Fact sheet: Epic and Lawson Implementation

Where we are now:
Community Medical Centers used several computer-based and written or paper medical charts to manage business and clinical data. To update its systems, Community has embarked on a $75 million, seven-year quality improvement initiative to consolidate and replace them with products from two leaders in health care technology – Epic electronic health record (EHR) and Lawson (business system).

Why Epic and Lawson?
The Epic EHR manages clinical data and helps Community improve patient care and safety through a universally accessible health record. Lawson provides enhanced business capabilities for human resources, payroll, materials management and finance. Not only will these systems provide clinicians access to patient information within our system, they will enable processes to improve care and business activities by having accurate patient-centric information and integration with physician offices.

A portion of Epic went live in October 2009 (billing, health information management, registration, scheduling and patient tracking), and clinics in the Deran Koligian Ambulatory Care Center went live in January 2011.

Epic EHR is scheduled for completion in late 2012 with Fresno Heart & Surgical Hospital. Community joins an elite group of health care organizations nationwide using the Epic EHR – Stanford University Medical Center, Sutter Health, Cedars-Sinai Medical Center and the Cleveland Clinic.

Benefits of Epic electronic health record
Switching from the current systems to the Epic electronic health record makes inpatient, diagnostic, outpatient and office practice patient information available in the same database and accessible whenever and wherever the patient needs care – making it easier for clinicians to have access to the right information at the right time.

Benefits for hospitals and employees:

- All patient information is compiled and potential safety issues are automatically identified with best practices to improve patient safety and overall care.
- Customized best practice alerts can be entered and triggered to notify caregivers to start immediate intervention.
- Automatic recording of quality measurements and information delivery to public health agencies reduces health information management time and resources.
- Access to EHR can be monitored to identify users who access, disclose or use patient information.
- A cost savings is realized by reducing paperwork, improving patient safety, reducing duplication of testing and delivering more effective health care.

Benefits for hospitals and employees cont.:
- Improved documentation consistency, better clinical information flow, improved patient status information across departments and less documentation redundancy.

Benefits for clinical caregivers and physicians:

- A patient’s total health information, allergies and medications are together in one place so care is better coordinated.
- Follow-up information, instructions or reminders for patients can be easily obtained or sent electronically
- Prescriptions can be ordered electronically and insurance claims filed quickly.
- When new medication is prescribed, the EHR automatically checks and alerts the clinician to potential conflicts with previous treatments or allergies.
- Customized best practice alerts can also be triggered by clinical indicators and entered into the EHR, helping to improve and speed care.
- There is extended reach of clinical information technology to all locations, referring facilities, providers and partners

Benefits for patients:

- All health information, lab work, medications and X-rays are together in one place, current and easily accessible by computer to medical caregivers.
- No more repeating of health history, medications and allergies to new medical caregivers.
- Some health information, like follow up medical instructions from primary care and clinic visits and additional resources may be accessed online.
- Prescriptions are ordered electronically and ready faster.
- More patient and family interaction in care with better accessibility to care instructions, results and communication with care providers
- Less time between diagnostic result availability and clinical decision/intervention/treatment

Implementation of Epic electronic health record
The Epic EHR will be implemented corporate-wide, at Community Regional, Clovis Community, Fresno Heart & Surgical and Community’s ancillary facilities. Community will benefit from experiences of previous Epic users since Epic EHR has been used as a best practice across the U.S. More than 100 of our own experts have helped custom design the model system for optimal use at Community facilities. A steering committee of clinical leaders from all three acute-care hospitals and a physician EHR committee meet regularly to determine how Epic will be implemented and address strategic questions.
Key challenges to the switchover
An implementation of this magnitude is a comprehensive, multi-year process. The design phase of the new system challenges business and clinical teams to automate a wide-range of manual processes. Once these new processes are tested, more than 4,000 Community employees and physicians will be trained prior to the September 2011 go-live planned at Community Regional and Clovis Community.

Epic Education Training
All impacted employees, physicians and medical office staff will receive education and training on the Epic system six weeks prior to the go live dates.

Subject matter experts – principal educators, super users and credentialed educators – have been identified throughout the hospital network to provide guidance, training and ongoing support for users.

Timeline for Epic “go-live”
January 4, 2011
Women & Children’s Clinics

January-May 2011
Testing of Epic modules & other information systems

January-June 2011
Ambulatory Clinics

July-August 2011
Training for credentialed educators/super users

August-September 2011
Training for inpatient and other area go-lives

September 2011
Community Regional & Clovis Community inpatient

September 2012
Fresno Heart & Surgical

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For more information about the conversion to the Epic electronic health record, please email EpicConnect@communitymedical.org