

Building Relationships while Building EMRs *Epic & Integration Practice Case Study*

Many health care systems and physician offices are implementing electronic medical records (EMRs) and electronic health records (EHRs) to capture, document, and view pertinent patient information. This is due largely in fact to an act that occurred in the first quarter of 2004 when former President Bush launched the EMR/EHR initiative.

One health care system involved in meeting the goal set in the 2004 initiative is Carilion Clinic. Carilion Clinic is a not-for-profit healthcare organization headquartered in Roanoke, Virginia that serves approximately 1 million people in western Virginia and employs more than 500 physicians. They recently decommissioned their existing EMR/EHR system in order to implement Epic's EMR/EHR software. Vitalize Consulting Solutions, Inc. (VCS) was engaged by Carilion Clinic to support the clinical documentation build for physicians, nurses, and other providers for their Epic implementation. Carilion Clinic's go-live date for implementing the new EMR/EHR software was scheduled for Saturday, July 26, 2008. During the three month period prior to the go-live date, the VCS consultants created clinical documentation forms to be used mainly by physicians.

To assist the project team, a process for reviewing the proposed clinical documentation was developed by the Physician Champion (a physician engaged to encourage peer buy in) and the Project Manager for Clinical Documentation. At the project kick-off meeting, representatives from the project team provided the client with an explanation of the vendor change initiative, gave a brief overview of the use of Epic, and fielded questions from the client. The client was asked for design details and specific information requirements needed for the build. At the end of the meeting, the client was advised of the timeframe needed to complete the first draft of the document. Afterwards, a date was established and time for a face to face review of the draft with the client.



Carilion Clinic specializes in patient-centered care, medical education and clinical research with more than 500 physicians in multi-specialty group practices and eight not-for-profit hospitals.

Benefits from this process are as follows:

- The end-user felt his/her time was valued by the organization because of the presence of high-level managers attending and actively facilitating the initial meeting.
- The end-user felt an integral part of this process, due to their full participation in the review meetings.
- Final approval of all clinical documentation fell into the hands of the client.
- Success of the final clinical documentation was due to the commitment of the client.
- The relationship between the client and clinical documentation team became stronger due to the client's commitment to a successful implementation.

From an EMR Project perspective, clinical documentation is one of the important components of the EMR/EHR build. It is equally as important as analyzing, building, testing, and documentation. Using this process facilitates building a relationship between the project team and the end-user.

If you would like to learn more about the Epic solutions offered at VCS please contact us at 610.444.1233 or e-mail vcs@getvitalized.com

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