

MultiCare Connect Provider Update

April 2008



For more information,
please contact

Matt Eisenberg, MD
(253) 403-7307 - O
(253) 320-8868 - C

Physician Partners Group

Matt Davis, MD
Anne Dionisio, MD
Eric Herman, MD
Chad Rolfe, MD
Greg Rurik, MD
Paul Schmidt, DO

IMPORTANT DATES

April 15

The “Break the Glass”
security feature starts

April 27

The rescheduled MultiCare
Connect (Epic) upgrade
(4 AM to 10 PM downtime)

June 3 & 4

Workflow Walkthrough in
Jackson Hall Auditorium

Last month while visiting my 78-year old mother in New York, she handed me an article from her Sunday newspaper supplement titled “Going Digital.” It turned out to be the lead article for the March edition of the AARP bulletin by Patricia Barry. The subtitles included:

- Electronic Medical Records can improve care and reduce errors
- Doctors and hospitals are making the switch
- One big hurdle is guaranteeing privacy

So if you’re a patient over 50, then digital medicine is big news, but if you’re a physician—regardless of age—it can induce hives. How will we overcome our “High Tech Nightmares” and the concern that our online order entry and documentation implementation will make life miserable?

The February volume of *The Hospitalist* suggests some ways to overcome the barriers to adoption. In the article, Dr. Joseph Heaton from Kaiser Permanente Colorado notes “the technology is a snap compared with the challenges of managing change and making sure physicians are in tune with the new system.” This article highlights *the importance of getting physician input on how the system is designed and built, how it supports the typical physician workflow and preparing for system interruptions/downtimes.*

We invited numerous physicians to attend a series of validation sessions this past winter. Based on those sessions, we’ve created “navigators” for adult and pediatric admission, rounding/consultation, and discharge that “take you through” the common steps we take when reviewing a patient’s chart, placing orders and documenting the care delivered. We have similar navigators for the NICU, Critical Care areas, and Surgical Care. We heard loud and clear that the electronic process for “reconciling medications is clunky” and we’re working with the vendor to upgrade our system so that we can provide a better process. This will **not** affect the ambulatory clinics.

Many of our Physician Advisory Board members and several community physicians are currently helping us design our future online order sets and note templates. If you want to see **any** of the content we are working on and give us additional input, please let me know at MCCDocLine@multicare.org or by phone. **We will need to complete all of this work by June 30th.**

In May and June we will demonstrate several of the basic features of the Inpatient MultiCare Connect system at most of the medical staff committee meetings. On June 3-4 we will have a Workflow Walkthrough (similar to the one we held for Part 1) where we go through a more complete demonstration of how to use the system. This summer, you will have the ability to practice in the system on computers in the doctor’s lounges at MultiCare Main Campus and Allenmore hospitals. Training will begin in late summer early fall for most providers.

Remember, if you don’t ask for what you want, you often get what you **don’t** want. So contact us today if you want to know more about our project and give us your input.

