Visit CHIOneCare.net to access OneCare tools and resources for KentuckyOne Health.

April 19, 2012

OneCare for KentuckyOne Health

Order Set Review and Discussion Process Improved with Updates to CHIOneCare.net
Recent enhancements to CHIOneCare.net enable clinicians to review order sets by specialty, view on a tablet device and print order sets using Internet Explorer.

Registered Users on CHIOneCare.net Nearly Double in Kentucky
The increase in registered users last month represents 84 percent growth over February numbers, indicating rising interest and participation in the CPOE order set review process.

Meaningful Use Training Offers Hospitals and Providers Additional Support
CHI’s Learning Effectiveness team is implementing Meaningful Use training as part of the OneCare program. Learning activities will be based on Meaningful Use readiness assessments and gap analyses.

The Latest from the Clinical Advisory Group
During the April 11 CAG meeting, members heard from organizational leads about the recent Cerner design review. The group also discussed the proposed Cerner system testing strategy.

Orion Health Chosen as CHI’s Health Information Exchange and Clinical Portal Vendor
Following a rigorous selection process, CHI has selected a proven industry leader as the HIE and Clinical Portal vendor. The timing for Kentucky implementation of the HIE and Clinical Portal is being determined.

Continuing Education Credits for OneCare Training
Work is in progress to find a solution that will enable CHI to offer continuing medical education credit for physicians and continuing education units for nurses who participate in OneCare training.

Blended Learning Approach for OneCare Training
The OneCare blended training model ensures curricula are concise and eliminates unnecessary time in the classroom.

Cerner News & Updates

Cerner Design Work for KentuckyOne Health in Progress
Team leaders and subject matter experts visited Cerner headquarters in Kansas City, Mo., for a design review session.

Dragon Software Approved for Cerner Implementations
Dragon voice-recognition software will be implemented as part of the Cerner project in fiscal year 2013.

AEHR News & Updates

Want to Know More About AEHR? Check Out These Valuable Resources
The AEHR Project Q&A and Clinical User FAQ are now available on the AEHR page of CHIOneCare.net.

Frequently Asked Questions about the Ambulatory Electronic Health Record
An electronic health record makes it easier to provide care that is safe, results in the best possible outcomes and meets patient expectations.

OneCare for KentuckyOne Health

Order Set Review and Discussion Process Improved with Updates to CHIOneCare.net
Registered Users on CHIOneCare.net Nearly Double in Kentucky

During the month of March, CHIOneCare.net received a total of 2,611 visitors who viewed the site more than 3,900 times. KentuckyOne Health physicians, clinicians and support staff visited the site 421 times, comprising almost 11 percent of the total traffic to the site last month. This made Kentucky the state with the second-highest number of visits to CHIOneCare.net.

Top-viewing cities in Kentucky were Louisville (272 visits), Russell Springs (73 visits) and Lexington (50 visits). Kentucky’s March engagement with the order set reviewing process shows that 74 comments were made on 13 CPOE specialty order sets by 52 individuals (including 28 registered physicians). There was also significant growth in the number of registered users overall. At the end of March, Kentucky had 184 registered users (up from 100 in February). This increase in registered users represents 84 percent growth over February numbers, indicating rising interest and participation.

Order Set Blitz Encourages Continued Participation

Providers and clinicians in Kentucky are encouraged to participate in the important process of reviewing and commenting on order sets. Clinicians and other representatives have been specifically designated to answer questions about the order set process. Watch for posters with commenting deadline information throughout KentuckyOne Health facilities.

If you have not yet visited CHIOneCare.net, register now to review and comment on order sets. If you have already registered, you can support physician participation in Kentucky by encouraging colleagues to register and participate in order set reviews.

If you have questions or comments, contact Sam Brandt, MD, CHI chief medical informatics and telehealth officer, or Tod Russell, MD, KentuckyOne Health regional chief medical informatics officer.

