

MPM / PCM (Medical Practice Management / Physician Care Manager)

Peer Group Leader: Penny Dodson

Organization: Arkansas Children's Hospital, Little Rock, Arkansas

The Good, the Bad, and the Pdoc'ers – Getting Providers from NO to GO!

Presenters: Marcia Cheadle, Debra J Jahn, and Jay R Niehaus

Organization: Inland Northwest Health Services, Spokane, Washington

Abstract: How do we engage providers to use a new system, and a new product? Our providers are so used to looking for a pre-printed form or just hand writing, to do daily documentation. So when we first introduced the concept of Provider Documentation, the react was less than stellar. We experienced the Good, the Bad and finally the PDOCers, as we spent time with the providers, our team learned, we talked and most importantly we listened to what they said. And through hard work, diligent research, creative template construction and compassionate engagement, we have been very successful in taking over 300 providers from No to GO!

Marcia D. Cheadle, RN, is the Director of Advanced Clinical Applications for Inland Northwest Health Services (INHS). Ms. Cheadle is responsible for the implementation of MEDITECH's Advanced Clinical Applications for over 23 facilities. Over the past 18 months, Ms. Cheadle has orchestrated facility-wide Physician Computerized Order Entry at two facilities while designing strategies for Physician Documentation implementing at nine facilities with over 290 physicians documenting approximately 7,000 electronic daily progress notes per month.

In addition, Ms. Cheadle facilitates planning activities for large project initiatives within healthcare organizations interested in preparing for "Meaningful Use".. Ms. Cheadle maintains her commitment to the nursing profession by continuing an active bedside care practice at a local Emergency Department.

Debra Jahn is a Senior Analyst on the Advanced Clinical Application Team for Inland Northwest Health Services (INHS). Ms Jahn has 20 years experience working in close partnership with MEDITECH and IRM Project Management Teams, producing successful implementations of multiple MEDITECH Applications. Included in these accomplishments are: the PCM Suite: CPOE, Clinical Review, Provider Documentation (PDOC), and EDM/POM. Ms Jahn is an integral component of the INHS relationship with many of our networked facilities' physicians, nurses and ancillary staff. Ensuring a standard methodology is followed with the construction of customer defined screens and templates – including the Discharge Summary note. Coordination with nursing staff for the implementation of electronic medication verification is also part of Debra's experience. Ms Jahn coordinates communication to foster a close relationship with physicians, HIM Staff and MEDITECH; ensuring optimum participation and compliance.

Jay Niehaus is an analyst on the Advanced Clinical Applications Team for Inland Northwest Health Services (INHS). Mr. Niehaus is one of the team members responsible for implementation of MEDITECH's Clinical Review and Provider Documentation (PDOC) Applications in conjunction with Project Managers for 9 facilities. Over the past 18 months, Mr. Niehaus has been on the front line with the facility-wide Physician Documentation project: researching, designing, implementing templates and training at these facilities working with over 260 physicians. These physicians are currently documenting approximately 7,000 electronic daily progress notes per month. Mr. Niehaus maintains a close relationship with the physicians, HIM staff and MEDITECH to ensuring maximum participation and compliance.