Leveraging Informatics to Boost Local Pathology: How We Interface with Epic's EMR and Psyche to Monitor Client Service in Real Time

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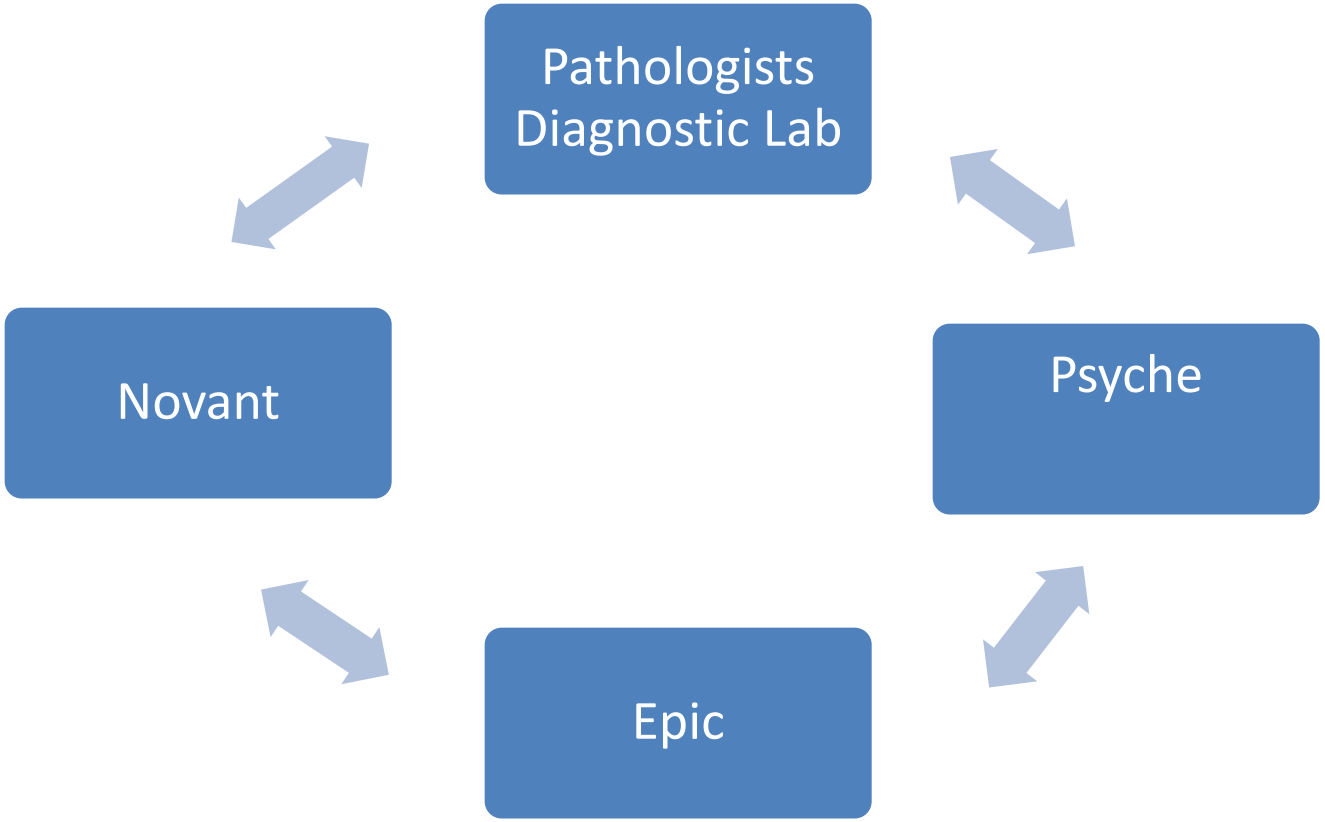
- Evolution of one large, successful interface project with greater than 60 clients on one interface
- The background of the players in this project
- The build and design
- The implementation and daily monitoring
- The future
- How this project has given our local pathology group a “golden” opportunity in the market.

