

Mount Sinai inside



Technological Change

The Mount Sinai Medical Center has officially launched the Epic Inpatient Project, a state-of-the-art electronic clinical information system that provides an integrated medical record connecting Ambulatory Services, including the Faculty Practice Associates, the Emergency Department, and Inpatient Services. The project will go live with the Clinical Data Repository (CDR) and the Pharmacy Department in October 2010, and in all other areas in 2011 and 2012.

Epic Ambulatory Care has been rolling out in the hospital and faculty practices for the last three years, and 90 percent of all practices will be live by the end of 2010. The Epic Project team is also in the planning stages for implementation in the Ruttenberg Treatment Center and the Dubin Breast Center, which will both go live in 2011.

"Establishing a comprehensive electronic medical record is essential to maintaining and improving the quality and safety of patient care," says Wayne Keathley, President and Chief Operating Officer of The Mount Sinai Hospital. "The Epic system is widely acknowledged as best in class. It will allow us to continue to compete successfully with other world-class institutions and remain at the forefront of innovation."

Epic acquires patient information through every phase of care, from office and emergency visits to hospitalizations. Authorized medical personnel will be able to use the system to access all of their patients' information and communicate with team members. For instance, a nurse can use the Clinical Decision Support (CDS) component to write an electronic reminder to a physician to place an order. This cohesive electronic system is more reliable than paper documentation, and will result in more efficient treatment and better continuity of care.

"Our staff is going to have the opportunity to use a new and superior system that will facilitate improvements in every aspect of patient care," says Ira Nash, MD, Chief Medical Officer and Senior Vice President for Medical Affairs at The Mount Sinai Medical Center. "We have an outstanding team, from IT and clinical and administrative areas, working together to carry out one of the biggest transformations in the history of Mount Sinai."

Members of the Epic team showcase the new Inpatient system.

FRONT ROW, LEFT TO RIGHT: Jill Goldenberg, MD; Elizabeth Yenson, RN; SECOND ROW, LEFT TO RIGHT: Rosanna Diamante, NP; Adel Bassily-Marcus, MD; Joseph Kannry, MD; Bruce Darrow, MD, PhD; Louis DePalo, MD; Elaine Chen, RN; BACK ROW: Ramiro Jervis, MD

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A State-of-the-Art Electronic Records System

When the Epic Inpatient documentation system goes live next year, it will reflect the dedication of a team of physicians and nurses who have been working behind the scenes with Information Technology specialists since January 2010, to create an electronic record system that enhances patient safety.

Amy Albano, RN, MBA, Senior Director, Nursing Operations, serves as Mount Sinai's Epic Nurse Champion, and leads a staff of 17 nurses, a physical therapist, a patient care associate, a business associate, and a part-time nutritionist who are making sure the system reflects their departmental needs. These individual team members, known as EPITs for Epic Project Inpatient Team, have taken a two-year leave from their regular jobs at Mount Sinai to join Epic on a full-time basis.



Amy Albano, RN, MBA

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Voluntary Physicians Provide Support



Louis R. DePalo, MD

"Most changes in medicine are evolutionary, but Epic is a revolutionary step," says Louis R. DePalo, MD, a voluntary pulmonologist, critical care specialist at The Mount Sinai Hospital, and Adjunct Assistant Professor of Medicine at Mount Sinai School of Medicine. As a member of the Epic Inpatient Physician Advisory Committee (IPAC), Dr. DePalo represents the unique needs of Mount Sinai's voluntary staff when it comes to integrating electronic patient-care records. "The workflow of voluntaries is

different than that of the full-time staff," says Dr. DePalo. The patients of voluntaries may go to different hospitals for different procedures, and move in and out of the health care system. Epic will ensure a comprehensive flow of patient information.

When the Epic Inpatient system goes live next year, voluntary physicians and full-time staff will have the same access to inpatient electronic medical records. If, for example, one of Dr. DePalo's patients requires hospitalization at Mount Sinai, he will be able to see every procedure that was done. That information is available under the current system, but "the process is time consuming because we have to go looking for it," in different places, says Dr. DePalo. Epic will eliminate the need to depend on a patient's recollections, along with extra phone calls, faxes, and copies of medical records that patients are asked to bring to their office visits.

"Epic will enhance patient safety because information is not going to be dropped," says Dr. DePalo. "The system will be better for practitioners and for patients."

