Linking Hospitals to Physicians through HIT

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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 nation’s “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
IDX
Lawson
Project Management
IT Cost
IT Value
Data Standards
Reporting Links
Web Enabled Apps
Containment
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
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
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?
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