



What's Up Doc?

Learn more – from physicians – at the Physician Summit

Come and listen to physicians tell their story from EDM, physician documentation, CPOE, Physician Office challenges and the CMIO role. We will have individual presentations and then an opportunity to pose your questions to the physicians.

Thursday June 3 (Room: Texas 1)

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| 11:00 am – noon | Aligning Physicians Within Your Community
Sara Schaeffner
Dell Perot Systems |
| 1:30 pm – 2:30 pm | Working with Your Physicians for Meaningful Use Success
Dr. Mark Radlauer
Rose Medical Center, Denver, Colorado |
| 2:30 pm – 3:30 pm | Where Did All the Dictionaries Go?
Our Journey from EDM Magic to 6.0.
Dr. John Lee and Troy Judd
Edward Hospital and Health Services, Naperville, Illinois |
| 3:30 pm – 4:30 pm | Ask Me about CPOE – A Physician Champion's Story
About Workflow and Buy in Strategies from the Hospital to
the Office and Back
Dr. Stephen Besson
Harrison Memorial Hospital, Cynthiana, Kentucky |

Friday June 4 (Room: Texas 1)

9:30 am – 10:00 am **Implementation of the Physician Desktop in 5.64 with Pocket PC / iPhone Access to Patient Data**

Janice Kerwin, RN, Mary Sellman, RN, Rebecca DiSalvo, MD
Hospital Sisters Health System (HSBS), Springfield, Illinois

10:00 am – 10:30 am **Evolution of a New CMIO Role in a Multi-Hospital Setting – A Case Study**

Rebecca DiSalvo, MD
Dearborn Advisors

10:30 am – 11:00 am **MEDITECH 6.0: Advanced Clinical Implementation from A Physician's Vantage Point**

Luke Webster, MD and Mike Piasecki
Dearborn Advisors

11:00 am – noon **Physician Panel Discussion with Q&A**

Facilitator: Martha Sullivan, IS Director; MUSE Board Chairperson
Harrison Memorial Hospital, Cynthiana, Kentucky

Presentation abstracts ...

Aligning Physicians Within Your Community

Presenter: Sara Schaeffner

Organization: Dell Perot Systems

Abstract: Given the operational impacts of healthcare reform legislation, the struggling US economy, and competition in the marketplace, the alignment of hospital and physician practice operations has become an important element of every hospital's strategic plan. Indeed, patient care and a hospital's ability to prosper are very much dependent upon having strong operational and data sharing relationships between hospitals and physician practices. Therefore, it is critical that hospital leadership is poised to address the new operational and technological requirements that productive hospital/physician interoperability schemas will introduce.

Maintaining data integrity while improving process workflow will be key to preserving patient and provider satisfaction as well as to promoting operational efficiencies. Some key areas that will be impacted as interoperability is implemented are:

- Appointment scheduling
- Patient registration and in-take
- Primary and specialty care physician referrals and eligibility checks
- The secured sharing of practice-level and hospital clinical data ("durable"/episode of care)
- The processing of orders/requisitions from the practice to hospital service centers
- The processing of clinical results (per orders and requisitions) from the hospital service center to the practice

- The flow of patient billing data required to process timely and accurate hospital and practice claims

Is your organization adequately positioned to respond to physicians' needs for an integrated delivery system that optimizes patient care/satisfaction, maximizes reimbursements, streamlines staff productivity, minimizes costs, and allows physicians to focus on delivering patient care? Where might challenges develop in the areas relative to thought leadership and workflow redesign, hardware/infrastructure procurement and deployment, application services (implementation, training, support, hosting), and other related services (web-delivered reporting, revenue cycle services, patient portals etc.)? Achieving interoperability goals is a daunting but worthwhile challenge – one that will call for Information Technology leaders to be well prepared with vision, methods, and tools.

This session will help you to better understand your roadmap to success. Join us to explore the path to operational and technological alignment.

Sara Schaeffner is Managing Director of the MEDITECH Consulting Services Group within Dell Services. Sara joined the company in 2004 and has served in various leadership roles since that time, including Director of Product Management, Vice President of Technology Integration, and Managing Director of International Healthcare Services. In her current role, Sara is responsible for leadership of the MEDITECH practice group, including quality assurance, customer and employee satisfaction, and growth. She also maintains responsibility for leadership and expansion of healthcare services internationally.

Before joining Dell, Sara worked in management, business development, partner relations, and sales roles for a healthcare information systems consulting and software development firm, and a national integrator specializing in data management consulting and product solutions. Sara received a bachelor's degree, summa cum laude, in corporate communications, cross-cultural relations, and Spanish from the University of Vermont and served as a delegate for the university to Honduras and Spain.

