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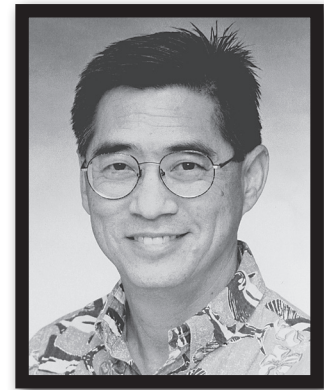
Hawai'i Health Partners News
June 2015

KEITH MATSUMOTO, MD, Elected HHP Board of Managers Secretary/Treasurer

The Hawai'i Health Partners Board of Managers elected **Keith Matsumoto, MD**, to serve as secretary/treasurer for June 1, 2015 to May 31, 2016.

Douglas Kwock, MD, will continue to serve as chair and **Thomas Williamson, MD**, will continue to serve as vice chair.

Committee chairs are:

- **Christopher Jordan, MD,** Nominating Committee
- **Marti Taba, MD,** Quality and Clinical Integration Committee
- **Wallace Matthews, MD,** Recruiting and Credentialing Committee
- **Keith Matsumoto, MD,** Finance Committee

Keith Matsumoto, MD

Epic Upgrade 2014:
What HHP members need to know

Hawai'i Health Partners (HHP) members who use Epic through Hawai'i Pacific Health or HealthAdvantage CONNECT have a variety of new features available for use with the recent Epic upgrade. The changes are designed not only to make physicians' jobs easier, but also to improve the quality of care for patients.

Studies show that when health care providers have access to complete and accurate information, patients receive better medical care. Electronic health records (EHRs) can improve the ability to diagnose diseases and reduce—even prevent—medical errors, improving patient outcomes.

According to a national survey of physicians[1]:

- **94 percent** report that their EHR makes records readily available at point of care.

- **88 percent** report that their EHR produces clinical benefits for the practice.

- **75 percent** report that their EHR allows them to deliver better patient care.

"The Epic upgrade is benefitting users by providing a faster workflow with more customizable options, more patient information quickly and easily accessible via InBasket (IB) messages and Sticky Notes, and a stream-lined and more intuitive design for screens like IB and medication warnings," says **Robyn Polinar**, Health Advantage CONNECT supervisor.

What HHP members need to know (continued)

Key upgrade features for providers

According to Polinar, key upgrade features include:

- **More user-specific customization** – add custom buttons for commonly used Chief Complaints, Speed Buttons for SmartPhrases in Notes, and customize which LOS Quick Buttons are displayed;

- **Improvements to assist with Meaningful Use** – mark Allergies, Medications, and the Problem List as reviewed in one place and with one click, and a Meaningful Use checklist (see image below) helps ensure providers meet Meaningful Use requirements by making it easier to review what has or has not been done for the patient;

- **InBasket upgrades** – key types of InBasket messages (e.g., Pt Calls, Rx Auth, Results) are faster to read, with the most important information presented first, and a sidebar provides a quick snapshot of patient information so providers don't have to go to the chart to see basic information (e.g., DOB, allergies, PCP);

- **Better documentation** – Nursing Notes can now use bold, underline, and all other Rich Text Formatting options, and clinicians can record user-specific, non-clinical data in short notes using the new sticky note feature;

- **ICD-10 Diagnosis Calculator** – the calculator (see image below) will help guide providers through the necessary specificity in coding for ICD-10, prompting the user for specifics required for billing and helping to prepare users for the upcoming compliance go-live on October 1, 2015.

Key upgrade features for providers (continued)

James Lin, MD, and **Jerome Lee, MD**, both pediatricians and HHP members, played significant roles in the recent upgrade. Lin served as the lead medical informatics physician for communication, design decisions, training and support coordination for physicians. Lee has served as an Epic trainer for the past seven years and was involved in the Epic Widescreen project during the upgrade "go-live."

Both agree with Polinar that the upgrade provides many improvements in usability that will help HHP physicians on Epic be more efficient and allow them to focus more on their patients.

They also encourage HHP physicians to become familiar with the new features and take the time to learn how to use them.

"The upgrade will improve the efficiency in finding clinically relevant information and also execution of daily clinic workflows," says Lin. "Taking the time to learn about them and implementing some of the time-saving techniques will save a lot of time going forward."

Lin created short learning videos based on specialty to educate physicians on the tools of which they can take advantage to improve efficiency and decrease clicks.

The videos are available to view online at www.hawaiipacifichealth.org/etv using Chrome or Firefox as the web browser. Login is "epic" and the password is "train."

"The videos are excellent and if they didn't watch them before the upgrade, I would recommend that they still take the time to watch them," says Lee.

James Lin, MD
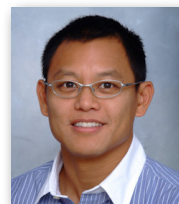
Jerome Lee, MD

EPIC WIDESCREEN FOR AMBULATORY CARE

One of the newest features launched with the upgrade in the ambulatory care setting is the Epic Widescreen feature.

"Epic's Widescreen view used with a 24-inch wide-screen monitor gives physicians a lot more screen space and reorganizes the Visit Navigator to take full advantage of the bigger monitor," says Lee, who was involved with the Epic Widescreen launch.

"Epic's 'claim' is that Widescreen view, along with the 24-inch monitor, can save the average full-time physician 1,500 clicks a day, or about 25 minutes a day if you estimate 1 second per click."

Katsuya Andy Iizuka, MD, HHP member and a family medicine physician in Kailua, was one of the physicians in the pilot study group for Epic Widescreen.

According to Iizuka, the Widescreen mode is a completely different layout, but the potential is great.

