

University of Pennsylvania Health System – Philadelphia, PA

Principal Services Provided:

Epic EpicCare Implementation Assistance

Facility Overview:

The University of Pennsylvania Health System (UPHS) is one of the world's leading health systems. With a commitment to three equally valued and inter-related missions of patient care, education and research, UPHS integrates its School of Medicine, Health Services and shared destiny with the University of Pennsylvania. UPHS's health delivery services are continuing to expand and include:

- The University of Pennsylvania School of Medicine
- Hospital of the University of Pennsylvania
- Presbyterian Medical Center
- Pennsylvania Hospital
- Penn Medicine at Radnor and Penn Medicine at Cherry Hill
- PENNCare
- Penn Home Care & Hospice Services.

In addition, UPHS has many affiliations, partnerships and manages other healthcare services in order to provide a complete continuum of world-class healthcare services to its patients. This is evidenced by the Hospital of the University of Pennsylvania's recent listing for the eighth consecutive year to the U.S. News and World Report "Top 10" for best hospitals in the United States.

Challenge:

Recognizing the potential benefits associated with the implementation of the Epic Ambulatory Electronic Medical Record, UPHS embarked upon an aggressive implementation plan across its many owned multi-specialty physician practices. After initial successes in the Internal Medicine arena, UPHS soon recognized the added complexities associated with implementing its many specialty departments. Without appropriate expertise, UPHS's goal of having a common Ambulatory Electronic Medical record across the entire enterprise would be in jeopardy.

Action:

The University of Pennsylvania Health System partnered with MedMatica Consulting Associates to provide both project management and Epic EpicCare implementation services. Focus was upon the complexities of the many UPHS specialty departments. Combined efforts between representatives of PHS and MedMatica Consulting Associates led to successful implementations in many specialty departments including Cardiology, Pulmonary, GI, OB/Gyn, Oncology, Dermatology and several others. MedMatica's efforts included:

- Provided both Project Management and Application Implementation Support for the Epic EpicCare solution.
- Worked with end users to define system requirements and configure the EpicCare system to support identified “best practice” workflows.
- Participated in departmental Governance Committees that were responsible for developing appropriate policies and procedures associated with the use of the EMR.
- Provided end-user training in both classroom and shoulder to shoulder environments in order to foster rapid clinician adoption of the Epic functionality.
- Developed customized end user reports to provide clinicians with required patient information.
- Provided support for the development of end-user “Smart Phrases” designed to accelerate the physician’s documentation of the patient visit.
- Worked collaboratively with physicians to introduce the Nuance Dragon speech recognition solution.

MedMatica’s ability to work seamlessly with the UPHS team provided the organization the ability to accelerate its implementation schedule and regain the confidence of the clinical community regarding the capabilities and associated benefits of the EpicCare solution.

Results:

Through the combined efforts of The University of Pennsylvania Health System representatives and MedMatica Consulting Associates, the EpicCare solution is now being rapidly deployed across the many specialties within UPHS. The benefits associated with these efforts include:

- More consistent patient care based upon physician’s access to more clinically related patient information.
- Improved operational efficiency within each department resulting in the achievement of departmental goals and improved employee satisfaction.
- Enhanced data integration among UPHS entities resulting in sharing of patient information across multiple settings in order to improve overall patient care.
- Leveraging of leading edge technologies in order to facilitate the access to key patient information for physicians and other caregivers.
- Improved reporting and data analysis capabilities.

Quote:

“MedMatica Consulting Associates provided an exceptional level of expertise to assist our organization overcome the many complexities associated with the deployment of the EpicCare solution in the multi-specialty setting”.

Jim Beinlich
Entity Information Officer
University of Pennsylvania Health System