Access Issue Resolved at Jewish Hospital

Some clinicians and providers at Jewish Hospital reported they were unable to access CHIOneCare.net. This was an issue at JHSMH-legacy facility issue only and has been resolved. A software upgrade is underway to alleviate the issue. Computers at Jewish Hospital have been identified with cards and can be used to register and comment on order sets. If you have questions specific to this issue, contact Chip Gibson, IT project manager, Jewish Hospital and St. Mary’s Healthcare legacy facilities.

Meaningful Use Training Offers Hospitals and Providers Additional Support

In a continuing effort to help eligible hospitals and providers demonstrate meaningful use, CHI has engaged Learning Effectiveness (LE) to implement Meaningful Use training for users and super users as part of OneCare project implementations. The learning activities will be based on the Meaningful Use readiness assessments and gap analyses conducted by Encore Health Resources for OneCare Ambulatory Care Initiative and Hospital Plus Initiative projects. Led by Senior Learning Consultant Jo Ann Curran, with approval from the OneCare Core Team, LE is collaborating with OneCare learning program leaders to define the scope of remediation activity, establish timelines, help implement recommendations and track progress. Learning programs will include course introductions and objectives that identify workflow-related tasks necessary to meet Meaningful Use measures.

For more information about the Meaningful Use project, contact Cheryl Canto, Meaningful Use program manager, at cherylcanto@catholichealth.net.
The Latest from the Clinical Advisory Group

The OneCare Clinical Advisory Group (CAG) meeting on April 11 provided a forum for organizational leaders to share an update on the Cerner design review that took place in Kansas City, Mo., in early April. Participants offered positive feedback regarding their integrated sessions and review.

In addition, CAG members also discussed the proposed Cerner system testing strategy. Key points covered regarding the testing process included:

- The purpose of testing is to ensure that everything designed in the past months is built appropriately and functioning properly.
- The project is in the planning phase; testing will continue to some degree throughout the remainder of the project. In August, the team will begin running the test script and move into integration testing in phases. Testing will continue as problems are identified. The proposed timeline for the first go-live is March 2013.
- Criteria for entering and exiting the testing phase are being determined and will be shared with the various governing bodies.
- The testing resources structure outlines expected resources to be allocated for testing. Testing leads and coordinators will manage test script developers on individuals design teams. Appropriate individuals for these roles will be identified over the next few weeks.

For more information, contact Brian Norris, RN, vice president and regional chief nursing informatics officer. Back to top

Orion Health Chosen as CHI’s Health Information Exchange and Clinical Portal Vendor

Orion Health has been selected as CHI’s Health Information Exchange (HIE) and Clinical Portal vendor. Based on information gathered during a rigorous vendor selection process, the HIE project team and Steering Committee—with sign-off from the OneCare Core Team and Steering Committee—chose Orion Health as the vendor that will best meet CHI’s clinical and technical needs. In accordance with CHI’s OneCare guiding principle of using industry-leading electronic health record systems, Orion Health has demonstrated results over and again.

Iowa was chosen as the first site to launch CHI’s HIE and Clinical Portal, followed by Nebraska. At this time, the remaining implementation timeline is expected to follow the AEHR schedule, however details are still being finalized. The HIE Core Team will meet with Orion Health in April to discuss the exact project scope, timeline and milestones, as well as identify clinical decision points. Once details have been confirmed, more information about the KentuckyOne Health timeline for the HIE and Clinical Portal will be communicated.

CHI’s Health Information Exchange will allow for the reliable and secure electronic transfer of clinical information among hospitals, clinics, pharmacies and labs, as well as between CHI and community providers, state and national health information exchanges, third-party testing centers and various registries. The Clinical Portal works with the HIE to provide clinicians with real-time access to a single, comprehensive view of patients’ medical history, regardless of where they receive care, without having to manage multiple systems and passwords. These tools will help clinicians make the right medical decisions based on a holistic view of the patient.

For additional information, contact Rebecca Madison, HIE program manager. Back to top

Continuing Education Credits for OneCare Training

CHI’s Learning Effectiveness (LE) team is working with a health care education accreditation firm to provide a national OneCare program solution regarding continuing education credits for physicians and nurses who participate in OneCare training. Resources and approach are being determined for each market. More information specific to KentuckyOne Health will be shared in the coming weeks.