Katsuya Andy Iizuka, MD

"One of the main benefits of the Widescreen feature is less clicks, which could decrease the amount of time we spend on charting by a minimum of 10 to 15 minutes," said Iizuka. "Once we get used to it, I believe it will make a difference."

NEW FEATURES help save time for both physicians and patients

Time is one of the greatest benefits both HHP physicians and HHP patients will gain from the upgrade.

Other ways that HHP patients will benefit from their physicians using these new tools include:

- **Increased collaboration** with their physician for informed decision making, which is especially important in managing and treating chronic conditions such as diabetes;

New features help save time for both physicians and patients (continued)

- **Increased collaboration** with their physician for informed decision making, which is especially important in managing and treating chronic conditions such as diabetes;

- **Reassurance** that all their providers have access to the same accurate and up-to-date information, which can help reduce medical errors and unnecessary tests; and

- **A faster, simpler and more convenient patient experience** as physicians will have more time to spend with patients, and detailed information available at their fingertips to discuss with patients where and when they need it.

"The goal is to make physicians more efficient with Epic – less clicks, less scrolling, less time waiting for something to load on the computer," says Lee. "All this translates to more time and focus on the patient and I think patients will recognize that and appreciate it."

1 Jamoom, E., Patel, V., King, J., & Furukawa, M. (2012, August). National perceptions of EHR adoption: Barriers, impacts, and federal policies. National conference on health statistics.

TIPS For Getting Through Your Day Faster With Epic

Dale Glenn, MD, HHP Medical Director

The three biggest reasons physicians struggle with using the electronic health record are doing everything yourself, not using SmartPhrases, and not taking time to learn the new tools.

Here are some tips to make better use of the tools available with the Epic upgrade.

1. **Document in the exam room.** It is easy to do this if you ask permission: "Do you mind if I take a few minutes to write down what you told me?" Most patients see this as value-added time if you do at least some documentation in the exam room. Simple rechecks and short visits can be completed by the time the patient leaves, giving you more accurate notes and using less time.

2. **Know your "Top TEN."** Create SmartPhrases for your 10 most common diagnoses. About 70-80 percent of your work will be around these 10 diagnoses. If you can do those quickly, it frees up a lot of time in your day.

3. **Documentation is a team sport.** Automate and assign tasks to your staff. You can have your staff do medication reconciliation, update history, and enter basic history in the Chief Complaint comments field. All of these items can be imported into your note.

4. **Use the right tool for the right job.** Voice recognition is twice as fast as typing and very helpful for complex cases. Use the problem list documentation for patients with multiple problems. Use the copy forward function for complex follow-ups where you can review and edit a previous note. By documenting your assessment and plan in the Patient Instructions, and entering orders and billing first, you can then import all of these into your note using the refreshable smart link ".a" (short for assessment and plan).

5. **A picture is worth a thousand words.** Don't spend a lot of time explaining or lecturing when a handout will do. Make your own SmartPhrases, copy from the Internet or use graphs.

HHP Issues First Incentive Payment to Physician Members

Hawai'i Health Partners has achieved a significant milestone after completing its first year of operation and is distributing its first incentive payment beginning July 1 to physician members who qualified through the Quality Performance Program (QPP) for the 2014 scoring period.

"Our 2014 Quality Performance Program endeavors were a success and we're extremely pleased that we are able to tangibly reward most HHP physicians for improving the quality of care provided to HHP patients," said **HHP Executive Director Gerard Livaudais, MD**. "To achieve this level of accomplishment in our first year of operation is remarkable, and we're excited to see the level of conversation and engagement increase among

HHP physician members around how to build upon this momentum and achieve improved outcomes for 2015 and beyond."

The QPP incentive payment is based on a number of specific criteria outlined in the HHP 2014 Quality Program Guide. All HHP physician members will be receiving a letter that will include specific details about the incentive payment and what physician members are eligible for based on their status.

It is important to note that there is still time to earn points for the 2015 scoring period. All HHP physician members are encouraged to review the 2015 Program Guide to learn more about the criteria and measures that the scores are based on.

HHP WELCOMES NEW MEMBERS

Hawai'i Health Partners would like to welcome the following individuals who were recently appointed by the HHP Board of Managers as new members to the organization:

- **Corinne C. Chan-Nishina, MD,** Pediatrics
- **Eileen Alabanza Coloma Castillo, NP,** Nurse Practitioner, Wilcox Memorial Hospital
- **Geoffrey M. Hirschberg, MD,** Hospitalist, Hawai'i Hospital Physicians, Inc.
- **Patricia M. Mayer, MD,** Family Medicine, Kaua'i Medical Clinic
- **Sara M. Nehring, DO,** Hospitalist, Kaua'i Medical Clinic
- **Gina V. Ramirez, MD,** Pediatrics/Hospitalist, Kapi'olani Medical Specialists
- **Jennifer A. White, MD,** Anesthesiology, Kaua'i Medical Clinic

WE'VE MOVED!
A New Home For HHP

Hawai'i Health Partners has a new permanent home and invites HHP physicians to stop by and visit!

Hawai'i Health Partners
First Insurance Center
1100 Ward Avenue, Suite 670
Office hours: Monday - Friday, 8:30 am - 4:30 pm

Details will be announced soon for the HHP Open House.

SAVE THE DATE!

HHP SECOND ANNUAL MEMBERSHIP MEETING
Wednesday, September 30, 2015
5:30 to 8:00 p.m
Hawaii Prince Hotel Waikiki

Featuring Keynote Speaker
Alan Glaseroff, MD

More details to come soon!!!