will be entered online by the "licensed independent practitioner" (LIP) with the following exceptions:

- Appropriate verbal and/or telephone orders that meet criteria per current MHS policy. All verbal/telephone orders must be electronically co-signed within 48 hours.
- Code 4 and Trauma activation orders will remain on paper
- Preoperative orders when MultiCare Connect (EPIC) is **not** available
- Computer downtimes when CPOE is impossible

II. Online Clinical Documentation: Direct online documentation in MultiCare Connect will be available on October 14th IN ADDITION to current transcription services **BUT FOR THE FIRST MONTH, ONLINE CLINICAL DOCUMENTATION WILL REMAIN OPTIONAL. During the first month, our focus will be on CPOE.** By using the online documentation tools with Go-Live support, you will quickly become familiar with SmartText note templates, SmartLinks to the patient chart and customizable "dot phrases." However, during the first 4 weeks you may continue with handwritten notes.

By **Monday, November 10, 2008**, all **daily progress notes, preoperative H&P updates** and **immediate post-procedure notes** must be entered directly into MultiCare Connect. We expect to have partial dictation using transcription OR voice recognition software available to help with online documentation. There should be no problem finding a desktop, portable or rolling computer since we are expanding the number of devices throughout our many hospitals.

PHYSICIAN TRAINING AND SUPPORT

- Training **with CME CREDIT** begins first for the Pediatric Intensivists in preparation for our August 19 Pilot. We will minimize the time needed for classroom training and will employ both computer assisted learning tools and traditional "educator led" training.
- We will have a fully staffed command center with hundreds of Super-Users throughout the MultiCare Health System to provide implementation support.
- Any high impact issues identified during Go-Live will be prioritized and addressed as quickly as possible. Workarounds will be communicated to all staff.
- Our medical staff leadership will assist in proactively identifying physicians needing additional assistance and training.

