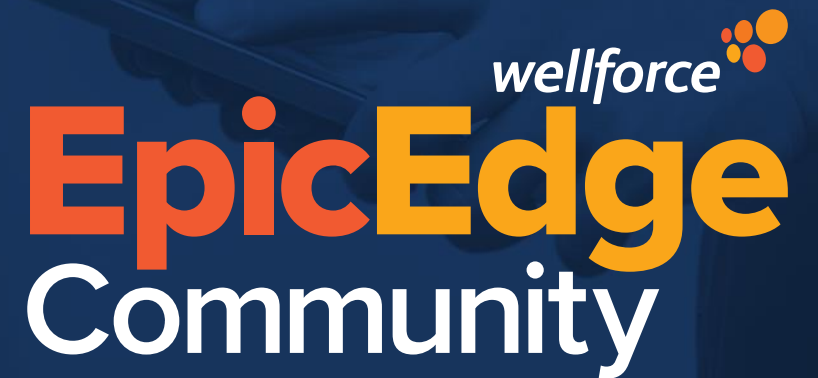


Community Providers

An Overview & Demonstration



Welcome



Agenda

- Welcome
- Guiding Principles
- About Epic
- Demonstration
- What is EpicEdge Community?
- Pricing
- How does it affect you, your patients, and your financials?
- Next Steps
- Q & A

EpicEdge Team

Dawn Nee – Executive Director, LMMER, MelroseWakefield

Tricia Brisbois - Director of IT Strategy and EMR Support , Lowell General PHO

Lisa Reed – Vice President, Performance Management, NEQCA

Jayson Woods – Project Manager, Wellforce

Guiding Principles



The true goal of Epic integration is to bring patient, physician, care team and employees joy, always aiming for equity and frictionless culturally competent care



We encourage our providers to consider and favor standardized care plans, aligned with patient's cultural/ linguistic needs, and protocols, and identified best practices, over customized care plans



We will leverage diversity and differences of opinions to build innovative solutions. We encourage inclusion for our teams to understand these differences finding common ground, to reserve escalation only for instances where these efforts are not successful.



We will all work together as one health system team to deliver Epic on-time and on-budget



We are all accountable for the project's success, one integrated patient record



All users will be trained and demonstrate competency before receiving access

About Epic



Customers rate Epic #1 Overall

2020 Best in KLAS

How the suite's components perform in their respective segments†

- Well Above Average
- ◐ Above Average
- Average
- ◐ Below Average
- Well Below Average
- Hollow circle = Limited data

	Epic	MEDITECH	Allscripts (Paragon)	Cerner	Allscripts	CPSI
RANK	85.9	77.1	71.5	70.6	67.6	66.9
Acute Care EMR	●	●	●	●	◐	●
Patient Accounting & Patient Mgmt.	●	●	◐	●		●
Ambulatory EMR (>10 Physicians)	●			●	●	
Practice Management (>10 Physicians)	●			●	●	
Small Practice Ambulatory EMR/PM (≤ 10 Physicians)				●	●	
Cardiology	◐ [C]					
Emergency Department	●	○		●	○	
Health Information Exchange (HIE)	●			○	●	
Home Health	●	◐		○		
Laboratory	◐	○		●		
Patient Portals	●			◐	●	
Population Health	◐			●	●	

† Unless specified, represents data from all organization/practice sizes.

[C] Component



Inpatient

- Prelude Registration/ADT
- Cadence Scheduling
- Health Info Mgmt (HIM)
- EpicCare Clinical System
- EMR
- Clinician Order Entry
- Decision Support
- Results Review
- Clinical Documentation
- MAR
- Rover Barcoding
- Clinical Pathways
- Care Plans & Education
- Infection Control
- Clinical Case Management
- ICU
- Long Term Acute Care

Willow Inpatient
Pharmacy

Ambulatory

- Prelude Registration
- Cadence Scheduling
- Call Management/CRM
- EpicCare EHR
- Charting
- Clinician Order Entry
- e-Prescribing
- Decision Support
- Results Review
- Coding & Benefits
- Nurse Triage
- Willow Ambulatory
Pharmacy
- Welcome Patient
Check-in

Pop Health & Analytics

- Healthy Planet *Population Health/ACO/CINs*
- Cogito Analytics
- Dashboards
- Reporting
- Analytics
- Enterprise Data Warehouse
- Benchmarking
- Epic Earth *Collaboration*