The Players



History Lesson: My Background

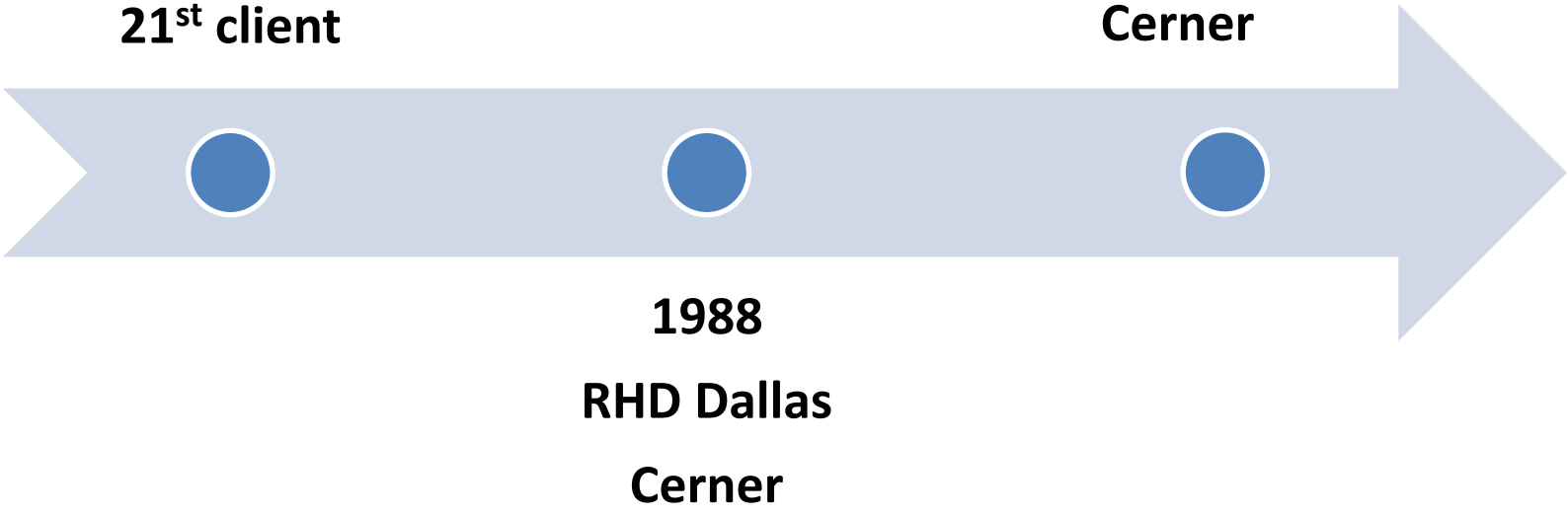
The 1980's

First hospital lab software conversions

Forsyth Memorial Hospital

Medical Technology Class

The 80's continued



The 1990's

The Computer Age

Athens, GA

Shadowfax Farm

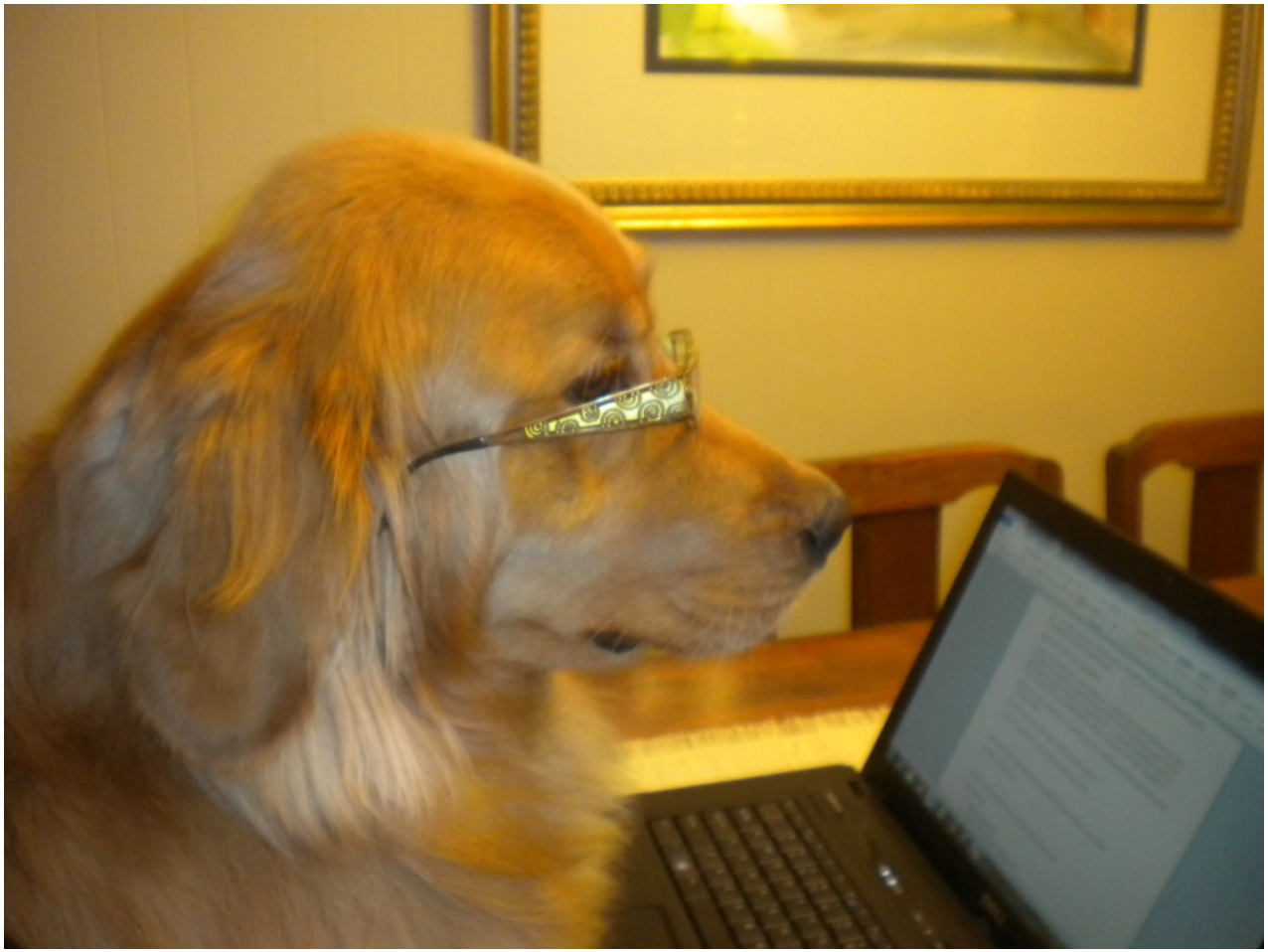
*Meanwhile back in NC, Novant Health was formed in 1997 merging Winston-Salem and Charlotte area hospitals, including Forsyth Medical Center.

