

# Community Providers

An Overview & Demonstration

 wellforce  
**EpicEdge**  
Community

# Welcome

wellforce  
**EpicEdge**  
Community

# 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

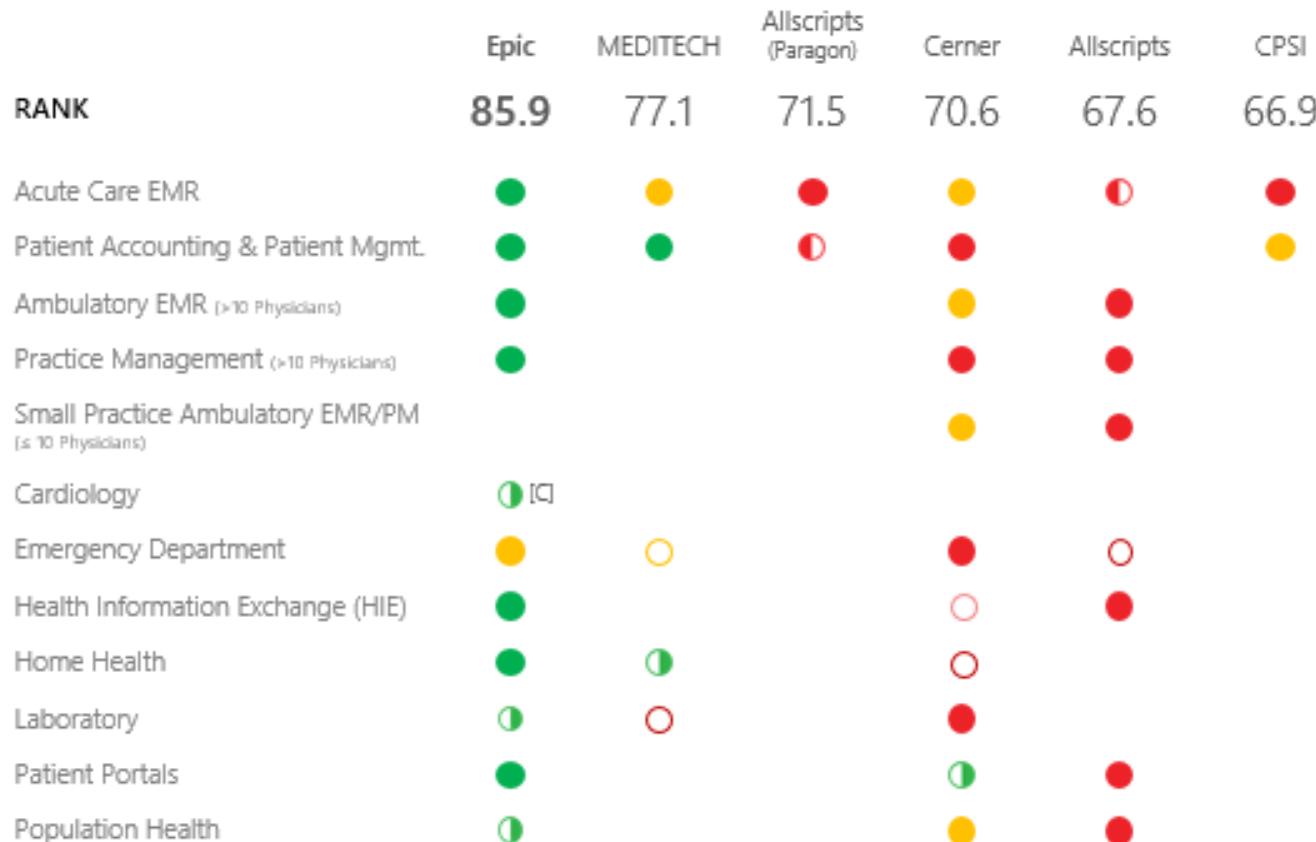
Above Average

Average

Below Average

Well Below Average

Hollow circle = Limited data



† 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

## Education

Supervisory support for Attendings  
Residency workflows  
Medical student training

