



Sutter Health

Community Based, Not For Profit



Linking Hospitals to Physicians through HIT

Stephanie R. Olivier, MBA
Director, Regional IT Infrastructure



Sutter Health System

- Located in Northern California / Hawaii
- 28 Hospitals, 7 Medical Foundations, & 27 other Business units serving more than 100 communities
- Physician Services organization
Sutter Connect™
- 41,000 employee's
- 5,000 aligned Physicians
- 1 % of all USA Births in Sutter Health Hospitals
- Over 5,000 licensed Beds
- \$ 5.6 Billion 2003 Net Revenue



Sutter System Support IT

- 950 IT FTE's (Enterprise)
- 425 IT FTE's (Corporate)
- New "world class" Data Center
- "ASP" model to all sites
- Full Installation Teams
- Full Interface Teams
- Web Teams
- "Hacker" Team



Sutter IT Recognition

- ***Business Week*** named Sutter one of the nations "Web Smart 50" in recognition of eICU
- ***Computerworld*** recently recognized Sutter in the top 50 "Best Places to Work in IT"
- ***Hospitals and Health Networks*** magazine recognized Sutter as one of the nation's "100 Most Wired Health Systems" in 2003
- ***Information Week*** recognized Sutter on its "Top 500" list for most innovative use of IT

Enterprise-wide IT House

- Enterprise Master Person Index and Common/Enterprise Scheduling
 - SHEW
- Clinical/Case Management and Outcomes Reporting (Health Status, Health Risk, Patient Satisfaction, Clinical Results)
 - Clinical Decision Support
 - Protocols/Guidelines
 - Rules-based Order Entry

Integrated Patient Care at the Regional Level

Clinician View, Patient View (MY CHART)

Data Model and Standards

Patient Care In-Patient

Nursing/Documentation, Electronic Medical Record

Communications Between Ancillaries /Nursing/Billing

Order Entry and Results Reporting (SHIPER & EPIC WEB)

Clinical Department Workflow and Billing

Laboratory & Radiology (SunQuest), RX, Niche Depts, Transcription

Transaction Systems to Support Billing

ADT/REG(MS4), Medical Records(MS4), Patient Accounting(MS4), Financial Decision Support System (TSI), Regulatory Compliance, Contract Mgmt, Eligibility/Referral Mgmt(MS4/HDX), Managed Care

Patient Care Ambulatory

Clinical Documentation, Electronic Medical Record (EPIC)

Communications Between Ancillaries/Offices/Billing

Order Entry and Results Reporting (EPIC & EPIC WEB)

Clinical Department Workflow and Billing

Laboratory & Radiology (SunQuest), Transcription, Niche Depts

Transaction Systems to Support Billing

Physician Practice Mgmt(IDX), Managed Care, Contract Mgmt, Eligibility/Referral Mgmt

**Technical Infrastructure
Project Management**

**IDX
Lawson
IT Cost**

**Data Standards
Containment**

**IT Value
Reporting Links**

**Web Enabled Apps
Security**



Sutter Commitment

Quality Care and Error Reduction

- **\$50 million investment**
 - ▶ **First on West Coast to provide 24 x7 remote monitoring of ICU beds**
 - ▶ **Bedside Medication Administration with bar-coding technology**
- **\$151 million investment towards an integrated inpatient/outpatient EMR**
- **Formal, coordinated, goal-oriented initiatives to improve patient care**



Other Clinical Investments

- **Enterprise-wide MPI**
- **Data Standardization initiative**
- **Clinical Data Repository**
- **Sutter Health Institute for Research & Education (SHIRE) "Outcomes Research"**
- **High-availability infrastructure**



Physician HIT Strategy

- **Create value for physicians and patients by providing real-time clinical data**
 - ▶ **EMR Epic strategy for Foundation offices**
 - ▶ **Portal strategy for independent physicians**
- **Goal is to provide a unique service that presents better information than currently available**
- **Develop a network of connected physicians**



Physician HIT Strategy continued...

Ancillary benefits include:

- Reduction of paperwork
- Reduction of errors
- Improved communication
- HIPAA compliant sharing of demographic and clinical data



Foundation Physicians

- **Strategy is much clearer when there are no inurement issues**
- **Four Foundations within Sutter are on EpicCare outpatient EMR**
- **5,065 Active Users**
- **1.5 million physician office visits annually**
- **28,000 active Patient My-Chart users**



Independent Physicians

- **Portal Strategy**
- **Physicians provide leadership in design and pilot**
- **Pilot at Mills Peninsula has been underway for one year**
- **Priorities for clinical functionality are driven by Physician Steering group**



How to Organize? BAPSCI

Bay Area Physicians, Sutter Clinical Integration

- Formed in 2001
- Alliance of four IPAs, two medical groups within a foundation, and Sutter Health
- Exists to advance principles of clinical quality, service quality and technical innovation