Access & Rev Cycle

- Resolute Hospital Billing
- Resolute Professional Billing
- Charge Router
- Eligibility
- Referrals
- Contract Modeling
- Financial Assistance
- Patient Estimates

Health Plans

- Enrollment/Eligibility
- Claims/Capitation
- Utilization Management
- Premium Billing
- PlanLink

Patient Portals

- MyChart *Shared EMR for patients*
- MyChart Bedside *for hospital patients*
- MyChart Virtual *Care chronic disease mgmt*
- MyChart Health Coach *promotes wellness*
- Lucy *Free-standing PHR*

Clinician mobile

- Haiku *for smartphone*
- Canto *for tablet*
- Limerick *for watch*

Education

- Supervisory support for Attendings
- Residency workflows
- Medical student training

Research

- Patient Enrollment
- Research Analytics
- Research Billing
- CTMS Interface

Telemedicine

- Video visits
- Specialty consults
- Remote interpreters
- Care Team member
- Pediatric distance care
- Urgent help (trauma)
- Telestroke
- Telepsych
- Remote monitoring
- ICU / bed monitoring
- Virtual rounds
- Virtual beds

Interoperability

- Community Connect
- EpicCare Link
- Care Everywhere
- Share Everywhere
- Lucy

Post-Acute & Social Care

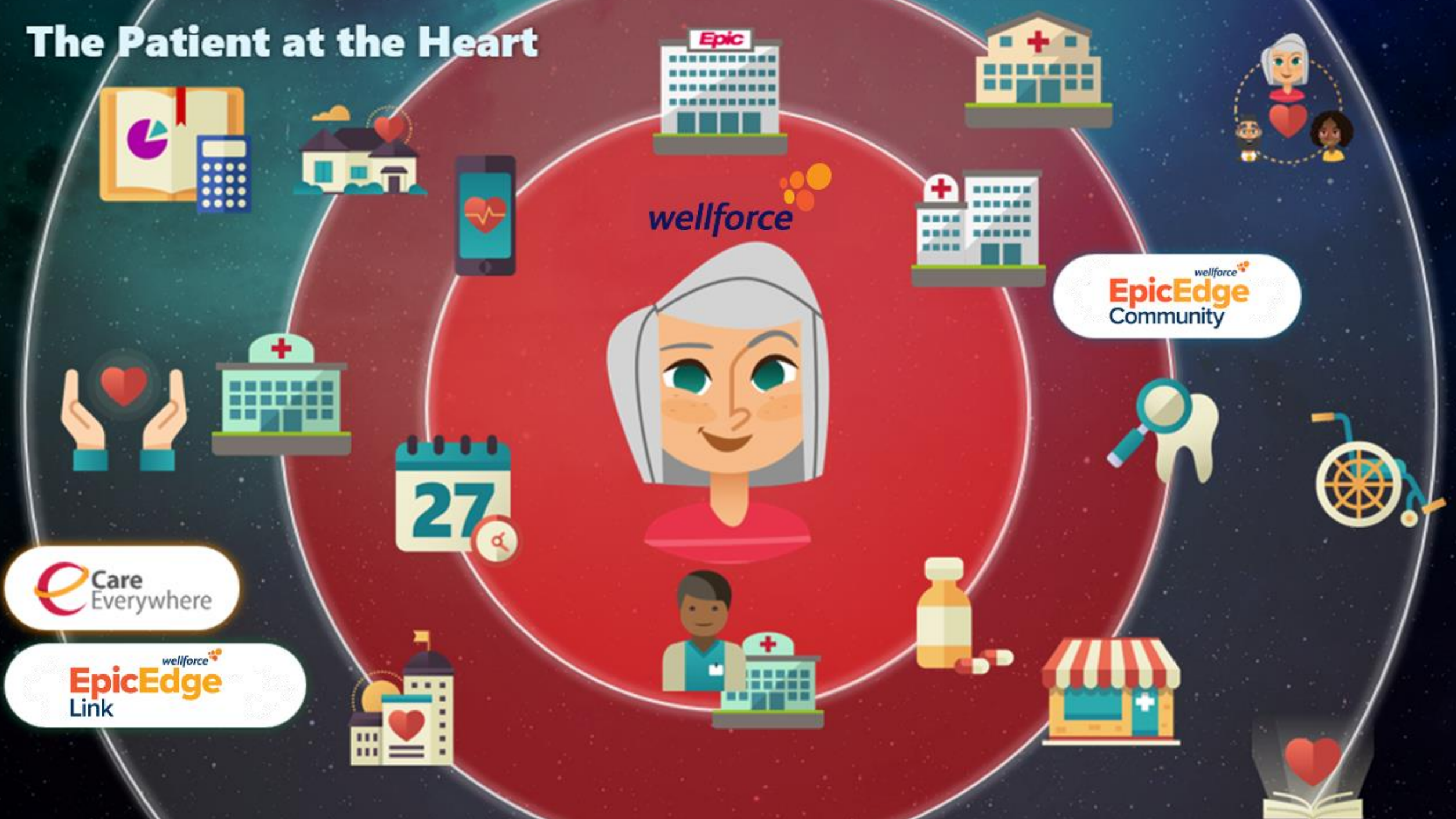
- Home Health & Hospice
- Long Term Care
- Community Care
- Child Welfare
- Behavioral Health
- Schools