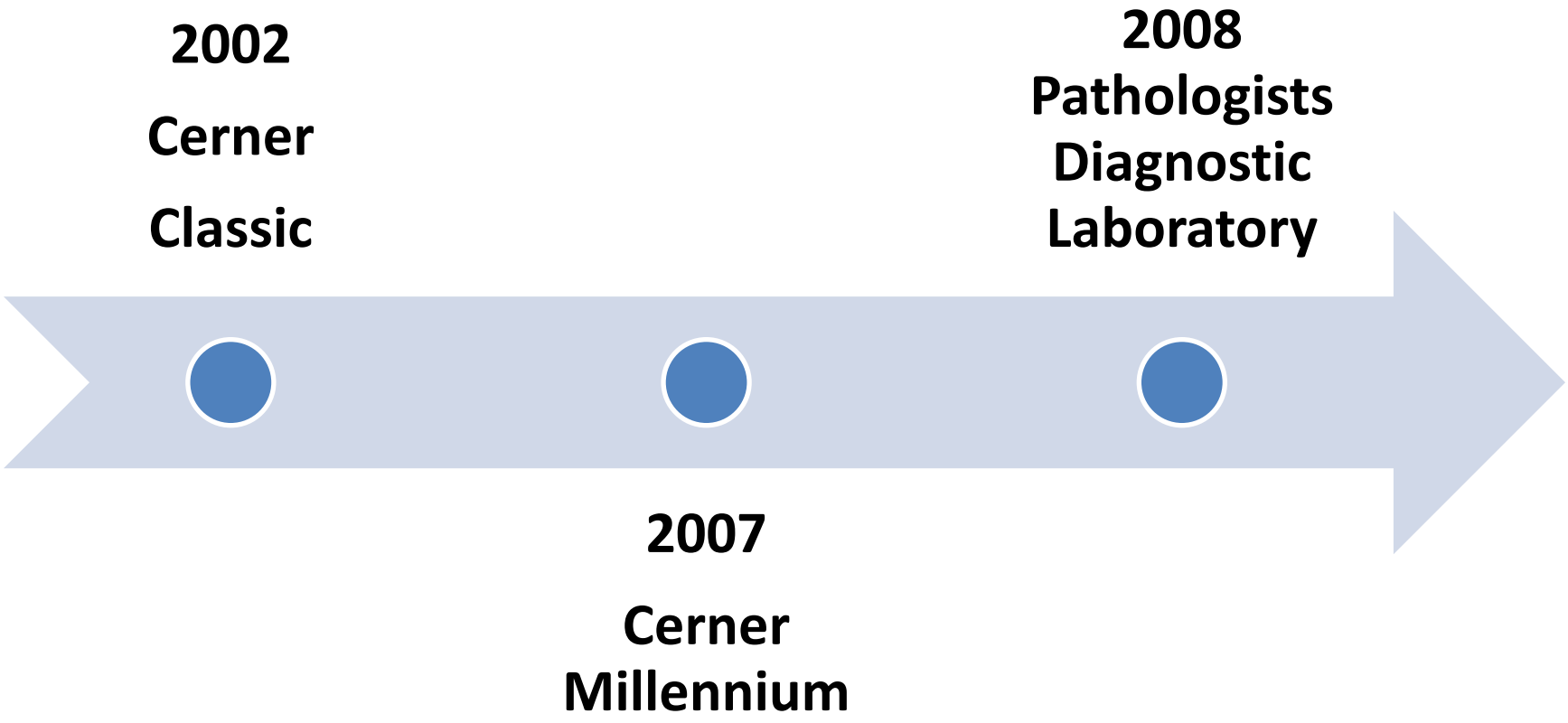
The 2000's

Interfaces

Novant Health, Winston-Salem

Time to catch up




2002
Cerner
Classic
2007
Cerner
Millennium
2008
Pathologists
Diagnostic
Laboratory

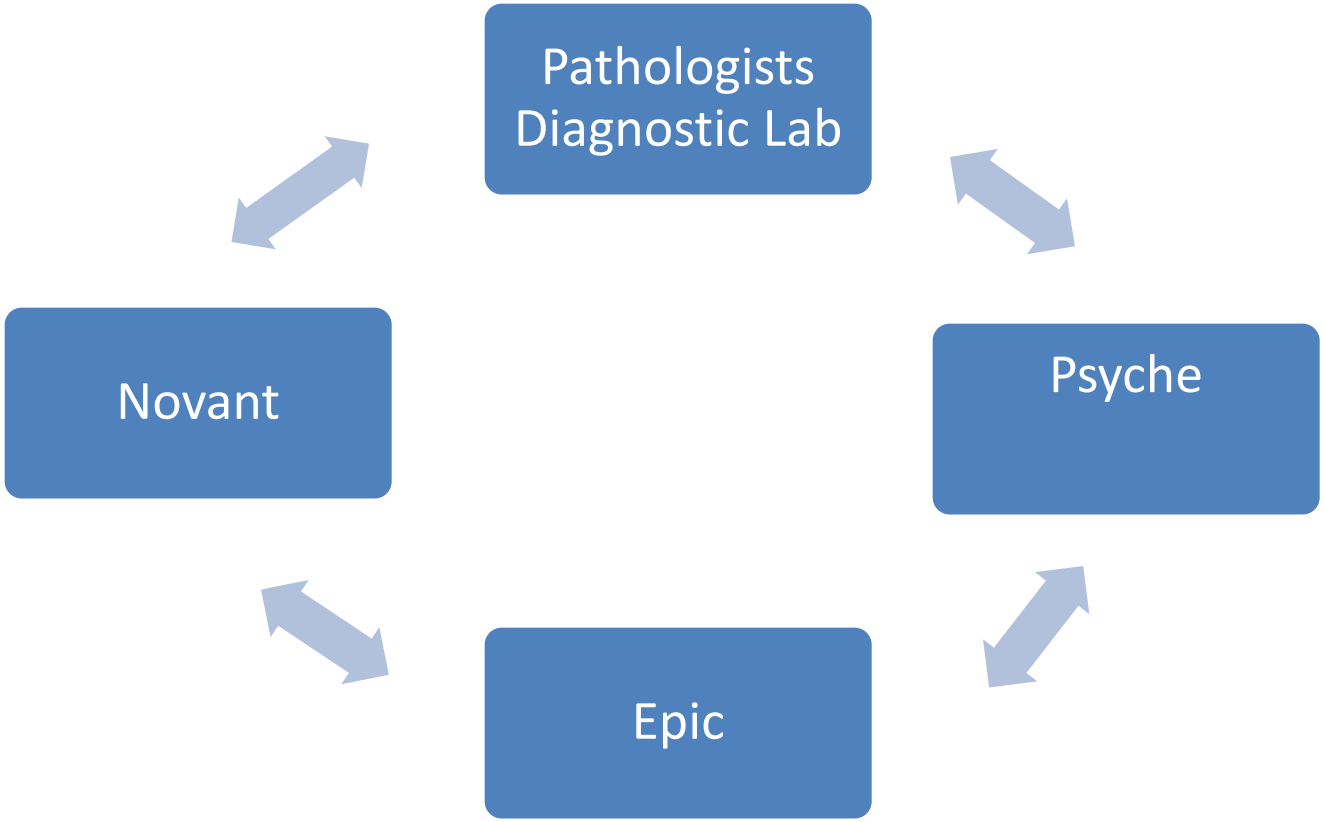
Interfaces in 2008

- Pathologists Diagnostic Laboratory had interfaces with Novant and PSA billing
- No client interfaces and a list of clients that were ready for interfaces with their EMR's
- Let the work begin!

2008 - Current Day

Three major commercial labs are located within 45 minutes of Winston-Salem.

The Players



Pathologists Diagnostic Laboratory

- Anatomic Pathology, Flow Cytometry and Cytology
- Serve 5 Novant hospitals and 2 independent hospitals
- 37 employees
- Pathologists Diagnostic Services (PDS)
  - 7 pathologists
- Cutaneous Pathology (CP)
  - 2 pathologists

PDL Information Technology Team

Julie Williams & Kevin Lipford

PDL Interfaces today

- Epic
- eClinicalworks
- Nextech
- Provation
- Digichart
- Allscripts
- Allscripts Myways
- Orchard
- Greenway
- eMD
- Suitemed
- AthenaHealth
- Modernizing Medicine

PSYCHE
Medical Laboratory Software

- Psyche Systems is focused exclusively on delivering laboratory software solutions to hospitals, clinics, reference and private labs for over 37 years.
- Psyche's software solutions include LIS software for clinical, anatomic pathology, microbiology and molecular labs as well as connectivity solutions for achieving Meaningful Use and fast, cost-effective growth such as Outreach and a suite of EMR connectivity solutions.
- Psyche's WindoPath LIS is consistently the top ranked best-of-breed AP system on the market.
- www.psychesystems.com

It is all about the partnership

Psyche's role

- WindoPath database is remote hosted
- Reliability –working relationship
- Ease of Use – Windopath & Outreach are user friendly and have met and exceeded our needs
- Development of products – client input
- Outreach and Outreach Manager evolved