## Research

Patient Enrollment  
Research Analytics  
Research Billing  
CTMS Interface

## Telemedicine

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

## 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

## Interoperability

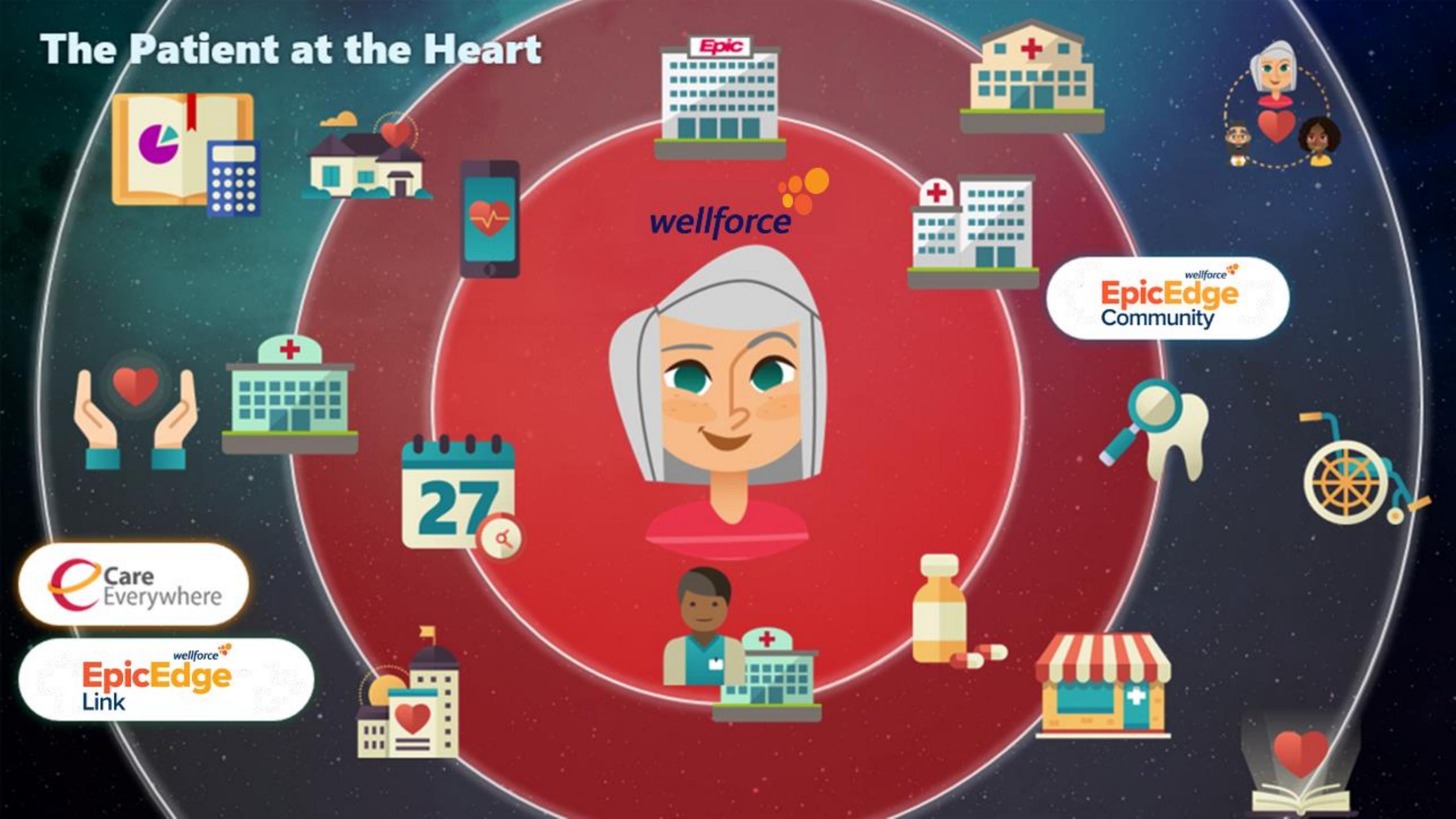
Community Connect  
EpicCare Link  
Care Everywhere  
Share Everywhere  
Lucy

