

# CASE STUDY

## EPIC PHYSICIAN COMMUNITY CONNECT

Impact Advisors assists with the planning and implementation of a Community Connect initiative for independent physicians

### BUSINESS CHALLENGE:

Edward Hospital & Health Services is a full-service, regional healthcare provider offering access to complex medical specialties and innovative programming. Edward Hospital (Naperville, IL) merged with Elmhurst Memorial Healthcare (Elmhurst, IL) to create one of the larger health systems in Illinois. The merger created a three-hospital health system – Edward, Elmhurst Memorial and Linden Oaks at Edward – with revenues of more than \$1 billion and more than 50 locations across a service area of 1.7 million residents. The system employs nearly 7,600 people and has more than 1,680 physicians on staff.

To create affinity and strengthen relations with the independent physician community, Edward-Elmhurst sought to extend its Epic solutions through a Community Connect initiative. Community Connect is not starting from scratch, and it's not duplicating an existing build; it's somewhere in the middle. Successful implementation of one EHR across multiple providers is a complex cultural integration with which Edwards-Elmhurst leadership knew it would need guidance and expertise. Organizational leadership was also concerned about competitors in the market creating similar initiatives and engaged Impact Advisors to help accelerate the rollout of its program.

### SOLUTION:

Impact Advisors helped Edward-Elmhurst plan and execute on its strategy to extend its Epic EHR to the independent physician community.

The scope of the implementation was much broader than the Epic Ambulatory EHR with Access, Scheduling and Billing. It also included MyChart, Dragon Direct, Krames Patient Education,

## Edward-Elmhurst HEALTHCARE

*A 3-hospital, regional health system with 50+ locations in Illinois, nearly 7,600 employees and more than 1,680 physicians on staff*

### Business Challenge:

- Extend Epic solutions to a large number of independent physicians amid strong competitive pressure
- Dynamic interaction of physicians within multiple health systems required new thinking for use of the applications

### Solution:

- Planned and executed the extension of Epic to the independent physician community
- Developed a repeatable process with a tool kit designed to maximize the delivery of Community Connect, minimize scope creep and ensure all aspects of the program are handled efficiently and effectively

### Business Results:

- Extended Epic to two practices with six physicians as of 4Q 2015 with a plan in place to extend to an additional six practices in the near future

## SOLUTION: (CONTINUED)

RightFax, SureScripts, MediSpan, Passport Real-time Eligibility, OnBase Scanning, Phytel Appointment Reminder, Care Everywhere, I-Care Immunization Registry, and device integration for each of the physician practices involved.

The team overcame another set of hurdles involving the membership of physicians in Illinois Health Partners, including referral networks, Meaningful Use exclusions, technical and network connectivity, and third-party contracts.

Furthermore, some physicians were on staff at multiple hospitals, which required the team to work with other healthcare organizations offering their own Community Connect programs. For example, two practice locations received Epic Community Connect from Edward-Elmhurst's program, while the other two practice locations received Epic Community Connect from a neighboring organization. Additional design considerations, interfaces, batch files and use of Care Everywhere made it possible to satisfy the physicians, promote the Edward-Elmhurst Community Connect program and provide interoperability for patients and their data.

Ultimately, Impact Advisors partnered with Edward-Elmhurst to create a repeatable Community Connect implementation process and set of tools to supplement the overall project plan with the goal of rapid deployment once the program starts picking up speed early in 2016. The tools include an Implementation Plan, Testing Plan, Data Migration Plan, Provisioning Plan, and Transition to Support Plan specific to Edward/Elmhurst.

## BUSINESS RESULTS:

Impact Advisors supplemented the ambulatory implementation teams to support the extension of Community Connect to two practices with six physicians as of the fourth quarter of 2015. There are plans to extend to an additional six practices in the near future.

## NEXT STEPS:

The Epic Community Connect roll out is expected to continue through 2016.

*“Impact Advisors has had the flexibility to help [Edward-Elmhurst Healthcare] for the past five years with strategic planning, vendor selection, a Data Center move, and the Epic implementation, and I look forward to the next five years.”*

**Bobbie Byrne, MD**

VP, Health Information Technology

## ABOUT IMPACT ADVISORS:

Impact Advisors works with leading healthcare organizations across the country, helping them plan, develop and roll out community hospital EHR programs. Using our mature, proven tool set and methodology, we work closely with our clients to rapidly develop a competitive program that is tailored to the needs of the organization and the surrounding market.

For more information about Impact Advisors or our EHR Planning for Community Hospitals and Physicians Services, visit

[www.impact-advisors.com](http://www.impact-advisors.com).