For more information about continuing education credits for OneCare training, contact Greg Younger, senior learning consultant. Back to top
Blended Learning Approach for OneCare Training

This is the first in a series of articles about CHI’s “learning approach” for OneCare.

CHI has adopted a blended OneCare learning approach that combines web-based virtual simulators with classroom training, testing, reference materials and super user support. All employees who participate in OneCare training, including physicians, will utilize the blended curriculum.

According to Kevin Preston, director of Learning Effectiveness, the blended approach is efficient, effective and accommodates all learning styles. “We’re able to provide the right training to the right people at the right time,” Kevin said. “It’s beneficial to the learner, the market and the organization as a whole.”

Role-based simulators enable individuals to practice new OneCare system workflows at their own pace in a location convenient to them, which means fewer classroom facilities and instructors are required. The model also ensures the overall curriculum is as concise as possible so employees don’t have to spend unnecessary time in the classroom. In addition, simulators provide a consistent message via a proven learning technique.

The simulators and reference materials will also be used for refresher training and for training new employees.

For more information, contact Kevin Preston. Back to top

Cerner News and Updates

Cerner Design Work for KentuckyOne Health in Progress

The KentuckyOne Health OneCare Cerner project team achieved an important milestone the first week of April. More than 70 clinical, operational and physician leaders conducted the design review at the Cerner Corporation headquarters in Kansas City, Mo.

Teams reviewed the cumulative design work completed over the last several months. The review was conducted to ensure KentuckyOne Health’s inpatient clinical system aligns with CHI standards, workflows and decisions. The team expects to conduct system validation the last week of June. Back to top

Dragon Software Approved for Cerner Implementations

Dragon Medical, the leading voice-recognition software used by medical professionals, has been approved for and will be implemented as part of KentuckyOne Health’s Cerner project in fiscal year 2013. Dragon will not be the primary source of documentation, but will be used to augment standard templates and note forms already designed and available within the hospital-based electronic health record system. Hospitals will have bed-based licenses, so employed physicians, affiliated physicians and non-physician providers will be able to use Dragon from designated workstations and devices to add free text to electronic health record templates.

Members of the OneCare Core Team are beginning vendor contract negotiations with Nuance. After the contract is in place, they will work with markets to determine the timing and approach for Dragon implementation and incorporate it into local physician documentation and training plans. Details specific to KentuckyOne Health will be shared when available.

More information on Dragon can be found in the Dragon User Guide available on CHIOneCare.net. Back to top

AEHR News and Updates

Want to Know More About AEHR? Check Out These Valuable Resources

Would you like to know more about why and how KentuckyOne Health is implementing the Ambulatory Electronic Health Record (AEHR)? Do you wonder how the AEHR will affect your practice? Two valuable resources are now available on the About AEHR page of CHIOneCare.net to help answer your questions.

The AEHR Project Q&A offers information on:
Frequently Asked Questions about the Ambulatory Electronic Health Record

Many people have questions about what the Ambulatory Electronic Health Record (AEHR) will mean for them, including:

How is an electronic health record important for my practice?

An electronic health record (EHR) makes it easier to provide care that is safe, results in the best possible outcomes and meets patient expectations. It allows us to integrate with other applications to better manage patient care across the full continuum of service, and track, report and benchmark outcome data. It also supports improved documentation for coding and reimbursement, and provides more timely access to patient information.

The CHI Ambulatory Electronic Health Record will:

• Improve the safety and quality of our care for patients
• Enhance patients’ experiences
• Provide physicians, clinicians and staff with necessary tools and information
• Eliminate duplication and waste
• Better position us for the future

In addition, by achieving “meaningful use” of an EHR, we may be eligible for incentive payments and may avoid financial penalties under the American Recovery and Reinvestment Act of 2009 related to care of patients covered by Medicare. Back to top