



# Implementing an EMR...

*changing Care and Culture*

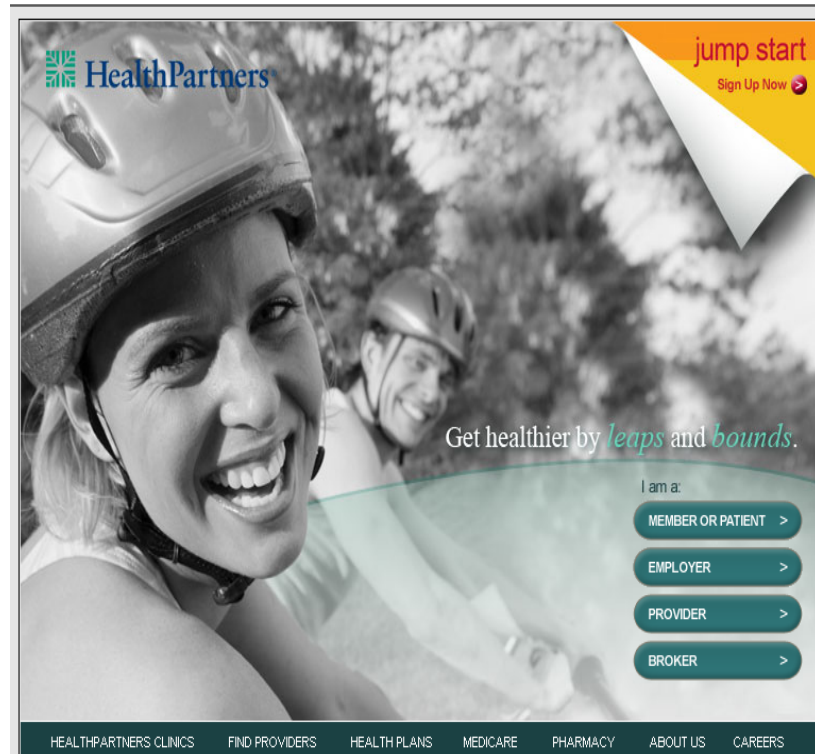


# Disclosure

- I have no financial relationships to disclose

# HealthPartners

- Consumer-governed, non-profit integrated health care organization
- 630,000 members
- Minnesota & Western Wisconsin





# Implementing an EMR...

*changing Care and Culture*

*never let a fear of computers  
prevent us from delivering  
excellent patient care*

# Changing Care

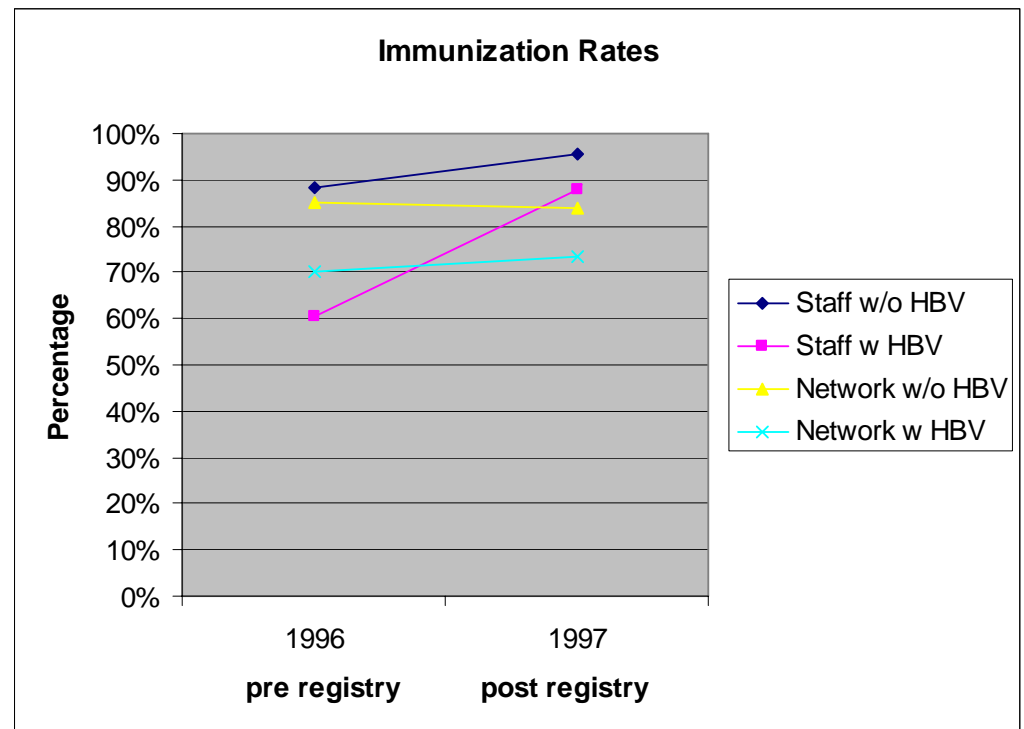
- **Goal:** Improve access to medical record information
  - Paper charts have obvious limitations
    - One site, one provider
    - No viewing after hours
    - Documentation can be untimely
    - Physician Time Value Survey

# Changing Care

- **Goal:** Improve quality outcomes by standardizing care
  - Incorporate recommendations from ICSI, C&TC, MDH and other guidelines
    - Standardize charting tools and order sets
    - Health maintenance modifiers

# A Beginning

- Improved Pediatric immunization rates after the introduction of technology
- Use of technology brought about other change
- “Catch ‘em when you can” mentality to minimize missed opportunities



# Bridging the Gap

*Improvements in quality  
measures cannot be attributed to  
technological advances alone*

# Changing Culture

- **Goal:** Make our EMR so easy to use that you'd be insane not to
  - Create a culture that values the contributions of a prepared practice team interacting with informed patients who are supported by the best information and technology available.

# Changing Culture

- Changing our workflows
  - Process change: Don't recreate the paper world in the electronic form
  - New roles: For nurses, providers and patients
  - Best practice alerts

# Changing Culture

- Changing how we document
  - Let go of SOAP to release the full potential of the EMR
  - Click reduction and screen flow

# Changing Culture

- Changing our relationships with our patients
  - Extending our relationships with patients through secure patient portals
  - Potential for improved safety and outcomes

# Changing Culture

- Changing our relationships with other providers
  - Champion Roles
  - Regional Specialists

# Summary

- Use of an EMR does improve quality
- Changing culture is key
  - Provider engagement
  - Patient involvement
  - Workflow change

# References

- Nordin,J, Carlson,R, Wei,F, Unpublished data. HealthPartners Research Foundation, 2000.
- HealthPartners provider survey, 2006
- HealthPartners physician time value Survey, 1999
- Epic Systems Corporation, Spring 2005

# Acknowledgements

- John Butler, MD
- Kevin Palattao
- Jennifer Penney
- Khristin Sutton

# Implementing an EMR...

*changing Care and Culture*

*never let a fear of computers  
prevent us from delivering  
excellent patient care*