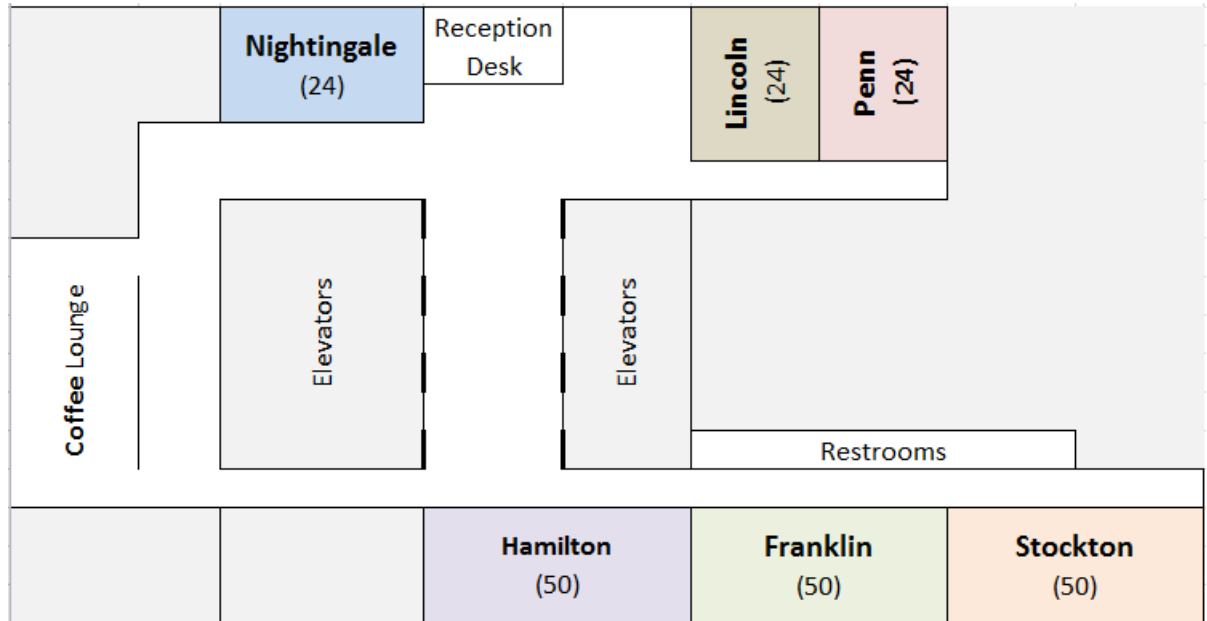# HEALTH CARE IT ROUNDTABLE Agenda – May 26th, 2017 FINAL

Time	Stockton Room (50)	Franklin Room (50)	Hamilton Room (50)	Lincoln & Penn Rooms (48)	Nightingale Room (24)
8:00 – 8:55	Coffee and light breakfast: Mingle & Network				
8:55 – 9:00	Assemble in the Triple Room (Stockton, Franklin, & Hamilton)				
9:00 – 9:05	Quick Instructions: Gordon Tait, App Data Architect, Penn Medicine				
9:15 – 10:00	Overview of Care Everywhere Monitoring by Brent Friedman TriHealth	Perioperative Surgical Home (PSH) by Guy Hornig, CRNA Lancaster General	Provider Efficiency (and burnout?) In Epic by Michael Sheinberg, MD Lehigh Valley	Barking Up The Right Tree… Adopting Rover for Nursing Documentation by Melissa Novella, MSN Penn Medicine	Ticket Scheduling by Steve Hyland Penn Medicine
10:15 – 11:00	Road To Smooth Interoperability: Opt-In vs. Opt-Out by Candance Crawford & Sharon Laquer, MHA, RHIA Temple	Building On A Decade of Success - Epic Tele-ICU Transformation Continues by Jennifer Rovella, MD & Nadine Optsbaum Lehigh Valley	PennChart Education Program by Joe Oaster, M.Ed Penn Medicine	Sepsis: Systematic Approach to Early Detection & Timely Management In the E/D by Chris Edwards, MD & Mika Epps, RN of Penn Medicine	Patient Appointments Via Video by Chris Thomas & Kiran Mistry Penn Medicine
11:15 – 11:45	Lunch In The Triple Room				
12:00 – 1:00	Regional Care Everywhere Collaborative by Marie Ruddy, Nemours & Gordon Tait, Penn Medicine	<Postponed until October>	Epic Monitor: Better Teamwork, By Design by Eugene Reilly, MD & Mary Jo Wummer Reading Health	How We Became the Biggest Loser: A Modular Approach To Order Set Build by John McGreevey, MD, Jo Resnic, MSN, & Dave Stabile, MSN, Penn Med	iPhone or Android, Send Your Steps, Weight, etc. Automatically To Your Doctor by Naima Sanders, Chris Thomas, & Colin Wollack, Penn Medicine
1:15 – 2:00	Bridging The Communication Gap by Jennifer Chen Penn Medicine	Are We There Yet? Discharge Readiness Decision Support by Eric Shelov, MD, BMI, FAAP CHOP	Haiku Push Notifications: Planning & Piloting by Gordon Tait Penn Medicine	Implementing Beacon: Lessons Learned by Richard Kerr, RPh Lehigh Valley	
2:15 – 3:00	Care Everywhere: Handling the Exception Report by Brent Friedman TriHealth	Improving Sepsis Care: Driving Recognition & Standardized Care of the Septic Patient by Matt Miller, DO Lehigh Valley	Increase Completion of Patient Questionnaires by Alex Natale, Jacqui Kelly, & Michael Beadle Penn Medicine		