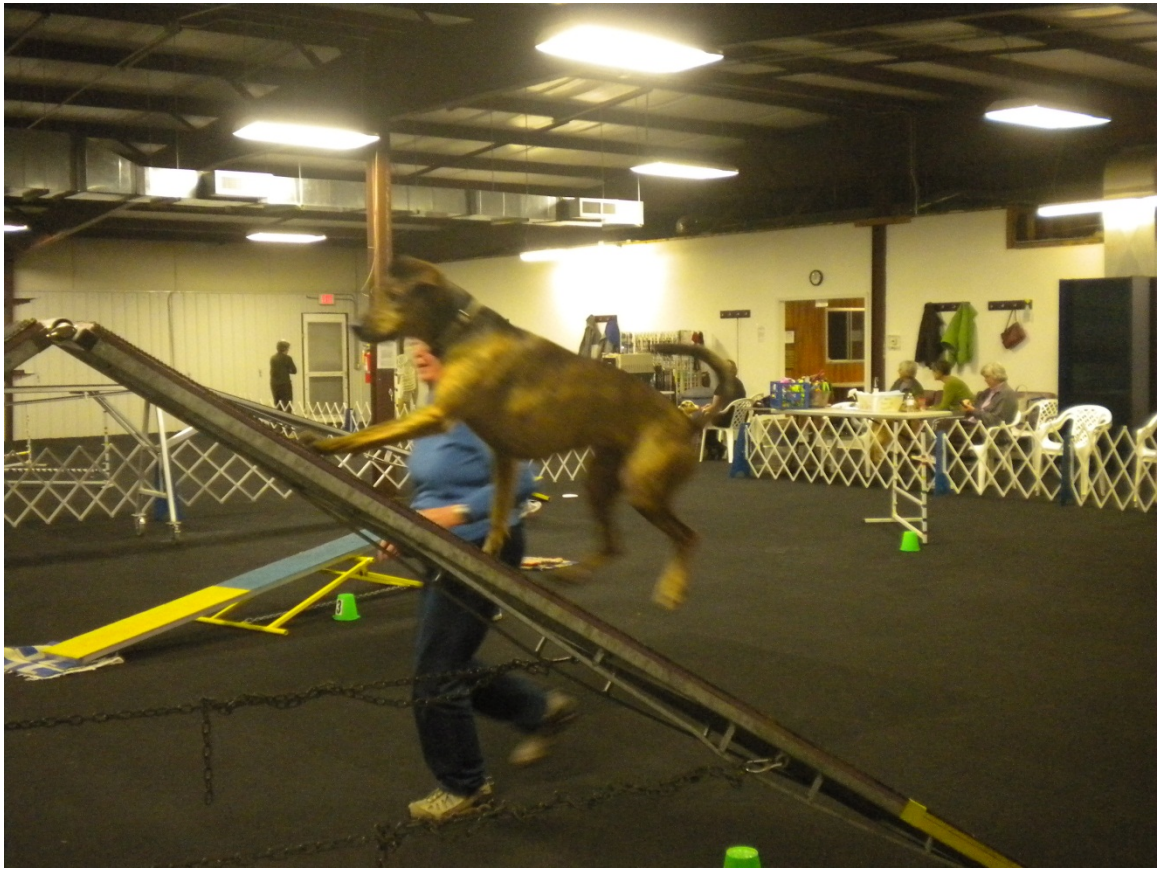
Novant Health

- The system has 13 hospitals, more than 500 physicians clinics, outpatient surgery, imaging and diagnostic centers, rehabilitation programs and community health outreach programs.

- Novant employs 26,000 people and has more than 1,100 physicians in its medical group

- Novant needed an enterprise wide software solution

Epic would allow Novant to reach their goals…



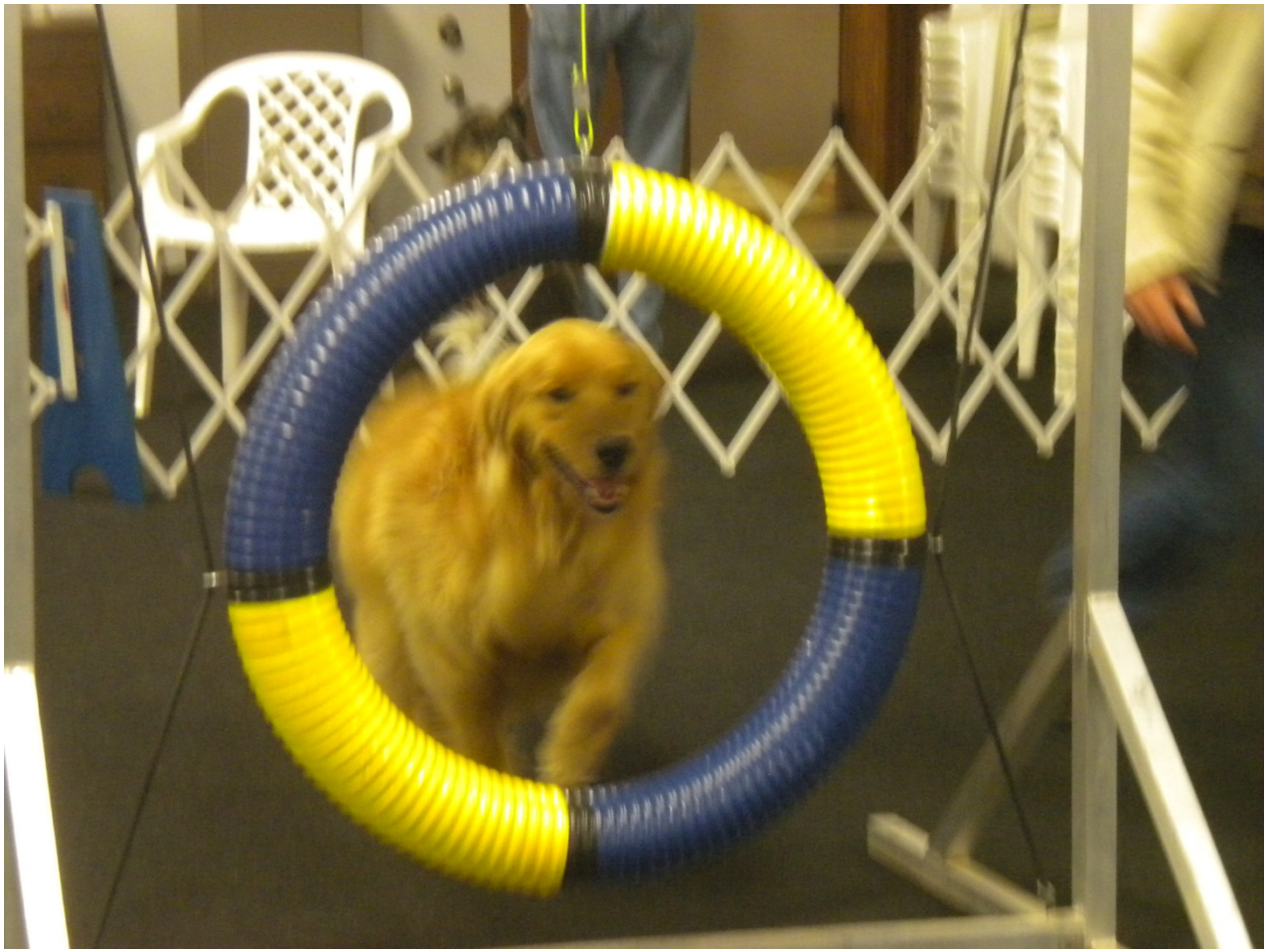
Epic

- Founded in 1979, Epic is private and employee-owned. They develop, install and support all applications in-house.
- Epic's leadership team includes clinicians, developers and process experts – people deeply experienced in patient care and healthcare technology.
- The award-winning EpicCare EMR is known for being fast and physician-friendly

Presbyterian Pathology Group

- WindoPath site security feature
- PPG purchased Psyche WindoPath after trial period using PDL's database
- Team work on Epic interface
- Shared costs

Many EMR projects require that we …



The Novant Plan

- Novant had hundreds of physician practices to bring up on Epic
- Scheduled live dates every other month with 20-30 practices each go live
- Started January 2012
- Last major ‘go live’ scheduled for July 2013
- One interface with Psyche that would split through Cloverleaf engine to PDL & PPG