## Post-Acute & Social Care

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

# EpicEdge Community

# The Patient at the Heart



# 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?

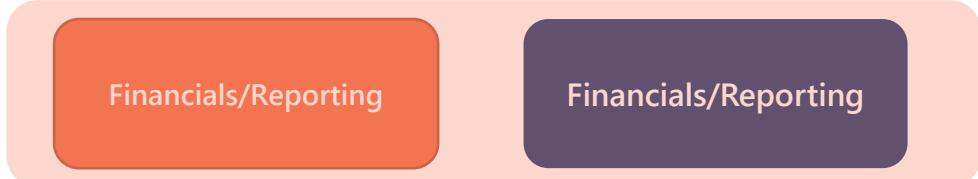
- Epic MyChart patient portal & online bill pay
- Epic Practice Management (registration and scheduling)
- Epic Ambulatory (clinical documentation)
- Epic Resolute and Claims (billing)
- Other specialty workflows included

# Who Can Access My Practice Information?



Shared clinical content, shared experience

Employed Physicians, Hospitals and Clinics



Employed Physician Personalization

Personalization

Financial and registration information are walled off from others

Private Practice

# Pricing Model

- Pricing model is available upon request. Please email [EpicEdge@Wellforce.org](mailto: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

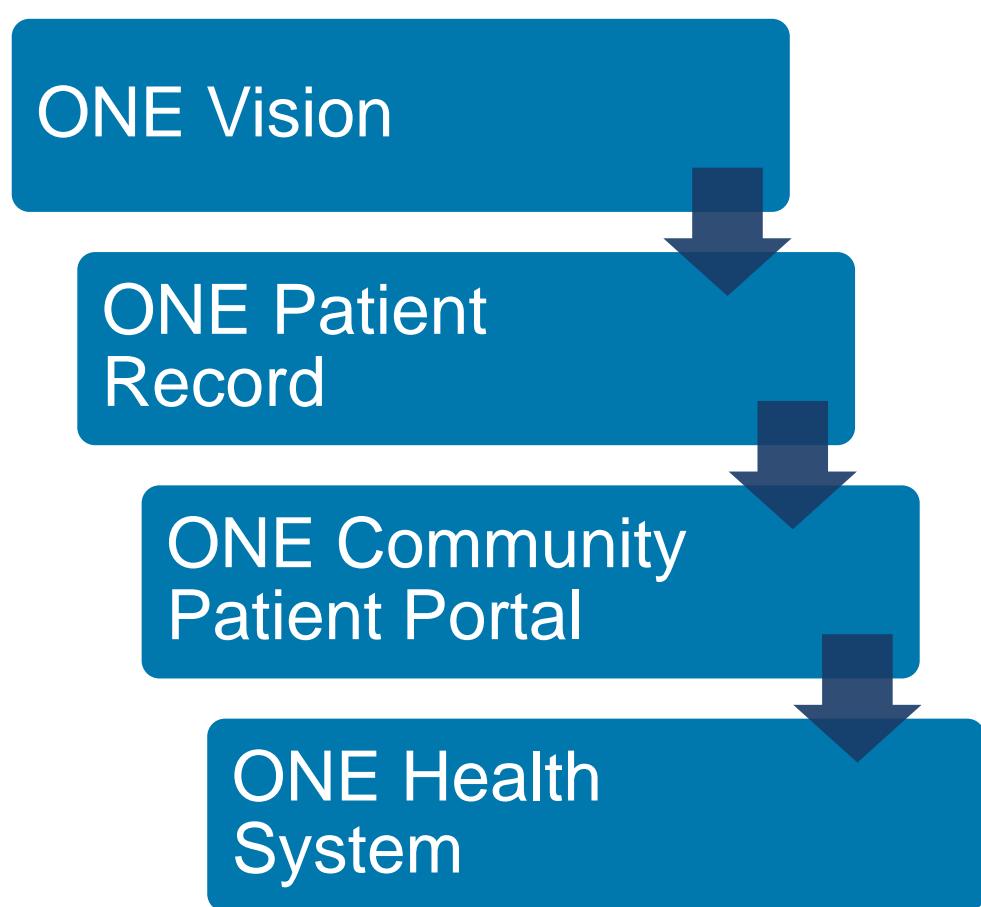
- Cloud hosted Epic system (no servers in your office)
  - All data stored in Wellforce Community Connect master patient database is stored in the Amazon WebServices cloud and therefore available 24/7.
  - Amazon WebServices cloud computing includes production, development, data backup, storage, disaster 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 12<sup>th</sup>
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](mailto:EpicEdge@Wellforce.org)

# EpicEdge Team

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# Questions?