State-of-the-Art Electronic Records (continued from page 1)

"We wanted our nurses to be involved in this project because they're the clinical experts who understand the workflow and have credibility among the staff," says Ms. Albano. "Based on their own experience, and the input and feedback they receive from clinical nurses at the bedside, they know exactly what they want to see implemented."

On the physician side, Bruce J. Darrow, MD, PhD, Assistant Professor, Medicine, Cardiology, is Epic's Inpatient Physician Champion, and a member of the Inpatient Physician Advisory Committee (IPAC), a group of 15 providers including voluntary staff, nurse practitioners, and physician assistants who meet weekly to ensure that Epic contains the functionality they need.

"There's going to be a fundamental change in the way that we take care of patients at Mount Sinai, and everyone has a stake in it," says Dr. Darrow. "The degree of cooperation among doctors, nurses, pharmacists, and ancillary staff is amazing. Mount Sinai is really going out if its way to create a system that is state-of-the-art."

For Elizabeth Saxler, RN, and Reina P. Belmonte, RN, two EPIT members, the opportunity to play a direct role in determining how patients receive care at Mount Sinai has been particularly

gratifying. Ms. Saxler says, "I want nurses to know their needs are being addressed."

Creating a comprehensive method for documentation is critical to all clinical staff, particularly nurses who must maintain detailed notes. With Epic, staff members will be able to bring computers to their patients' bedsides and enter the information there. Epic will

system goes live with CPOE (Computerized Physician/Provider Order Entry), and nursing documentation, linking Mount Sinai's Ambulatory Services with the Emergency Department and Inpatient Services in a seamless flow of data. In a final phase, scheduled for 2012, physicians and providers will switch from paper notes to Epic electronic documentation.

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— BRUCE J. DARROW, MD, PHD

eliminate the use of paper charts and create a standardized procedure for capturing inpatient information in each department throughout Mount Sinai.

On October 10, the Pharmacy component of Epic goes live. Then, at the end of October, physicians will be able to view test results in Epic. Viewers will see the data on the computer but will not be able to place orders or write notes. During the second quarter of next year, the entire inpatient

Says Joseph Kannry, MD, Lead Technical Informaticist-Epic Project, and Associate Professor of Medicine at Mount Sinai: "Epic will help us take better care of our patients, ensure the highest levels of patient safety, meet and exceed quality metrics, and help us comply with core measures and regulatory requirements in a more natural way that is integrated into the workflow."



The EPIT members: FRONT ROW, LEFT TO RIGHT: Grace Espanola, RN; Dorian Miceli, PCA; Ida Bowman-Kelly, RN; Elizabeth Yenson, RN; Marie Monteau, RN; Reina Belmonte, RN; Elizabeth Saxler, RN; Felice Rosen, RN; Amy Albano, RN, MBA, Nursing Champion

MIDDLE ROW, LEFT TO RIGHT: Germaine Ray, RN; Romona Tulloch, RN; Bernadette Payne, RN; Jacqueline Henriquez, RN; Jonathan Carter, BA

TOP ROW, LEFT TO RIGHT: Jay Bailon, RN; Maureen Harding, RN; Deborah Hutchison, RN; Carol Manns, RN; Maria Almirante, RN; Rebecca Solomon, Nutritionist; Elaine Chen, RN; Stacey Goldman, PT

The Emergency Department Prepares for Epic



LEFT TO RIGHT: Trevor Pour, MD, Emergency Medicine Intern; Lystra L. Wiltshire, Emergency Room Technician; Romona Tulloch, EPIT RN; Kevin M. Baumlin, MD, Vice Chair of Operations, Associate Professor, Emergency Medicine

When Mount Sinai's Emergency Department (ED) goes live next year with Epic's ASAP application, physicians, nurses, and ancillary staff will have a seamless view of each patient seen by Faculty Practice Associates in Ambulatory Services, or admitted to The Mount Sinai Hospital as an inpatient.

On the surface, the electronic data entry system that currently exists in the Emergency Department will not appear to be that different from the new Epic system. Efforts are under way to preserve the documentation templates, order sets, and workflow that were optimized over years of heavy usage. What will be different, however, is the ability for medical teams to have a comprehensive view of the patient.