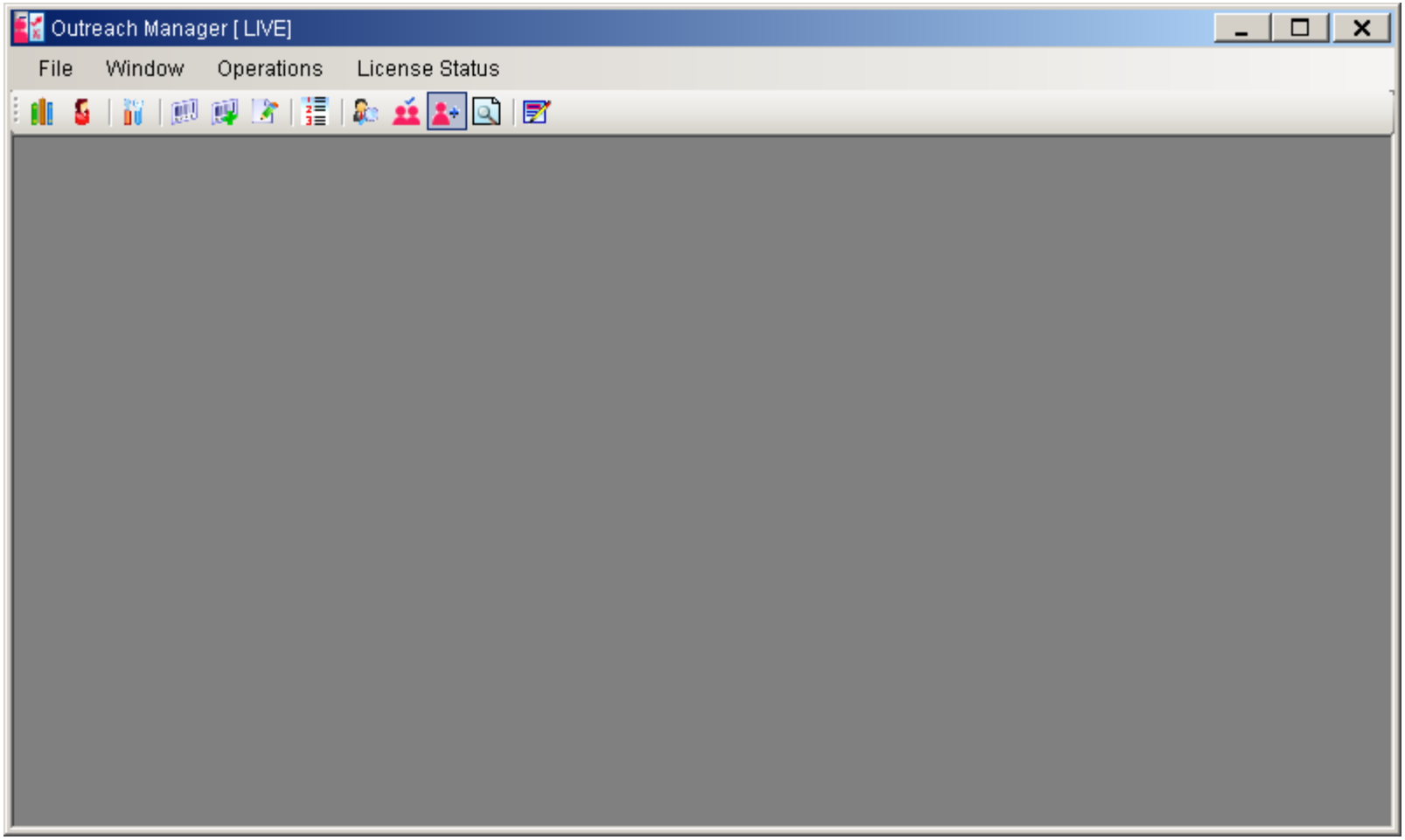
Psyche – Epic Interface

- Quotes –shared interface with PPG
- Kickoff call in Fall of 2011
- Connectivity
- Specifications
- Insurance Master for Import
- Build Phase
- “The Conference Call”
- Testing: Unit & Integration

What's involved?

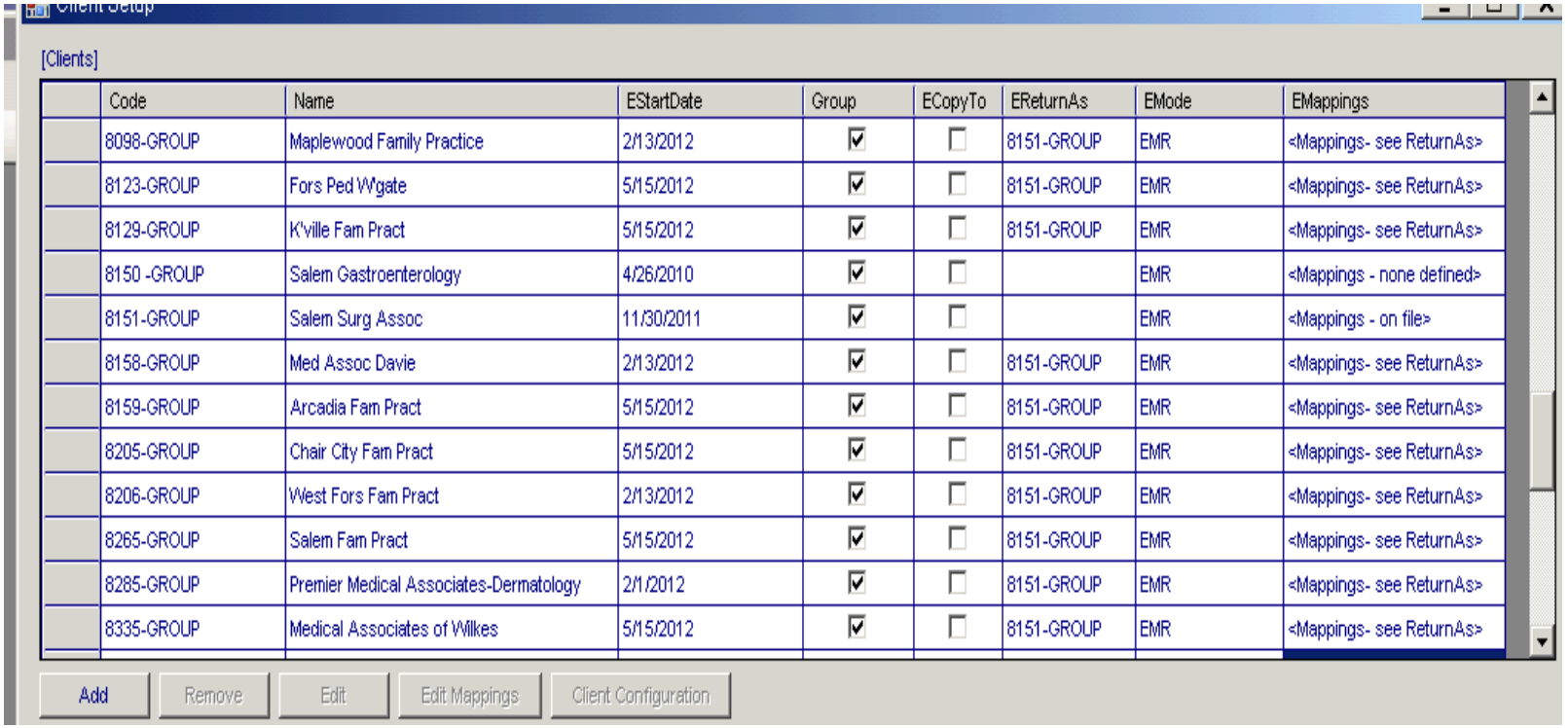
- How do we manage this interface?
- How do we build clients on to the interface?
- How do we maintain and monitor this interface?
- How do we handle > 60 clients to date on this one interface?
- Answer: Psyche's Outreach Manager

