The Bi-Directional Educational Interface Between New Education Software and EPIC

Health Services Company
Minneapolis, MN

Industry
Healthcare

Employees
22,000+

This non-profit health system is one of the top ten healthcare systems in the United States, providing coordinated healthcare, with a commitment to nation-leading research and education. The client's network includes six hospitals and medical centers, 40+ primary care clinics, 55+ specialty clinics, 54 senior housing locations, and 27+ retail pharmacies; serving patients across the state of Minnesota, the Midwest, and beyond.

CHALLENGES

The client's largest children's hospital purchased and installed interactive education and entertainment software in every patient room. This network technology was entirely separate from EPIC, the EMR system the client utilizes. Physicians would have to first log into EPIC, order the specific video(s) they wanted patient/parent to watch, then log into new educational network find the patient, then order the video(s). If the patient watched the video, it would track in the new network, but not in EPIC. Physicians would then have to log into the new network to see if patient did watch the video(s), then go back and log into EPIC to document that their patient had watched it. Compliance was low, and the cost of the new network was high. Physicians were ordering roughly 108 per month, with only 32% of patients actually watching the selected video(s). Creating a new interface within EPIC and the network was on hold for two years until the client upgraded to the EPIC 2014 release.

SOLUTION

- Trissential coordinated a team of 15 combined EPIC and new network experts (builders and interface team) both within and outside the client
- Developed and delivered a 9 - 10 month plan
- Created an interface in EPIC that triggers in the new network a video request and then documents in EPIC if it is viewed by patient
- Managed both technological and educational Change Leadership workflows simultaneously
- Team developed messaging/interpretation process between EPIC and the network and through firewalls. This included Map Record Testing both EPIC to the network and the network back to EPIC
- Effectively and efficiently went live with a detailed cut-over plan that involved EPIC and the network interface teams, and communication within the hospital

ESSENTIALS UTILIZED

MANAGEMENT CONSULTING
BUSINESS AGILITY
CONTINUOUS QUALITY

RESULTS

Within the first month of the new interface, physician prescribed videos jumped from an average of 108 per month to 447. Patient interaction still remained at 32%, yet the number of impacted patients increased substantially. The new technological interface between EPIC and the network is not the end all be all. Leadership must follow through and maintain the people and the process. Trissential simply created a much more effective tool and process for the client.

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