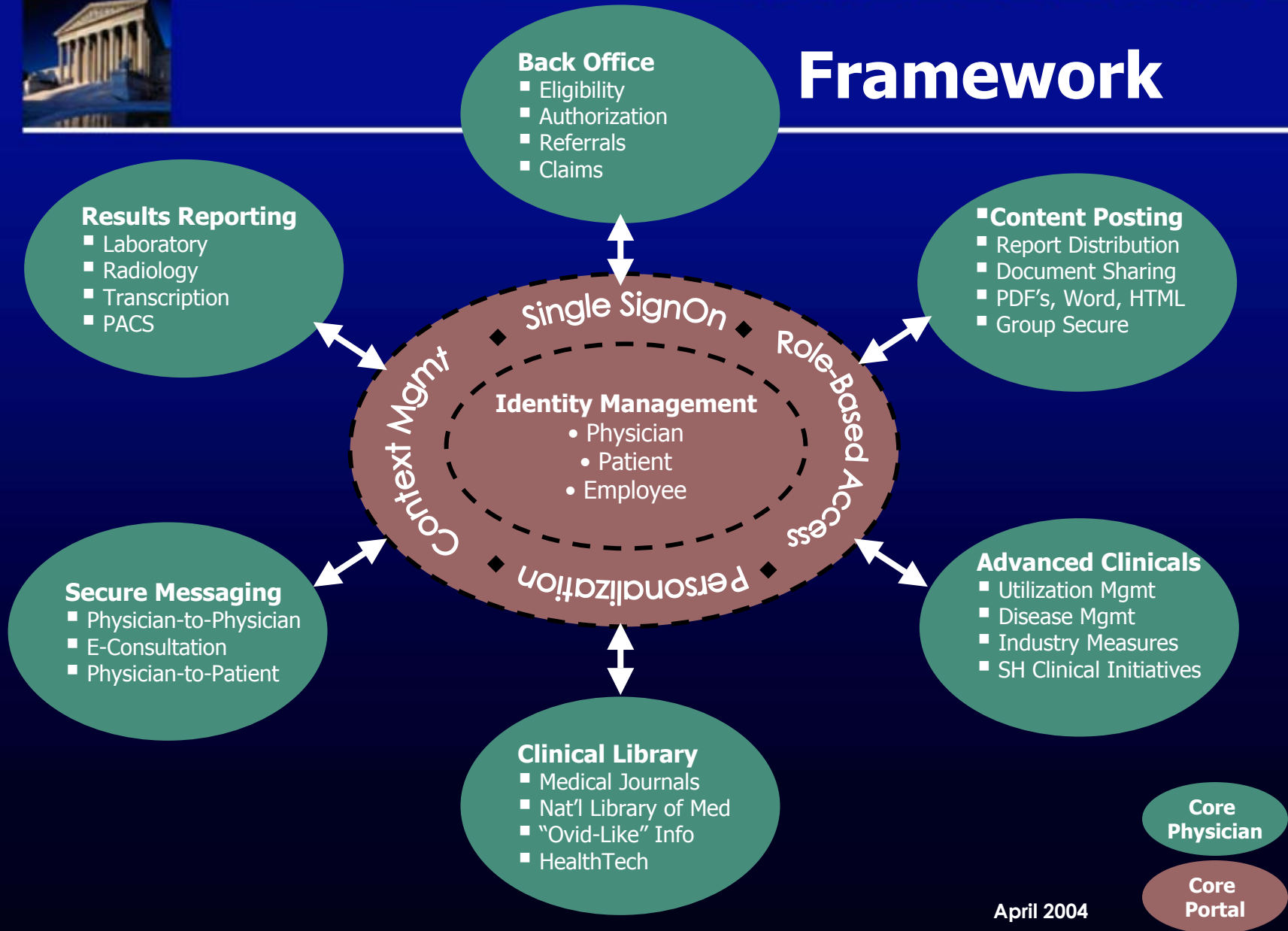


Technical Overview

- **Developed with toolset from Park City Solutions**
- **SQL Server database to store Lab and Epic data**
- **Token authentication required for Internet access**



Framework





Physician Portal Goals

Complete portal envisioned to include the following functionality:

- **Results Reporting**
- **Content Posting**
- **Advanced Clinicals**
- **Clinical Library**
- **Single Sign-On & Identity Management**
- **Secure Messaging**



New Functionality

- **Clinical Library Pilot**
- **Dictaphone Medical Transcription**
- **PACS**
- **Outlook Email**
- **Epic Web**
- **Sutter Connect Online**
- **Document Management**



Challenges to Portal Strategy

- **Providing unique information that will draw physicians to the site**
- **Standard systems: 70% of Sutter is on a common lab system but the 30% are a problem**
- **Overcoming competitive views of data standardization**
- **Inurement concerns**



Challenges continued...

Physician requests for data interfaces

- **Have attempted compromise when requests have been made**
- **Policy has been not to do interfaces where possible: too costly, inefficient, and may lead to errors**
- **Ultimate goal is integration between physician groups and between the group and hospital; interfaces won't get us there**



Have to Recognize

- **Product has to add value to what physicians already have**
- **It takes time to be successful**
- **Live with the slow adoption curve**
- **It will be slow at the beginning, but there is a tipping point when interest increases quickly**



Hospital/Physician HIT Pressures

- ▶▶ Pressures are mounting for full integration of workflow, e.g. orders and pharmacy management

- ▶▶ National Initiatives - RHIO

- ▶▶ Questions remain such as how will we meet public policy initiatives to improve information flow without an IT safe harbor

- ▶▶ Funding



Questions?



Presented by:

Stephanie R. Olivier, MBA

**Director, Regional IT Infrastructure
Sutter Health**

916.454.8806 OFFICE

916.503.3788 FAX

oliviers@sutterhealth.org