

# Ambulatory IT Report

## Contents

1	McKesson PACS
2	oneChart (Cerner) Software Upgrade
2	Cerner Internet Link Change
2	Citrix Receiver Deployment
2	HYDROcodone-containing Medications To Become Schedule II Narcotics
3	oneChart Ambulatory Team Begins Optimization Efforts
3	Eligible Professional Meaningful Use
3	Physician Specialists in Informatics (PSI) and Physician Advisory Group (PAG)
5	Health Information Exchange (HIE)
5	Welcome Burton Hayes, MD – Physician Specialist in Informatics
6	Direct Secure eMail
7	Appendix 1 - Cerner Ambulatory Eligible Professional (Provider) Meaningful Use 7/1/14 – 8/25/14

## McKesson PACS

MLH implemented McKesson radiology PACS at University Hospital, South Hospital, Midtown Diagnostic Center, Hacks Cross Minor Medical Center, and Midtown Minor Medical Center on July 28, 2014. The initial assessment for both performance and functionality was very positive. On August 6, radiologists at University and South began to experience an intermittent issue with slow load times for some studies. As a result, the second phase hospital deployment (Germantown, North, Fayette, and Olive Branch) planned for August 18 was halted, and a full scale investigation was launched. Changes made by the vendor, McKesson, resolved the problems, and the deployment is being resumed.

- Southaven Diagnostic Center went live August 18.
- Germantown Outpatient Diagnostic Center and Breast Center implemented PACS on August 26.
- Germantown, North, Fayette, Olive Branch Hospital and North Diagnostic Center Radiology PACS: **September 4.**
- Le Bonheur Hospital and Urgent Cares Radiology PACS: **September 22.**

The radiology MPage for accessing images through PowerChart is available for use as are the web versions of the McKesson PACS system.

### *Cardiology PACS*

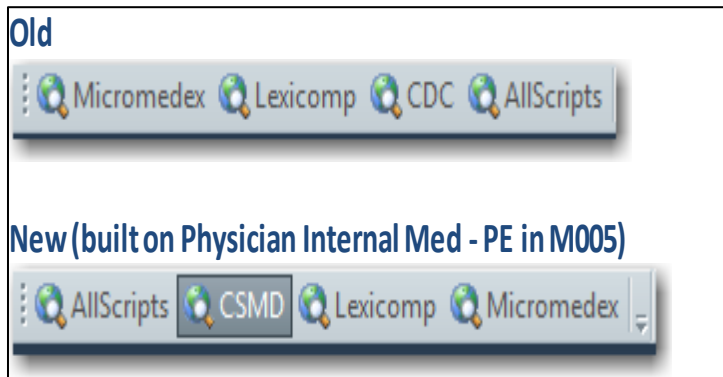
The cardiology PACS application will be upgraded on **October 4** providing additional functionality requested by MLH cardiologists.

## oneChart (Cerner) Software Upgrade

MLH will upgrade the oneChart (Cerner) system software on December 6, 2014. This is a major upgrade and will require a downtime. More information will be provided in upcoming months regarding physician-focused software improvements.

## Cerner Internet Link Change

Currently, physicians have four internet links available from the toolbar. They are Micromedex, Lexicomp, CDC and Allscripts. A request was recently approved by Physician Specialist Informatics Group to replace the CDC link with the state CSMD (Controlled Substance Monitoring Database). This will be effective **September 9**.



## Citrix Receiver Deployment

Starting **September 22, 2014**, I.T. will begin deploying an update to the Citrix Receiver on all MLH Computers over a six week period.

The Citrix Receiver is used to connect to Cerner and other applications via My Apps on MLH Windows devices, and an update is required as part of the upcoming Cerner upgrade in December. In order to install the Citrix Receiver client, your PC/laptop will have to be rebooted. The installation may happen overnight so please make sure you save any open documents you may have at the end of your day.

For desktop users, this install will begin at 2:00 a.m. Users will receive a notification message popup in their system tray. This message will inform users the Citrix Receiver will be installed in fifteen minutes. You can choose to install the client immediately by selecting *Install Now (Recommended)* and clicking *OK*. After fifteen minutes, the install will begin and all open Cerner applications will be closed. A progress bar will display as the client installs and a completion message will display once the upgrade is completed. Your PC will reboot automatically.