Website: www.uphs.upenn.edu/roundtable   Next: October 6, 2017   LinkedIn Group: Healthcare IT Roundtable

Nightingale (24)

Reception Desk

Lincoln (24)

Penn (24)

Coffee Lounge

Elevators

Elevators

Restrooms

Hamilton (50)

Franklin (50)

Stockton (50)

Agenda Topic Descriptions:
Stockton Room:

9:15 to 10:00 AM: Overview of Care Everywhere Monitoring

Presentation by Brent Friedman of TriHealth.

The following topics will be included: Queries Report; Documents Report; International Report; Systempulse data – local (cpu usage & disk access); Systempulse – Epic (master file sizes); CE utilities; Heartbeat; Auto-query; and EQMENU.

10:15 to 11:00 AM: Road To Smooth Interoperability With Care Everywhere: Opt-In vs. Opt-Out

Presentation by Temple University Physicians

This session will include: a discussion of the Opt Out process including discussions with Legal and Operations as well as the transition from Opt In to Opt Out; Auto Query; and Point of Care Authorizations.

12:00 to 1:00 PM: Regional Care Everywhere Collaborative

Discussion led by Marie Ruddy of Nemours and Gordon Tait of Penn Medicine.

Health Exchange is a two-way street. This session will kick off a regional group that will also meet outside of the Roundtables on a more frequent basis. The purpose of the initial discussion and the collaborative group will be to determine how we can each configure our systems and share experiences about health exchange that should make our organizations each more successful. From technical tweaks, to operational efficiencies for our staff, to patient satisfaction.

1:15 to 2:00 PM: Bridging The Communication Gap

Presented by Jennifer Chen of Penn Medicine.

Learn about tools Penn used to communicate care for high risk patients having procedures.

2:15 to 3:00 PM: Care Everywhere: Handling the Exception Report

Presentation by Brent Friedman of TriHealth.

Attendees should have basic knowledge of and access to Chronicles; SQL Server (or other database).

Franklin Room:

9:15 to 10:00 AM: Perioperative Surgical Home

Presented by Guy Hornig, CRNA of Lancaster General Health.

Lancaster General Penn Medicine implemented its Perioperative Surgical Home (PSH) February 8th, 2017. By utilizing Epic's new Procedure Pass functionality & task-specific status boards, they were able to revamp the patient experience in the preoperative/pre-anesthesia phase of their care. Their ultimate goal is to improve patient centered outcomes of care including quality of recovery and return to function.

10:15 to 11:00 AM: Building On A Decade Of Success – Epic Tele-ICU Transformation Continues

Presented by Jennifer Rovella, MD & Nadine Optsbaum of Lehigh Valley Health Network.

This presentation will outline our original Tele-ICU, the benefits of the Epic tele-ICU with the enterprise electronic medical record and patient acuity scoring systems within Epic. Future tele-ICU expansions within and outside of the health network will also be discussed.