Working with Your Physicians for Meaningful Use Success

Presenter: Mark Radlauer, MD

Organization: Rose Medical Center

Abstract: Succeeding with Meaningful Use and other clinical IT initiatives requires succeeding with your physicians and other clinicians. Dr Mark Radlauer has 10+ years direct experience working with physicians and IT organizations on clinical information system implementations, adoption, and troubleshooting. This session will review strategies for success with physicians – how to engage physicians, physician leadership, put out fires, drive adoption, and achieve long term success.

Dr Mark Radlauer received degrees in Electrical Engineering/Computer Science and Biology from MIT., and his medical degree from Tufts. He is a practicing emergency physician, 10-year Medical Director for Information Systems, and has worked with a variety of hospital organizations, physician practices, and IT vendors on issues related to clinical IT.

Where Did All the Dictionaries Go? Our Journey from EDM Magic to 6.0.

Presenters: John Lee and Troy Judd

Organization: Edward Hospital and Health Services, Naperville, Illinois

Abstract: Edward Hospital is in the midst of a conversion from Magic to 6.0. Currently we are LIVE using MAGIC EDM 5.62. We have successfully implemented EDM with CPOE (>90% physician ordering compliance), PDOC templates, RXM prescriptions, Desktop EMAR/BMV, V2 allergies, and many other EDM features in Magic. As we have proceeded with the conversion, we have encountered the many advantages ...and some disadvantages of the new system. Our project approach will combine both phase I and II 6.0 EDM into one go-live! The overall project goal: move as seamlessly as possible to 6.05 PP7 EDM while maintaining the features, enhancements, and user satisfaction experienced in the Magic platform. We will review our implementation progress and impressions of the system by presenting screen shots, dictionary changes and new dictionary building terminology in the 6.0 platform.

After graduating from Loyola University Medical School and residency at Cook County, John Lee, MD, FAAEM has been a practicing ED physician for 14 years, 13 of them at Edward Hospital. He has always had a strong interest in information systems and, in particular, has worked closely with Edward Hospital's IT department over the past four years on the design and implementation of the EDM module.

Troy Judd, BSN, RN has worked at Edward Hospital for eight years. His clinical background is in the emergency department, where he worked as both a staff and charge nurse. He served as a nurse team member for the initial MEDITECH EDM implementation and is currently working in the information technology department as a Sr. Application Analyst, supporting Magic EDM, RXM, and POM/OM using EDM. Troy is the team lead/project manager for the EDM module conversion from Magic to 6.0.

Ask Me about CPOE – A Physician Champion's Story About Workflow and Buy in Strategies from the Hospital to the Office and Back

Presenter: Dr. Stephen Besson

Organization: Harrison Memorial Hospital, Cynthiana, Kentucky

Abstract: Dr. Besson has been instrumental in influencing the physicians at Harrison Memorial Hospital to accept CPOE. To successfully adopt CPOE, attention to workflow and a willingness to change is important. Some physicians have adopted new ways of rounding and some have tried to maintain old habits.

Dr. Besson will discuss Harrison's latest challenge of convincing physicians to enter all direct admission orders from their office. Harrison's story is unique in that most physicians are in private practices, and they do all their own inpatient rounding. There is no 24-hour pharmacy. This 61-bed acute rural hospital is quite proud of its accomplishments which include bringing someone like Dr. Besson on to lead the mission.

Dr. Besson is the Physician Champion who has lead the adoption of CPOE for Harrison Memorial Hospital. CPOE went live in 2008. Dr. Besson earned his Medical Degree from Loyola University Chicago Stritch School of Medicine. He was the Chief Resident of Internal Medicine at the University of Kentucky Chandler Medical Center and is now the Attending Physician at the Licking Valley Internal Medicine and Pediatrics. He is affiliated with both Harrison Memorial Hospital in Cynthiana, Kentucky and Nicholas County Hospital in Carlisle, Kentucky. Dr. Besson is Board certified by the American Board of Internal Medicine and the American Board of Pediatrics.

Implementation of the Physician Desktop in 5.64 with Pocket PC / iPhone Access to Patient Data

Presenter: Janice Kerwin, RN, Mary Sellman, RN, Rebecca DiSalvo, MD
Organization: Hospital Sisters Health System (HSHS), Springfield, Illinois

Abstract: To enable physicians to have mobile access to manage their patient lists and access clinical data, this multi-hospital system chose to implement the Pocket PC (PPC) functionality with the rollout of the Physician Desktop. This presentation will guide the participants through the process of developing system wide standards for these physician applications. It will also provide insight into technical set up considerations and security challenges. Utilization statistics and physician feedback for utilization of this application on various handheld devices will also be discussed. Please note that while HSHS is client server, this functionality also exists in MAGIC 5.6.4.