Outreach Manager



Psyche: Outreach Manager

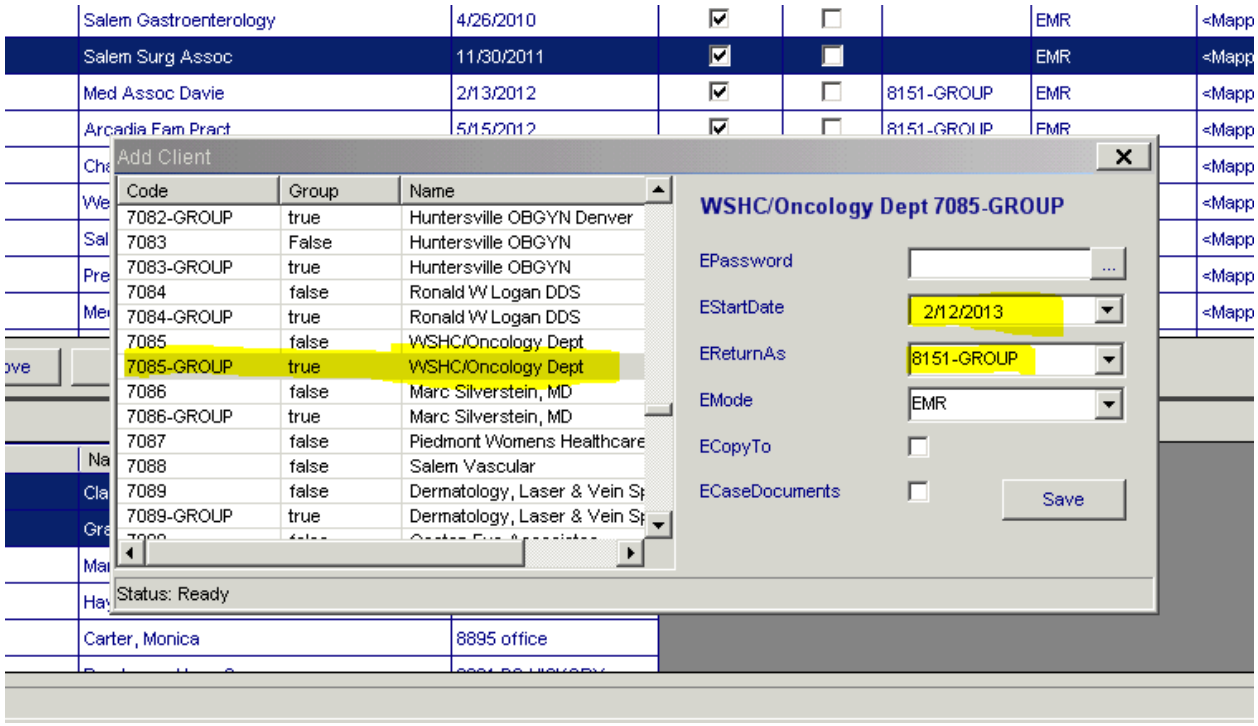
- How it works



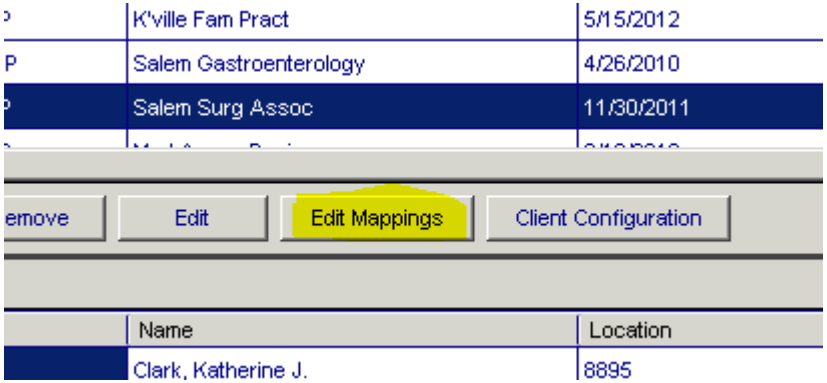
Setting up new clients

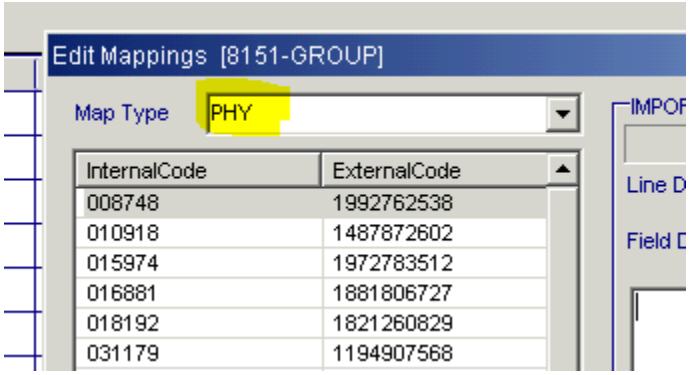
- Add window

