



To promote health through the effective use of information and information technology to support the medically underserved

MESSAGE FROM THE CEO

Dear OCHIN Family:

As we build the collaborative, our partners on this journey are helping us to improve our approaches to serving you. Recently, Virginia Garcia Memorial Health Center (VGMHC), Kaiser Permanente Northwest and OCHIN collaborated on the EMR go-live at VGMHC Hillsboro Clinic. There were so many learnings for all of us that we are dedicating this newsletter to our combined lessons-learned that are already benefiting the entire OCHIN collaborative.

Going forward, we intend to collaborate more with Kaiser and our other partners.

Abigail Sears
CEO

Abigail Sears
Chief Executive Officer
searsa@ochin.org

Susan Chauvie
Chief Clinical Officer
chauvies@ochin.org

Clayton Gillet
Chief Operations Officer
gilletc@ochin.org

Paul Matthews
Chief Technology Officer
matthewsp@ochin.org

Sean Whiteley-Ross
Chief Financial Officer
whiteleyross@ochin.org

Celebrating 9 years of collaborations

OCHIN and Kaiser work together at Virginia Garcia Hillsboro Clinic

In 2009, Virginia Garcia Memorial Health Center (VGMHC) received a cash grant and in-kind professional services from Kaiser Permanente Northwest to support staff training and the implementation of an electronic health record system (EHR) at its Hillsboro clinic. This investment presented a unique opportunity for OCHIN's implementation team to partner with Kaiser clinicians and technical staff to provide more comprehensive clinical and administrative training and support to VGMHC Hillsboro clinicians and staff.

Kaiser provided both technical support and peer-centered assistance designed to help VGMHC to become more proficient with the system in less time, maintain levels of patient care during implementation, and quickly adapt to using the new technology in their clinical setting.



Kaiser has been effectively using Epic's EMR for over a decade and provided the following expertise:

- Technical staff who assisted with installation of computer systems at the clinic both prior to and during the go-live phase of the implementation
- Web-based computer systems training and customization of EHR software add-ons that ensure effective provider use of the EHR as a tool for diagnosis and treatment at the point of delivery
- Peer-to-peer support to Hillsboro clinicians prior to and during EHR implementation that had measurable impact on provider adoption rates (e.g., Kaiser facilitated early chart abstracting, which had the added benefit of training staff in advance of the implementation while also working to get more of the patients' charts into the EHR)
- Direct medical services to Hillsboro patients to minimize the loss of productivity typically experienced during EHR installation as providers train and become proficient with the new system
- Kaiser physicians shared crucial insights that enabled OCHIN to further refine clinical workflow and improve the usability of the EHR software for both providers and staff



In addition to providing the full compliment of services required to support EHR installation, OCHIN recognized the opportunity to leverage Kaiser's substantial experience with electronic health records as well as EHR adoption and customization to help Hillsboro staff and clinicians become proficient with the system.

OCHIN provided:

- Kaiser clinicians and IT staff members with OCHIN/Epic systems training to get them familiar with our version of the software that has been tailored to meet the needs of community health centers
- OCHIN technical services customized the EHR system specifically for the Hillsboro installation based on their practice management, federal and state reporting, and special needs (e.g., obstetrics functionality)
- OCHIN customized Kaiser's OB Navigator system and included it with the Hillsboro clinics' EHR system install

RESULTS

Review of the collaborative implementation at the Hillsboro clinic confirms that the effective rate of adoption at community health centers (CHCs) improves dramatically when clinical and health IT professionals collaborate. In addition to enhanced technical and clinical support, the peer mentoring provided by Kaiser physicians proved particularly valuable in terms of increasing provider proficiency.

Although the installation was just completed in April '09, OCHIN and Virginia Garcia are tracking measures that compare patient volume, patient cycle times, and encounters per FTE staff with a previous installation at their Beaverton clinic. This should enable us to quantify the improvements achieved using this collaborative effort.

Based on preliminary findings, we expect these and other measures will show that this collaborative effort:

- Dramatically improves the rate at which providers are able to adapt to the new system
- Decreases the time it takes to implement lessons learned into its existing EHR systems
- Resulting in increasing productivity and quality of care for members throughout the network

LESSONS LEARNED

- VG reported that early chart abstracting and the abundance of peer-to-peer assistance was crucial to accelerating provider proficiency, improving clinic productivity, and increasing the quality of care provided to patients prior to, during, and after installation
- Kaiser Permanente provided a valuable community service by sharing time and expertise with their VG colleagues and by collaborating with OCHIN to enhance our EHR implementation process – both of which contribute to the quality of care provided to patients
- OCHIN discovered new ways to optimize its EHR systems and enhance its implementation process with emphasis on the value of incorporating experienced technical and provider assistance into the learning process that is crucial to our members' success

Dr. Laura Byerly, VG EHR Champion said, "We look forward to continued collaboration as we get ready to move to electronic medical records at our Cornelius and McMinnville clinics."

Our learnings from this collaboration have already been put into action to benefit future installations.

Special thanks to the collaborators on this go-live.