## HYDROcodone-containing Medications To Become Schedule II Narcotics

Effective **October 6, 2014**, the Drug Enforcement Agency (DEA) is re-classifying all HYDROcodone-containing medications as C-II narcotics. Information Systems will be making changes in the oneChart (Cerner) system so that prescriptions written in

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PowerChart meet the new regulatory requirements and restrictions. Commonly prescribed examples of these medications include Lortab, Vicodin and Tussionex. Changes include:

- Each prescription for these drugs will print on a separate sheet of paper.
- Refills will not be allowed.
- The *Earliest Fill Date* field will be available for use.

### **oneChart Ambulatory Team Begins Optimization Efforts**

A team is working with Providers in the Ambulatory clinics to improve the oneChart experience. The team currently includes Shannon Williams, Cheri Barbarotto, Dr. Leland Babitch and Dr. Burton Hayes. Cynthia Davis is the Executive Champion. Patty Kelly and Gayle Shepherd are also working with the team. The goals of the effort are:

- To optimize the Provider experience using oneChart Ambulatory, increasing efficiency, more time with patients, less time using the EHR for non-value-added activities inside and outside the office and improved satisfaction through Service Lines assessments and interventions.
- To assure Providers are using the optimal configuration and tools in the system as designed. Identify and correct setting and design variances contributing to performance problems by mapping designated processes.
- Documented methodology adaptable for use by all support staff.

The initial optimization efforts will continue through December 5. Team members are reviewing Cerner reports, observing Provider workflow, comparing Cerner functionality with similar roles and coaching Providers on tips and tricks.

### **Eligible Professional Meaningful Use**

Starting July 1, ULPS, UTMP and physicians in Sickle Cell, Transplant and Methodist Teaching Practice started a 90 day data collection and reporting period. Data for the period of July 1-August 25 is attached in *Appendix 1 - Cerner Ambulatory Eligible Professional (Provider) Meaningful Use 7/1/14 – 8/25/14*.

### **Physician Specialists in Informatics (PSI) and Physician Advisory Group (PAG)**

Starting in September, two physician informatics advisory groups (PSI and PAG) will meet jointly. The advisory groups will evaluate and make recommendations regarding information technology projects and changes impacting providers in the acute and ambulatory venues. Combining the two groups will improve design and decisions that promote the continuity of care from inpatient to the physician office.



Thanks to the following PAG and PSI members, many of whom will continue as members of the new advisory group:

<b>Member</b>	<b>Representing</b>	<b>Advisory Group</b>
Cavender, Cary*	ULPS	PAG
Clarke, Catherine *	MTP	PAG
Diaz-Thomas, Alicia *	ULPS	PAG
Elmagboul, Nada *	Sickle Cell	PAG
Fleming, Martin *	UTMP	PAG
Gosmanov, Aidar *	UTMP	PAG
Haberman, Brent *	ULPS	PAG
Hampton, Traci	ULPS	PAG
Hayes, Burt *	UTMP	PAG
Huang, Eunice *	ULPS	PAG
Jenkins, Chris	UTMP	PAG
Jerkins, Gerald *	ULPS	PAG
Krause, Kathy	Le Bonheur	PAG
Kuykendall, Rick	ULPS	PAG
McGlasson, Chuck	Le Bonheur	PAG
Nelson, Debbie *	ULPS	PAG
Patterson, Anthony*	UTMP	PAG
Powell, Ben *	UTMP	PAG
Pritchard, Elizabeth*	UTMP	PAG
Schwartz, Michelle	Le Bonheur	PAG
Siddiqui, Adeel*	ULPS	PAG
Tacker, Shannon	ULPS	PAG
Vanatta, Jason *	Transplant	PAG
Womack, Catherine *	UTMP	PAG
Waller, Rush *	ULPS; Pediatric Surgery/ Cardiology	PAG/ PSI
Chachanidze, Vladimir *	Internal Medicine	PSI
Fahey, Christian *	Orthopedic Surgery	PSI
Guyton, Thomas *	Anesthesia	PSI
Joe, Penn *	OB/GYN	PSI
McGee, Roger *	General Surgery	PSI
Myers, Kelley *	Family Medicine	PSI
Patel, Shailesh *	Internal Medicine	PSI
Robertson, Kenneth *	Pediatric Practices	PSI
Scott, Howard *	Chief Medical Officer, South	PSI