Select client, add start date and add to original interface code

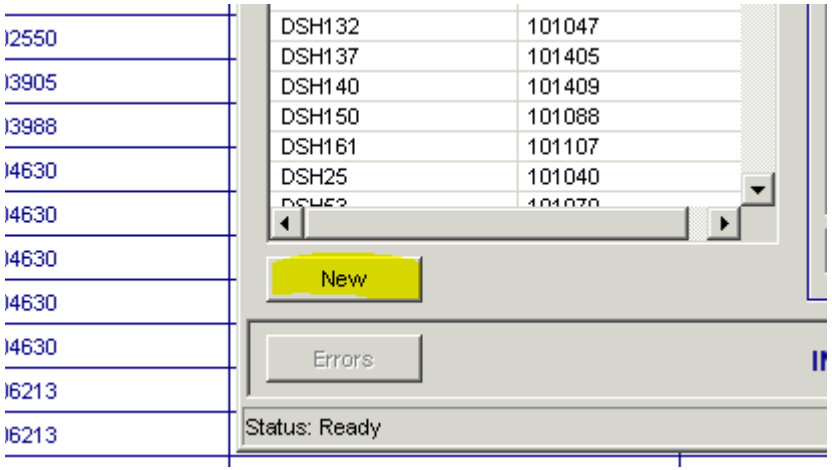


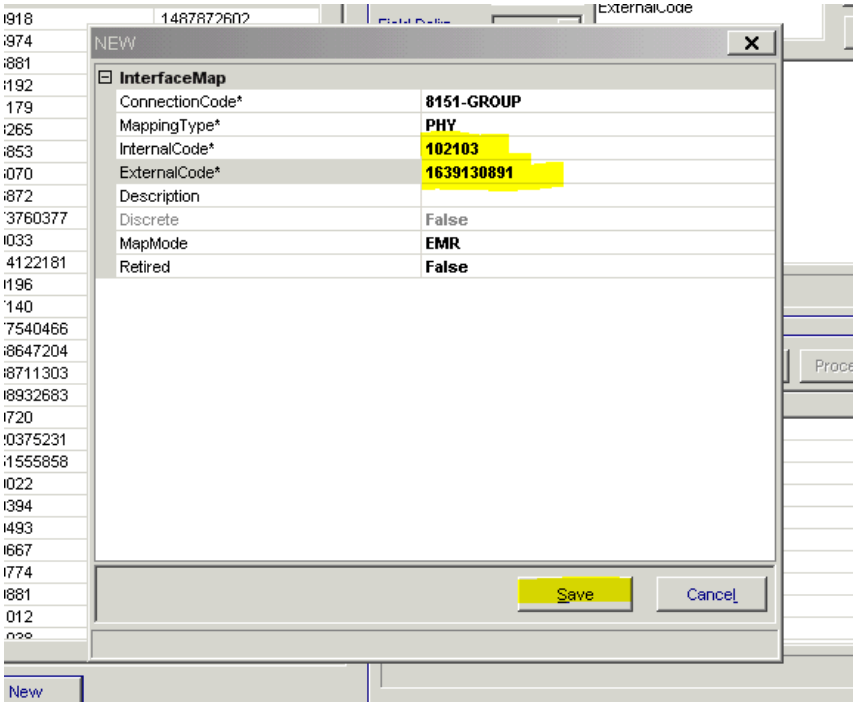
Map the physicians





Add external – internal physician codes



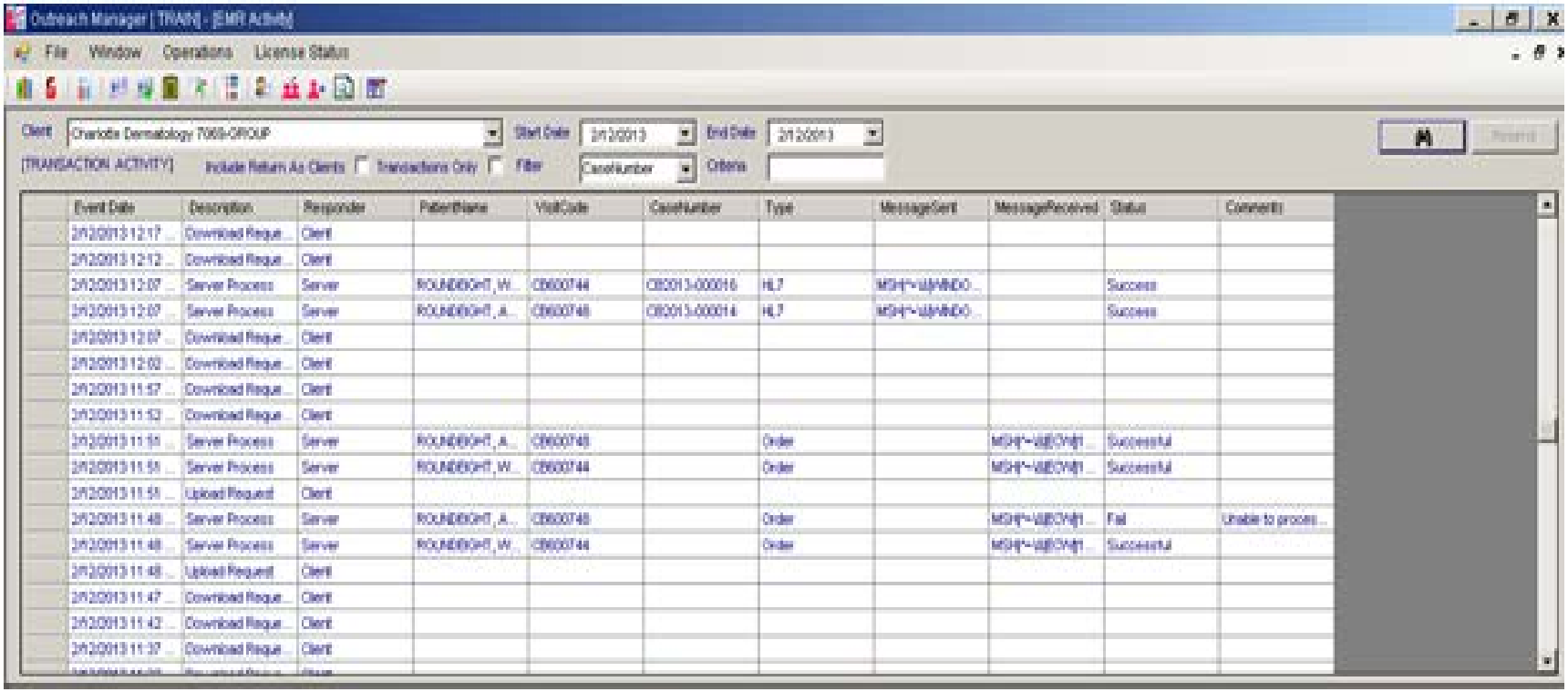


DONE!!!