12:00 to 1:00 PM: <POSTPONED UNTIL OCTOBER 6th Roundtable!> Analytics

1:15 to 2:00 PM: Are We There Yet? Discharge Readiness Decision Support

Presented by Eric Shelov, MD, BMI, FAAP of the Children's Hospital of Philadelphia.

The Children's Hospital of Philadelphia will present their use of Required Documentation rules to display Medical Readiness Criteria to facilitate hospital discharge. The criteria can selectively appear for specific diagnoses and display in reports and navigators. Each criterion launches an activity or report with more information. A scoring rule-based patient list column and block give quick views of medical and overall discharge readiness.

2:15 to 3:00 PM: Improving Sepsis Care: Driving Recognition & Standardized Care of the Septic Patient (was 9:15 Hamilton)

Presented by Matt Miller, DO of Lehigh Valley Health Network.

LVHN has been on a journey over the past year to improve sepsis care in the network. Through a collaborative effort led by Quality and I/S, LVHN has improved our overall mortality and specifically our mortality related to sepsis using Epic build. The presentation will review the use of standard workflows, order sets, note templates, and the upcoming use of BPAs to trigger awareness in the ED and the inpatient units.

Hamilton Room:

9:15 to 10:00 AM: Provider Efficiency (and burnout?) In Epic (was 2:15 PM Lincoln/Penn)

Presented by Michael Sheinberg, MD of Lehigh Valley Health Network.

Most organizations still struggle with leveraging capabilities of the EHR without overly burdening their providers. We will share LVHN's journey with measurement, processes and solutions in an attempt to maximize provider efficiency using Epic. Likewise we will explore Epic's potential role in provider burnout both as a cause and countermeasure.

10:15 to 11:00 AM: Epic Education Program

Presented by Joseph Oaster, M.Ed of Penn Medicine.

Penn Medicine recently completed a large scale, multi-facility inpatient implementation. Planning and designing training for this implementation involved a multi-disciplinary team of Penn Medicine executives, the Learning Management System team, Education management and staff, and IT technical personnel. This enabled Penn Medicine to assign, track and report with a high degree of accuracy. The Penn Medicine Education team will present the strategies and rationale for a successful large scale education program.

12:00 to 1:00 PM: Epic Monitor: Better Teamwork, By Design

Presented by Eugene Reilly, MD & Mary Jo Wummer of Reading Health.

In this talk we will describe the origins and principles of Crew Resource Management, and the role of architecture and software design in facilitating that culture change.

1:15 to 2:00 PM: Haiku Push Notifications: Planning & Piloting

Presented by Gordon Tait of Penn Medicine.

Learn about Penn's initial experiments with Epic push notifications. Hear about a vision to forge Haiku into a central push notification platform, how the piloting of push notifications went, game-changing SUs, and some of the future plans including governance.

2:15 to 3:00 PM: Increase Completion of Patient Questionnaires

Presented by Alex Natale, Jacqui Kelly, and Michael Beadle of Penn Medicine

Increase opportunities for patients to complete pre-visit questionnaires using Welcome tablets. Tablets provide a means to allow patients to complete questionnaires while waiting for their appointment.

Lincoln & Penn Room (combined):

9:15 to 10:00 AM: Barking Up the Right Tree… Adopting Rover For Nursing Documentation

Presented by Melissa Novella, MSN, RNC-OB, RN-BC of Penn Medicine.

As part of Penn's complex Inpatient implementation, the Intensive Care Nursery of the nation's first hospital had a need to perform crib-side documentation that could not be met with standard computers. Hear about how Rover was configured to work for the ICN's flowsheet entry and barcode medication administration. The challenges encountered and the ICN's evolving build will be covered as well.

10:15 to 11:00 AM: Sepsis: Systematic Approach To Early Detection & Timely Management In The E/D

Presented by Mika Epps, MSN, RN of Penn Medicine.

This presentation will introduce electronic health record intervention tools related to suspected sepsis, severe sepsis and septic shock early detection processes and timely management in the emergency departments. In addition, they will address a future model on ED-Inpatient transitions for care coordination to improve patient care quality and outcomes.

12:00 to 1:00 PM: How We Became the Biggest Loser: A Modular Approach To Order Set Build

Presented by Joanne Resnic, MBA, RN; John McGreevey, MD; and David Stabile, MSN, RN of Penn Medicine.