Specialties

- OpTime *OR Management*
- Anesthesia
- ASAP *Emergency Dept*
- Beaker *Lab*
- Radiant *Radiology*
- Beacon *Oncology*
- Cupid *Cardiology*
- Stork *OB Labor/Delivery*
- Kaleidoscope *Ophthalmology*
- Phoenix *Transplant*
- Bones *Orthopaedics*
- Wisdom *Dental*
- and more...

EpicEdge Community

The Patient at the Heart



wellforce

wellforce
EpicEdge
Community

27

e Care
Everywhere

wellforce
EpicEdge
Link

What is EpicEdge Community?

- Wellforce's EpicEdge Community program allows you to purchase our best-in-class Epic electronic health record (EHR) and practice management system for use in your practice – designed and priced to meet your needs.
- EpicEdge Community is the same experience and product as Wellforce employed physicians
- **One patient, One record, on One Wellforce**
 - One problem list
 - One medication list
 - One history
 - One chart
- Private physicians involved in the shared vision of the entire Wellforce Epic project
 - Involvement in steering committees and workgroups (**Drs. Jevon and Chemaly chairing the Ambulatory Physician Council**)
 - Involvement in design
 - Involvement in training

What's included?

- Epic MyChart patient portal & online bill pay
- Epic Practice Management (registration and scheduling)
- Epic Ambulatory (clinical documentation)
- Epic Resolute and Claims (billing)
- Other specialty workflows included

Who Can Access My Practice Information?



Shared clinical content, shared experience



Financial and registration information are walled off from others



Pricing Model

- Pricing model is available upon request. Please email EpicEdge@Wellforce.org for more details.

What are we working on solving?

Data migration

- Weekly meetings with the Wellforce data migration team to outline options for practices while ensuring a holistic approach to the process.

Interfaces

- Creating an inventory of existing interfaces to inform policy for future integration

Cost/Pricing Governance Structure

- Representative voices from the community about pricing/costs and reporting

Moving from Epic to Epic and connecting to existing Epic practices

- Working with Epic and a transition plan from a non-Wellforce Epic system to Wellforce

