Duke University Health System
Electronic Health Record Update

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Maestro Care Project

Maestro Care: The What, Where and When.

Maestro Care: Why?

Maestro Care: Who will be involved in the project?

Maestro Care: Making Maestro a Success
Project Overview

Goals and Objectives

- One Patient, One Record, One Health System
- Reduce current IT fragmentation
- Improve clinician satisfaction
- Provide context specific decision support
- Achieve “meaningful use” with a certified electronic health record
- Support the health system as it converts to ICD-10
- Establish a robust data foundation for research

Benefits

- Better manage populations of patients through electronic care coordination
- Provide context specific decision support to improve care quality and consistency
- Actively engage patients in their care
- Support robust health analytics, and predictive modeling
- Re-Establish Duke Medicine as an innovative user of Health IT

Summary

- Epic (Re-Branded Maestro Care for Duke) is the class leading Electronic Health Record
- The adoption of Epic’s Inpatient, Ambulatory and Revenue Cycle solutions are the critical first steps in DUHS’s overall strategy to create a truly integrated health information system
- This project is necessary to advance Duke’s tripartite mission of research, education and world class clinical care.
Overarching IT Vision

C A R E

Clinical Workflow:
Powers the electronic automation of care protocols and serves as the delivery vehicle for information and decision support. Serves as the first point in data collection and feeds our enterprise health intelligence framework.

C O N N E C T

Community Connectivity:
Enables the seamless exchange of secure, interoperable health data in the delivery of patient care. Further ties community practitioners to Duke by enabling them to access the insights and services available in our system.

I N S P I R E

Health Intelligence:
Leverages the entire body of enterprise data to support research, and the delivery of care through evidence based assessment, data analytics and trial support. Actively delivers this intelligence to the point of care so that workflows are supported with actionable knowledge and not inundated with data.

D I A G N O S T I C S

Advanced Diagnostics:
Leverage an integrated ecosystem of diagnostic tests and images to develop new predictors of treatment response, and rapidly re-integrate this knowledge into bedside decision support. Dynamically track, manage, and share diagnostic samples, specimens, and results throughout their life cycle from initial order to final result.
What Applications will be Installed?

- EpicCare Inpatient & Ambulatory
- Clinical Documentation
- CPOE and E-Prescribing
- Barcode Medication Administration/eMAR
- Pharmacy
- Oncology
- Emergency
- OR Management / Anesthesia
- Radiology
- Obstetrics/Labor & Delivery
- Registration / Scheduling / Billing
When Will MAESTRO Be Deployed?

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- Ambulatory Clinics
- Enterprise Revenue Cycle
- Duke Hospital
- DRaH
- DRH
- ICD-10
- Cancer Center
- DMP
- ICD-10
Maestro Care Project

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The Healthcare Landscape is Changing

Accountable Care  Healthcare Reform
Bundle Payments / VBP  ICD-10
HIPAA 2.0  Health Analytics
ARRA / HITECH  ACA
Meaningful Use  Quality Reporting
Population Management
Why Maestro / Why Now?

• Current disparate IT systems lead to a fragmented care experience
• Poor Inpatient / Ambulatory continuity of information
• Limited electronic documentation / Redundant manual processes
• Need for improved provider communication internal & external to Duke
• Need for Improved analytical / reporting and research capabilities
• A best in class EHR is required for the DMP / Cancer Center
• Remaining competitive as a data driven health system in the future requires a solid data foundation

Key Messages:
• Maestro is a clinical and operational project
• Maestro will “go live” on time, but we will never be finished
• Change is hard, but we need to stay true to our goal:

One Patient, One Record, One System
Clinical Transformation Continuum

Potential Benefits

- Increased legibility
- Technical stability
- Reduced cost of forms
- More data available
- Decrease order duplication

- Standardized documentation
- Standard nomenclature
- Allergy checking
- Regulatory compliance
- Decreased transcription
- Denial tracking
- Information
- Reduced transcription errors
- Enhanced clinical communication
- Improved patient sat

"Install the Product and Play the Same Game"

"Implement with Minimal Process Redesign"

"Transform Care and Change the Rules"

Enterprise Design Principles
- Standardized Processes
- Reduce variation thru coordination
- End to end workflows
- Utilization of evidence based medicine
- Quality and Safety alerts
- Decreased risk in liability premiums
- Decreased clinical denials
- Patient Five Rights Achievement
- Optimized throughput
- Decrease avoidable days
- Reduced pharmaceutical cost
- Decreased mortality & morbidity
- Automated dosing calculations
- Improved Interdisc. Communication
- Improved labor efficiencies

Clinical Transformation

- Workflow Redesign / Optimization
- Structured Data Entry
- Standardized Documentation
- Automated Rules and Alerts
- Robust Clinician Engagement

- Automate Existing Process
- Limited Standardization
- Simply Replace Old Technology
- Replicate Paper Workflows
- Simple Clinical Content Design
Realizing the full benefits of an EHR Requires Process Redesign

• Support the “Learning Healthcare System”

  = Evidence Based Medicine + Practice Based Evidence

• Reduce practice variation / Increase consistency
• Improve care coordination and communication
• Maximize the collection/use of high quality data for research, quality and outcomes work
• Provide new tools to enable education
• Better engage patients in their care
The difference between a good and a bad implementation is not the absence of issues; it is in the way the organization deals with these issues.
Even Simple Things Were Once Challenging
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Maestro Subject Matter Experts
Participation in Validation Sessions
Building the System: Workflow Validation & Clinical Content Creation
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Maestro Care: Making Maestro a Success

- Communication
- Training
- Active Engagement
Reliable Communication is Essential
Effective Communication is Critical

[Insert Video Here]

http://www.youtube.com/watch?v=jjegMgTMFIE
Making an Investment in Training is Key

4 years of Medical School

3-10 years of GME

Many Years of Practice

You Can’t Expect to Learn a complex Electronic Health Record in an hour
• Maestro will fundamentally change workflow. Participate in validation sessions so you can understand the Epic model system

• Help lead your clinical colleagues through this change

• Invest time working with your Champions. Building the right content up front will keep you efficient and effective.

• Stay informed, and help educate others. We are deploying Maestro to help providers navigate a rapidly changing healthcare system

• Keep an open mind. There is more than one way to do things.

• Engage with your academic colleagues. We are not alone!
The Wrong Way

http://www.xtranormal.com/watch/7629251/buying-an-ehr
QUESTIONS