

MultiCare Health System

Organization Name:

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Organization Contact:

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Schema Archetype

Regional/National Health Systems/Networks

Schema Factors

Hospital, Office, Non-Academic, Non-Profit

Organization Summary

MultiCare is an integrated health delivery network made up of four hospitals, Allenmore Hospital, Good Samaritan Hospital, Mary Bridge Children's Hospital and Tacoma General Hospital, totaling 818 licensed beds as well as numerous primary care and urgent care clinics, multi-specialty centers, home health and hospice and other services.

IT Environment

MultiCare Connect is an enterprise electronic health record system based on an integrated EPIC platform. MultiCare owns, operates, and maintains the central data system and owns the licensing and support relationship with Epic System Corporation. Care Connect© provides MultiCare's Epic application under an Application Services Provider model to community physicians and their office based staff. The ambulatory care clinics have used Epic since 1998. MultiCare Connect includes orders and order sets for medications, laboratory tests, imaging and patient care orders, with over 330 standard acute care order sets built at go-live in 2008 and just under 400 as of February 2011. CDS is built into the system in various ways such as context-specific information, drug-drug interaction and drug-allergy alerts, drug-dose range checking, and health maintenance alerts. Additional clinical decision support resources and references are available within the electronic health record.

CDS Achievement

MultiCare has transformed care processes and outcomes, with tremendous improvement in patient safety and quality outcomes. Over 80 % of all acute care orders are now entered directly by physicians using CPOE. There was a 13 percent decrease in adverse drug reactions within a few months of implementing MultiCare Connect.

MultiCare has designed a multimedia training program for their system, including the CDS components. Broad adoption by physicians was supported by requiring training and competency to maintain medical staff privileges.

In the ambulatory care setting, the concept of a Smart User network for providers and other clinical and non clinical staff was implemented to facilitate efficient use of the system. Physician webinars are hosted by Ambulatory Informatics physicians and held before office hours or during lunchtime.

The EHR generates an individualized list of all relevant health maintenance recommendations with tools to help providers efficiently place orders to comply with them. It is also available to patients who choose to access our patient portal. This effort was lead by a workgroup of clinicians.

Lessons Learned

MultiCare employs a comprehensive physician adoption and change management methodology with the goal of engaging the doctors from the very beginning. This starts with strong medical staff and operational leadership and sponsorship with goals that are focused on safety and quality rather than technology. The methodology includes validation of workflows, order set content and system design as well as the development of a Physician Advisory Board.

Further, a complete physician communication plan helps promote awareness, understanding, enthusiasm, and adoption while minimizing misinformation and rumors.

Success was facilitated by many road shows, going into the community to show clinicians the product, asking them for their input, and providing a lot of training and support.

Standardized order sets based on current evidence-based care are designed to promote standard care for a wide variety of clinical conditions and medical specialties.

An effective process for implementing new clinical content includes review by multidisciplinary teams that include project and departmental physician champions,

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pharmacists, nursing staff and other ancillary clinicians as needed. Final review and approval for clinical content is the responsibility of the Medical Staff Leadership.

Awards, Recognitions, and Citations

HIMSS	Davies	Organization	Award	Winner,	2009
http://www.himss.org/davies/docs/2009_RecipientApplications/MultiCareConnectHIMSSDaviesManuscript.pdf					
http://www.chita.org/downloads/0902-CHITA-January-2009-Florence-Chang.pdf					