Member	Representing	Advisory Group
Sturdivant, Joseph *	Internal Medicine, Medical Hospitalist, Pediatrics	PSI
Swanson, Heather *	Internal Medicine, Medical Hospitalist	PSI
Townsend, Arthur *	OB/ GYN	PSI
Walther, Ray *	Emergency Medicine	PSI
Watson, Andrew *	Cardiology	PSI

\* indicate Physician Member

If you are interested in joining the Physician Specialists in Informatics Advisory Group, please contact Gayle Shepherd at 516-0134 or [gayle.shepherd@mlh.org](mailto:gayle.shepherd@mlh.org).

### Health Information Exchange (HIE)

Starting in mid-September, two additional menu items will display for certain physician positions in the acute setting and all physicians in the Cerner ambulatory positions. These two menu items, HIE Data Reconciliation and HIE Community View, will display information migrated from the Allscripts system that was used by ULPS and UTMP physician offices until Cerner ambulatory was implemented on April 14, 2014. Although some acute care physicians will be able to view this information, it is primarily for use by the physicians at ULPS and UTMP to view and import data on their patients from their previous office records.

Future plans for HIE in ambulatory include adding patient information from GE Centricity for peds surgery. This may also be a strategy used for sharing data between other electronic medical records within the Methodist system.

### Welcome Burton Hayes, MD – Physician Specialist in Informatics



Burton Hayes, MD joined the Information Systems staff in July 2014 as a Physician Informaticist. He is a Med-Peds physician with UTHSC and UT Methodist Physicians and has been on the faculty of UTHSC since 2005 and has served as Associate Program Director of the Med-Peds Residency Program since 2007. A graduate of the University of Arkansas College of Medicine, he completed his residency training in combined Internal Medicine and Pediatrics in 1998 and served as Chief Resident of Internal Medicine from 1998-1999. He spent the next four years in a traditional Outpatient/Inpatient practice in

Lewisburg, Tennessee, followed by a two-year stint as a hospitalist in Sikeston, Missouri. He became interested in medical informatics while on staff at UTMG during the original Allscripts implementation. His goal for health informatics it to help implement systems that are easy to use, intuitive, and output meaningful data for coordination of care between providers and disparate healthcare systems.

## Direct Secure eMail

MLH now has the capability to use a secure email-like service to send encrypted medical information to follow up providers. The direct messages are sent using Cerner's Message Center to other Direct email boxes. This eliminates the need for faxing to follow up providers.

Several follow up providers have now signed up for Direct. Physician offices using eClinical Works can now receive and send care documents to MLH facilities using Cerner in the hospitals as well as the practices.

Physician practices and post-acute care facilities interested in establishing a Direct Connection with MLH should contact our Help Desk at 516-000.



### Appendix 1 - Cerner Ambulatory Eligible Professional (Provider) Meaningful Use 7/1/14 – 8/25/14

Measure	# of EP Met	# of EP Not Met	# of EP with '0' Denominator
CPOE for medication orders	146	0	8
Incorporate Lab Results 2014	146	1	7
Maintain Active Medication Allergy List (2014)	143	3	8
Maintain active medication list	142	4	8
Maintain up to date problem list (2014)	133	13	8
Perform Clinical Summary (2014)	83	63	8
Provide patient education	144	2	8
Record Patient Demographics (2014)	146	0	8
Record and chart changes in vital signs	145	0	9
Record smoking status	141	1	12
Transmit prescriptions electronically	84	15	55
View, Download, Transmit	146	0	8

### Clinical Quality Measures 7/1/14 – 8/25/14

AMBULATORY		
PROVIDERS WITH 9 CQM	PROVIDERS WITH < 9 CQM	PROVIDERS WITH NO CQM
50	79	36