Penn consolidated 1600 legacy order sets to 218 during their implementation of Epic Inpatient. Leveraging Epic's merge template, a core structure of smartgroups was created to standardize the build of all order sets across the health system while encouraging providers to customize and share their own versions of these sets. This enterprise-managed scaffold has greatly increased the speed of implementation, build consensus among providers, standardization of care, and ease of use for clinicians. Additionally, this approach decreased the number of order sets, variation, and duplication within their new build.

1:15 to 2:00 PM: Implementing Beacon: Lessons Learn

Presented by Richard Kerr, RPh of Lehigh Valley Health Network.

Here about lessons learned from Lehigh Valley's implementation of Beacon.

Nightingale Room:

9:15 to 10:00 AM: Ticket Scheduling

Presented by Steve Hyland of Penn Medicine.

Hear about how Penn Radiology is utilizing ticket scheduling to increase patient access and build patient engagement. Ticket scheduling relies on an order from a clinical provider, which generates a ticket to a patient's myPennMedicine (MyChart) account. The patient can then use that ticket to schedule their own radiology appointment.

10:15 to 11:00 AM: Patient Appointments Via Video

Presented by Chris Thomas and Kiran Mistry of Penn Medicine.

Patients and providers can now have an appointment via video (think FaceTime). Learn how patients at Penn Medicine are able to have an appointment with their provider from home using MyChart.

12:00 to 1:00 PM: iPhone or Android, Send Your Steps, Weight, etc. Automatically To Your Doctor

Presented by Naima Sanders, Chris Thomas, and Colin Wollack of Penn Medicine.

Learn how patients on both platforms can share data from their activity tracker or other smart device with their provider via MyChart. Will also touch on other types of Patient Entered Flowsheets.

Map and Directions: 9th Floor, West Tower, 1500 Market St, Philadelphia, PA

Amtrak Trains: Get off at the Amtrak 30th Street Station stop. Amtrak riders will need to go upstairs to the main enormous room. You can take a Taxi to 1500 Market by going west out of the Amtrak building. Or you can take a Septa train EASTbound (towards the skyscrapers) one stop to Suburban Station – tickets are usually not checked within the city.

Septa Trains: Get off at the Suburban Station stop. Exit out of Suburban Station by following the signs for Market Street, the lower the street number the better. If you come out on a numbered street you may need to walk a block south to Market Street. Once on Market Street, walk over to 1500 Market which is next to City Hall (white building in the middle of Market Street around 15th).

Driving in:
Each direction of travel on I-76 has its own Exit 345.
The building is in "Center City" Philadelphia just west of and next to City Hall (white building in the middle of Market Street) on Market Street.

If you are coming East(south) on the I-76 highway, then you can exit at the 30th Street Station, Exit 345. You will need to go around the 30th Street Station to get to Market Street. At the exit ramp traffic light, you will have to take a right. You will pass under a glass walking bridge and then pass under part of the train station. You will want to be in the 2nd from the left lane after you pass under that part of the station (since the left-most lane will trap you into driving around the station itself like a Taxi). If you do get stuck in that lane, you can circle around and try again. You will come up to the Market Street traffic light, take a left onto Market Street. You will cross over the river and go down the main street of skyscrapers.