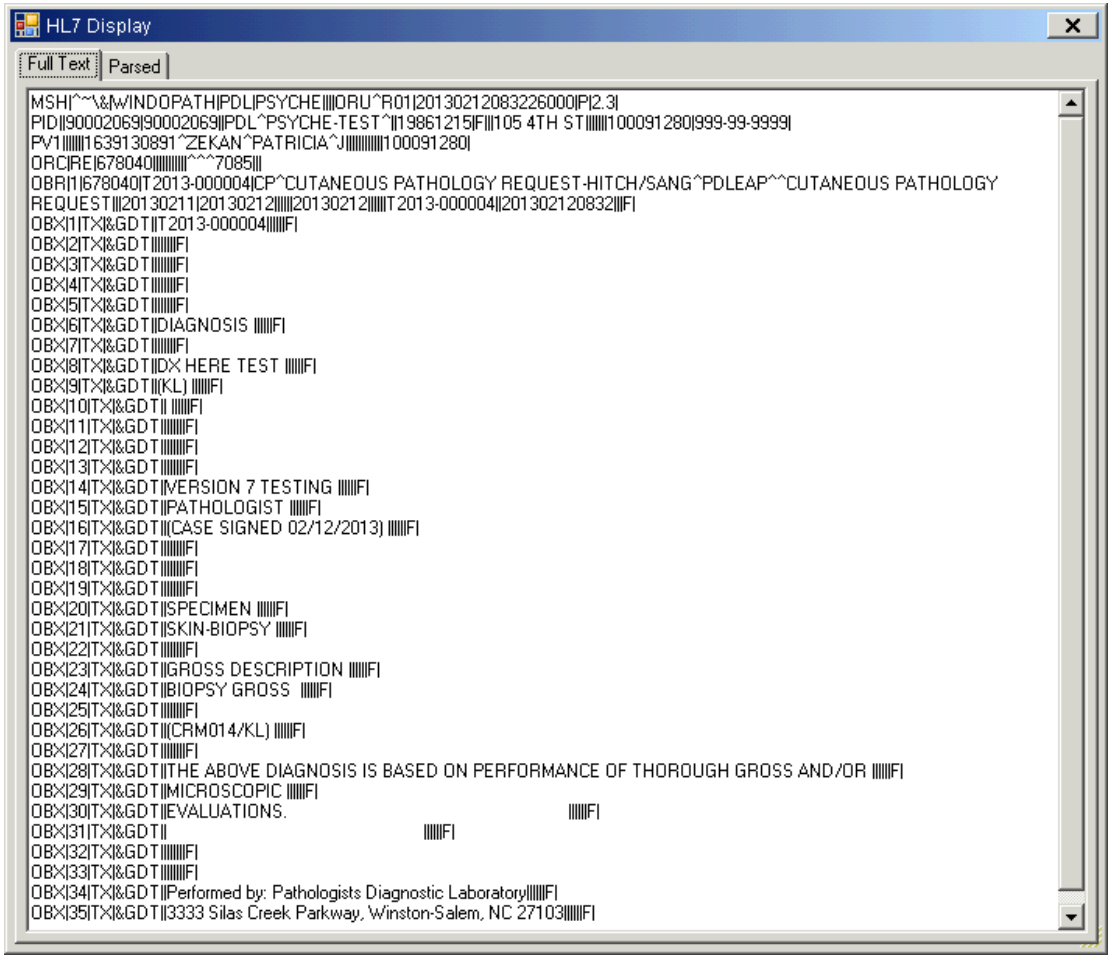
That’s it!

Monitoring and Troubleshooting

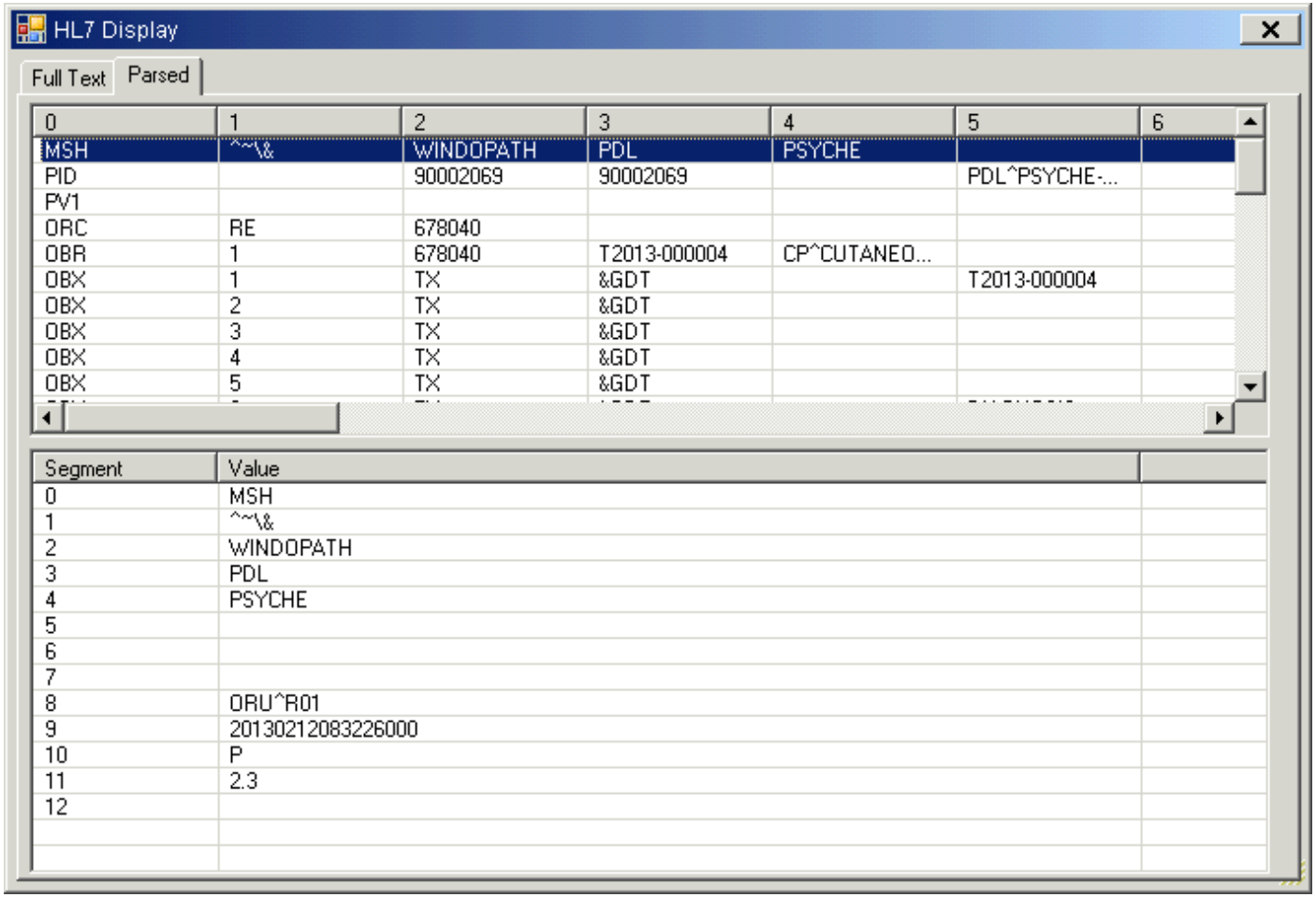
- Psyche: Outreach Manager



Outreach Manager: HL7



Outreach Manager: HL7 parsed



Novant Epic Ambulatory Stats

- 352 clinics live on PM (1461 Providers)
- 247 clinics live on EHC (893 Providers)
- >12,000 average daily patient encounters
- Over 120,000 MyChart users
- >4500 concurrent users
- 113,912 cumulative training hours
- Initial rollout to be completed July, 2013

Lessons Learned

The Positives:

- Psyche designed the interface to easily add clients
- One day intense “all hands on deck” testing
- One interface, one quote for > 60 clients

The ‘not so’ positives:

- Training should be designed to include all types of orders, both clinical lab and Anatomic Pathology orders.
- Set up template for testing after upgrades or seek therapy!

Therapy

Future

- Final Novant Medical Group offices
- Novant Community Connect
- Epic Acute rollout

Summary

- History of the Project
- Build, Design & Implementation
- Future of the project
- How the project has boosted our local Pathology group

Cast

Sherman & Murphy Williams

Happy Birthday Mom!

To another year of swinging!

Q & A ?

Julie Williams

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