Currently, when an ED patient is admitted to the hospital, the different ED and inpatient systems can lead to some redundancy, particularly in nursing documentation. With Epic, that will no longer be the case. "Epic will lead to better patient care and better documentation," says Romona Tulloch, RN, ED nurse, and member of the Epic team. "We'll be able to view the patient as a whole, as opposed to viewing a piece of information here and a piece there."

An Epic Road Show

In August, physicians, nurses, and ancillary staff in the Cardiology Division were treated to half-hour previews of the first phase of the Epic inpatient electronic records program that will be implemented throughout The Mount Sinai Hospital over the next two years. "Mount Sinai's version of Epic represents the dedicated work of a lot of people," said Bruce J. Darrow, MD, PhD, Assistant Professor of Medicine, Cardiology, and Physician Champion of the Inpatient Epic Project, as he demonstrated the system's robust capabilities to the curious crowd gathered in a seventh floor waiting area in the Guggenheim Pavilion.

Standing in front of a computer screen, Dr. Darrow logged in and demonstrated how to review test results for sample patients. "Epic allows you to find information quickly and easily," he told the crowd. "You start clicking for lab results for Patient

One on your patient list, and without closing out, you can click on Patient Two for labs. You have the ability to look not only at the big picture, but to drill down." Quick filter buttons allow the user to select only the relevant information from a broader list of test results.

Additional preview sessions, billed by the Epic team as "Road Shows," will be held in September and October throughout the hospital, with a goal of reaching every clinical floor before this first phase of inpatient Epic goes live on October 26.

The Road Shows give participants a sneak peek at Epic and an opportunity to ask questions of the team, but "do not count as training," said Dr. Darrow. User training for phase 1 begins September 19, when the self-guided e-Learning link on the Mount Sinai intranet becomes active.

EPIC ACRONYMS

EPIT(s): Epic Project Inpatient Team

This is a team of 21 nurses and ancillary staff who have been pulled away from their clinical responsibilities to focus specifically on the Epic project.

IPAC: Inpatient Physician Advisory Committee

This committee meets regularly and offers guidance and support on provider issues.

CDR: Clinical Data Repository

This is the first phase of the inpatient project that will go live on October 26, for providers. This is the view-only area of Epic that displays chart review and results review information. The information seen here is similar to that currently viewed in EDR.

CPOE: Computerized Physician/Provider Order Entry

This is the phase of the inpatient project when providers will be able to enter orders into Epic.

HIM: Health Information Management

This deals primarily with release of information and chart deficiency tracking.

Epic validation sessions are coming to an auditorium near you from September 27 through October 11. Visit the Epic Intranet for the latest updates, and contact information. Log on to: <http://intranet1.mountsinai.org/epic/>

EPIC TIMELINE

Town Halls

e-Learning Available

2010 Q3

Road Shows

Validation Sessions

Pharmacy Go-Live

CDR (Providers) Go-Live

2010 Q4

CDR (Nursing) Go-Live

2011 Q1

Clin Doc (Nursing/ Ancillary) Go-Live

CPOE Go-Live

Emergency Department's ASAP Go-Live

HIM Phase I Go-Live

2011 Q2

Clin Doc (Physicians) Go-Live

HIM Phase II Go-Live

2012 Q4

Meet some of the faces behind Epic

Reina Belmonte, RN



Ida Bowman-Kelly, RN



Maureen Harding, RN



Ramiro Jervis, MD



Grace Espanola, RN



Jacqueline Henriquez, RN



Marie Monteau, RN



Bruce Darrow, MD, PhD



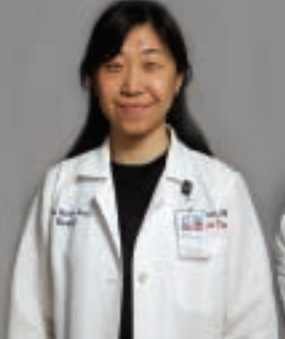
Deborah Hutchison, RN



Bernadette Payne, RN



Elaine Chen, RN



Romona Tulloch, RN



Felice Rosen, RN



Jay Bailon, RN



Maria Almirante, RN



Amy Albano, RN, MBA



Dorian Miceli, PCA



Stacey Goldman, PT



Joseph Kannry, MD



Rosanna Diamente, NP



Adel Bassily-Marcus, MD



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