If you are coming from I-76 West(north), take Exit 345 and that will bring you up a ramp to an intersection with Chestnut Street. You want to go straight to Market Street and work your way to the right lane so that you can take a right onto Market Street. At the Market Street traffic light, take a right onto Market Street. You will cross over the river and go down the main street of skyscrapers.
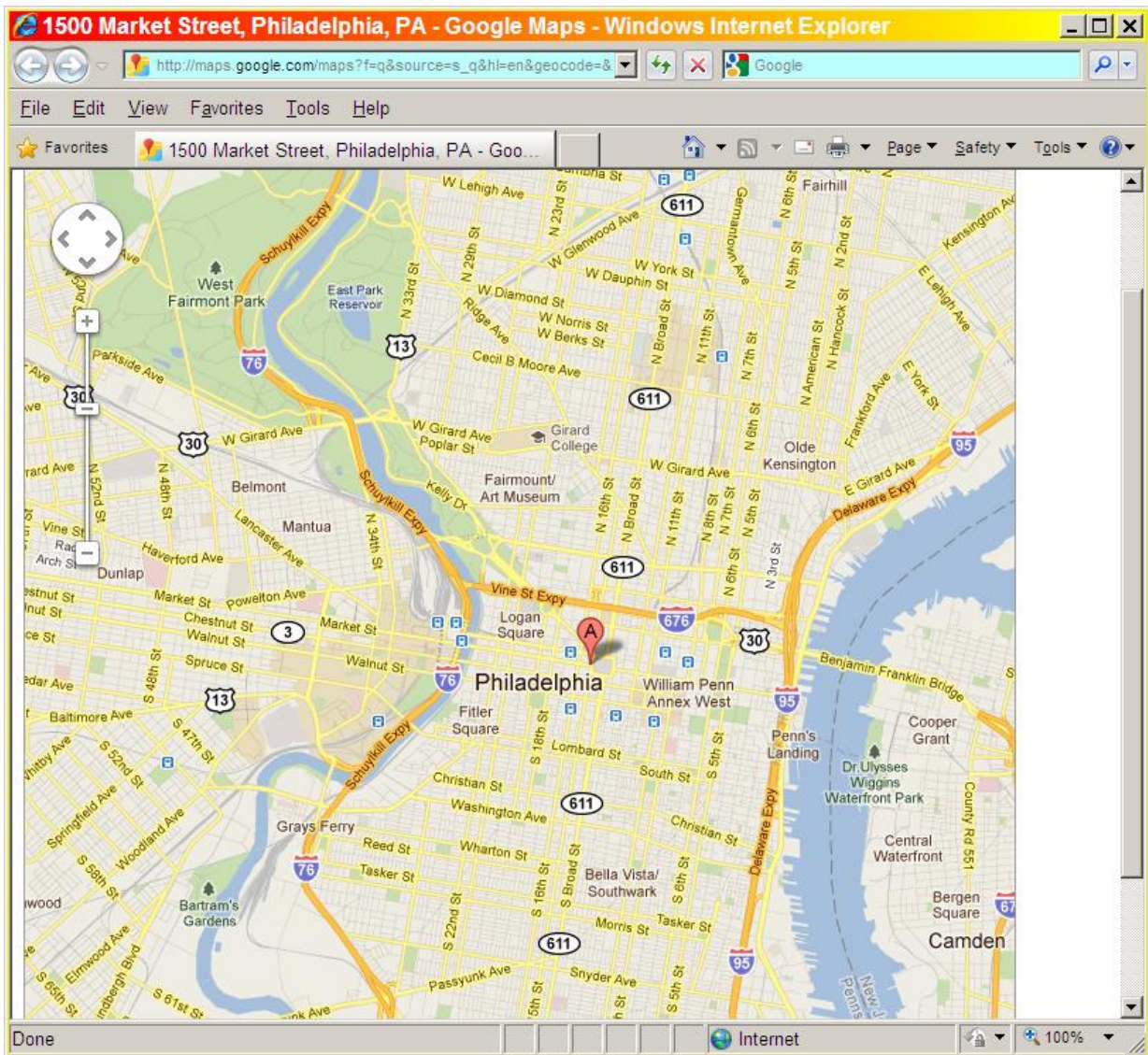
There may be parking in garages at 1800 Market Street (Crowne Plaza hotel 215-567-6326) as well as 1700 Market Street (Expert Parking 215-231-3155). Driving around City Hall should be avoided for sanity sake so you will want to park before it. You can then walk over to Centre Square at 1500 Market Street which has a large clothespin "sculpture".

1500 Market Street (Centre Square – West Tower):
Once in the lobby, look for the Penn Medicine entrance to the right of the West Tower security desk. Tell them that you are attending a conference on the 9th floor in the Penn Medicine Center for Innovation and Learning. Tell them your name – bring a photo ID in case they ask for it. You will receive a building visitor sticker for the day, and a name tag for the Roundtable.

Take the elevators up to the 9th floor and go in through the glass doors to where reception persons are seated. We will be using the Franklin and Jefferson Rooms. We will have two connecting rooms so that we can have parallel sessions. Once in the rooms, please go up to the Signin table to let us know that you have arrived and to get your conference name tag.

When in doubt, please use online Map programs from your departure point, etc.!

Other Presentation/Discussion topics not listed in this Roundtable will be candidates for the next Roundtable.

For information, please contact Gordon Tait at taitg@uphs.upenn.edu. If you are having difficulties finding the event on your way to it, then feel free to contact us via cell 215-275-6028. There are a variety of hotels within a few blocks of the event and City Hall.