Janice Kerwin, RN, is a graduate of St John's Hospital School of Nursing-Diploma with a degree from Springfield College in Illinois (now Benedictine University). Janice has been an RN for 34 years and is currently serving as co-project lead for PCM and PPC implementation, development and support for four live MEDITECH hospitals in the Hospital Sisters Health System (HSHS) 13 facility system. Janice's other experience includes work in Cardiopulmonary Unit and Level III Maternity Center in the acute setting, physician office experience, telephone triage (11 years) – computer based triage program as analyst, system implementation and development, EHR implementation/training/education/development in ambulatory clinic setting, and functional analyst with MEDITECH implementation and support working with PCS, RXM, BMV/eMAR at HSHS.

Mary Sellman, RN, received her BSN from Rush College of Nursing, Chicago Illinois. In addition to several years of hospital clinical experience in general medical surgical, cardiology, and neurology units, Mary has over 15 years of Clinical Informatics experience including both acute care hospital and physician office experience. Recent MEDITECH implementation experience includes implementation and standardization of PCS, EDM, RXM, and POM at Hospital Sisters Health System (HSHS). Mary currently serves as co-lead in the rollout of PCM and PPC to the hospitals currently live with MEDITECH at HSHS.

Rebecca R. DiSalvo, MD, is a Board Certified Internist with more than 14 years of inpatient experience. She served as CMIO for multi-hospital IDN in the Midwest for four years (OhioHealth) where the focus was on physician adoption, clinical systems strategic planning and implementation of CPOE. Dr. DiSalvo joined Dearborn Advisors in 2008 and through that relationship has been serving as the interim CMIO at Hospital Sisters Health System where they are actively implementing MEDITECH Clinical Systems over their 13 hospital system.

Evolution of a New CMIO Role in a Multi-Hospital Setting – A Case Study

Presenter: Rebecca DiSalvo, MD
Organization: Dearborn Advisors, LLC

Abstract: How is a newly appointed Chief Medical Information Officer (CMIO) going to be successful in an environment with minimal established physician leadership? This discussion will provide the audience with an overview of establishing a system level CMIO position in a large multi-hospital setting. It will provide insight into governance models, physician engagement and adoption strategies, as well as necessary areas of CMIO involvement in the standardization and implementation of advanced clinical systems.

Rebecca R. DiSalvo, MD, is a Board Certified Internist with more than 14 years of inpatient experience. She served as CMIO for multi-hospital IDN in the Midwest for four years

(OhioHealth) where the focus was on physician adoption, clinical systems strategic planning and implementation of CPOE. Dr. DiSalvo joined Dearborn Advisors in 2008 and through that relationship has been serving as the interim CMIO at Hospital Sisters Health System where they are actively implementing MEDITECH Clinical Systems over their 13 hospital system.

MEDITECH 6.0: Advanced Clinical Implementation from A Physician's Vantage Point

Presenter: Luke Webster, MD and Mike Piasecki

Organization: Dearborn Advisors, LLC

Abstract: Focusing on implementation of CPOE and ED documentation in 6.0, the presenters (a physician and a subject matter expert) will discuss ordering, physician documentation and discharging. A strategic view of 6.0 will also be discussed including adoption by physicians and clinicians, the role of governance, and what needs to be in place for successful implementation.

Luke Webster, M.D. has over 15 years of clinical and healthcare information technology experience. In his role with Dearborn Advisors, Dr. Webster specializes in clinician adoption, clinical transformation, process improvement and evidence-based medicine work. In his most recent project, Dr. Webster served as the Physician Lead advising on clinician adoption for a new MEDITECH 6.0 implementation that was implementing MEDITECH's advanced clinicals. Prior to joining Dearborn, Dr. Webster was a senior physician with The Southeast Permanente Medical Group in Atlanta. He has also served as the Physician Lead for the EPIC MyChart implementation, practiced adult Psychiatry and was the Medical Director for Behavioral Health Quality and Resource Management-Inpatient. Dr. Webster has worked on many clinician adoption-related projects, including Epic Ambulatory implementation, change leadership, process redesign, and clinical workflow standardization and improvement, as well as strategy development initiatives.

Mike Piasecki, Senior Associate at Dearborn Advisors, LLC, has over 14 years of experience with Healthcare Information Systems. Mike has worked in both the vendor and customer sides of Health Information Technology. His expertise is in implementing and optimizing the MEDITECH Patient Care System, Emergency Department Management, Bedside Medication Verification, and Ambulatory Order Management Applications. Most recent accomplishment was a 6.0 Go LIVE with the full complement of MEDITECH's Advanced Clinical Applications. Prior to joining Dearborn Advisors, he worked at MEDITECH. While there, he supported a variety of clinical applications for many clients. He also worked in the Development Division, designing and testing one of the company's newer applications, Oncology Management.

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