Long Term Support Plan

- Working through post-live operational/IT/Epic support plan

Transition Planning

- Options for providers leaving the network
- Options for providers that retire

IT Requirements

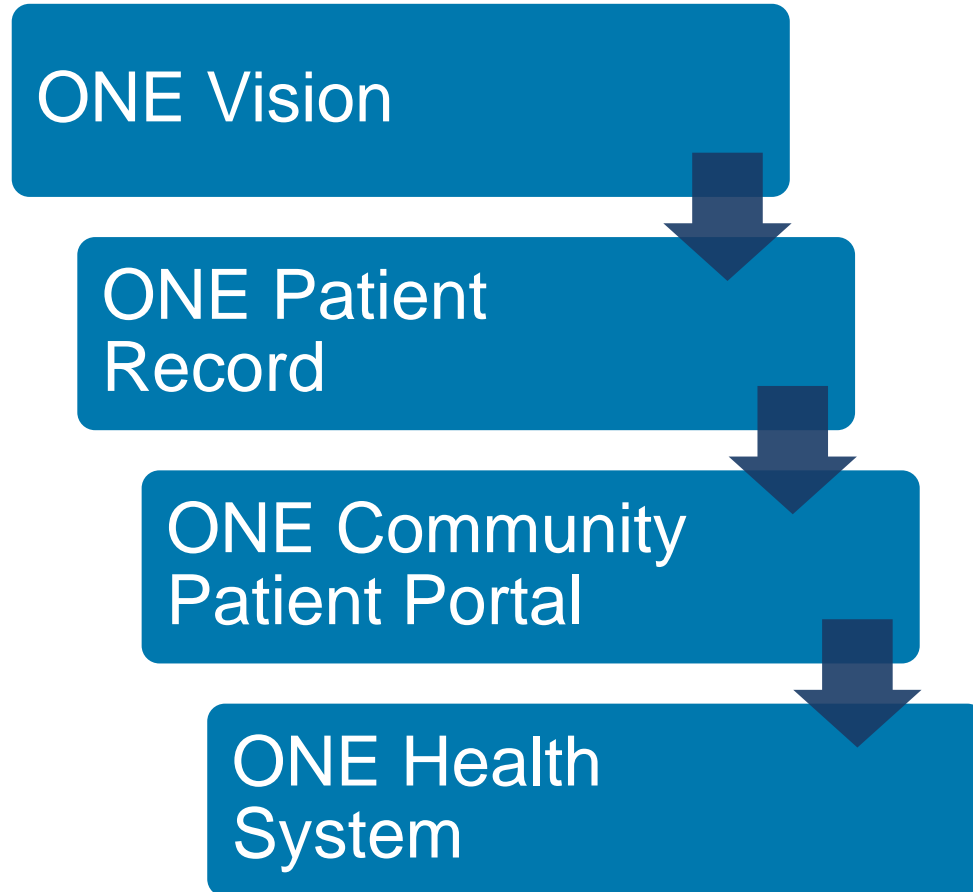
- Cloud hosted Epic system (no servers in your office)
 - All data stored in Wellforce Community Connect master patient database is stored in the Amazon WebServices cloud and therefore available 24/7.
 - Amazon WebServices cloud computing includes production, development, data backup, storage, disaster recovery and, testing and training for our Epic system.
- High-level device requirements
 - IT assessment to occur during implementation
 - PC running Windows 10 operating system
 - Monitor 24” minimum recommended
 - Printer – Two drawer printer for prescriptions, orders, and after visit summaries
 - Scanner – For scanning IDs, insurance cards, and other documents

The EpicEdge AdvantEdge

EpicEdge Community AdvantEdges

- Preserves practices/providers to stay independent
- Helps position practices to stay competitive
 - Patient retention
 - Provider retention/recruitment
- For some, it could be a lucrative part of succession planning
- Implementation, training and go live support is in tandem with the collective Wellforce health system
- CareEverywhere functionality will allow you to see information from ALL Epic systems

The EpicEdge Competitive AdvantEdge



- True continuity of care
- Integrated referral management
- Standard operations reporting
- Streamlined patient communication (MyChart)
- Standardized telehealth solution
- Access to other Epic health systems "near or far"

Defining the edge of what's possible. Together.

Embracing the Quadruple Aim

- Longitudinal view and workflows across the continuum.
- Reduce documentation time via real-time speech recognition integration.
- Access to electronic medical record from anywhere, anytime.



- Engage patients via MyChart with health and wellness information, online appointment scheduling, e-visits, medication refill requests and much more.
- Create a single longitudinal plan of care accessible to patients, providers, care managers and affiliates.
- Review and resolve care gaps through a web-based care management portal.
- Use claims-based analytics to better manage spends and trends.
- Reduces duplication of tests and services.
- Provide the most clinically effective and cost-efficient treatments with integrated clinical and financial decision support.

Steps to Go-Live for Community Providers



Next Steps

1. Review content of EpicEdge Community Packet (summary of offering)
 - Will be emailed to all in attendance by April 12th
2. Complete an EpicEdge Engagement Questionnaire
 - Information about your existing EMR and practice management software
 - Size/volume of practice
 - Level of interest
3. Email questions to EpicEdge@Wellforce.org

EpicEdge Team

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Questions?