Visit CHIOneCare.net to access OneCare tools and resources for KentuckyOne Health.

Dec. 5, 2012

Upcoming OneCare Go-lives in Kentucky

**AEHR Saint Joseph Physician Enterprise**
- Wave 10 – Dec. 11
- Wave 11 – Jan. 8
- Wave 12 – Jan. 22
- [Saint Joseph Physician Enterprise AEHR full schedule](#)

**PPMS Jewish Physician Group**
- Wave 3 – Jan. 4
- Wave 4 – Feb. 1
- [Jewish Physician Group AEHR/PPMS full schedule](#)

**Upcoming Events**

**Practice Manager Forum Dec. 12**

**Cerner News & Updates**

*Cerner Training Update for KentuckyOne Health*
*Key Highlights and Opportunities from Cerner Go-live in Little Rock, Ark.*

**EMPI News & Updates**

*KentuckyOne Health Implements Enterprise Master Person Index*

**PPMS/AEHR News & Updates**

*Wave 2 JPG Practices Live on PPMS*

**McKesson STAR News & Updates**

*Important Training Reminder for Facilities Going Live on McKesson STAR Feb. 1*

**End-to-End Barcode Solutions News & Updates**

*Lexington Wave 1 and 2 Hospitals Prepare for End-to-End Barcode Solutions*

**OneCare for KentuckyOne Health**

*Fast and Easy Solutions for Clinician Sign-ons and Computer Access*
*Survey Findings Provide Guidance in OneCare Communication Effort*

**Upcoming Events**

**Practice Manager Forum Dec. 12**

Practice Manager Forum web meetings are held the second and fourth Wednesday of the month and are approximately 30 minutes in duration. Meeting topics focus on CHI’s Ambulatory Care Initiative, which includes Ambulatory Electronic Health Record (AEHR), CHI eScripts and Physician Practice Management System (PPMS).

Please join us for the Practice Manager Forum on Dec. 12 at 3 p.m. ET.
Cerner News & Updates

Cerner Training Update for KentuckyOne Health

As reported in previous OneCare newsletters, KentuckyOne Health’s OneCare Cerner training is unlike previous training. Eighty percent of individual learning will come from simulation-based computer training and 20 percent will be instructor-led training (ILT) in the classroom.

Training updates:

**Training Schedule and Enrollment**
- Simulations will be available three months prior to go-live
- Instructor-led training will begin six to eight weeks prior to go-live

**Train the Trainer Session**
- Train the Trainer kicked off successfully on Nov. 26, 2012
- Trainers representing facilities from all four waves will be dedicated to the OneCare Cerner initiative
- Trainers will hold ILT sessions from January through February 2013

**Manager Responsibilities**
- Enroll staff in applicable ILT
- Begin the LEARN registration process as early as possible to maximize training time
- Review training compliance reports weekly
- Monitor staff’s simulation completion

### Wave 1 Key Training Dates

<table>
<thead>
<tr>
<th>Date</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dec. 15, 2012</td>
<td>Enrollment opens for instructor-led training</td>
</tr>
<tr>
<td>Dec. 17, 2012</td>
<td>Simulations available in the LEARN system</td>
</tr>
<tr>
<td>Jan. 14, 2013</td>
<td>ILT begins for <strong>end users</strong></td>
</tr>
<tr>
<td>Jan. 28, 2013</td>
<td>ILT begins for <strong>providers</strong></td>
</tr>
<tr>
<td>Jan. 28, 2013</td>
<td>Sandbox/playground available for end users</td>
</tr>
<tr>
<td>Feb. 22, 2013</td>
<td>Training complete</td>
</tr>
<tr>
<td>March 5, 2013</td>
<td>Wave 1 Cerner go-live</td>
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</tbody>
</table>

As end users complete training, they will be required to complete a practicum. Supportive training materials and quick reference guides will be provided after training.

More information will be provided as it becomes available. Back to top

**Key Highlights and Opportunities from Cerner Go-live in Little Rock, Ark.**

On Nov. 11, 2012, three St. Vincent Health System facilities in Little Rock, Ark., successfully went live on Cerner, the hospital-based electronic health record. The three facilities are: St. Vincent Infirmary Medical Center, St. Vincent Medical Center North and St. Vincent Morrilton.

**Highlights:**
1. **A strong leadership team** in Little Rock kept the project on track. They reviewed staffing options, ensured support from the market for end users and played an active role throughout the first two weeks of the go-live.

2. **SuperHands**, teams from other MBOs, were on site during the first two weeks of go-live to support St. Vincent and OneCare staff in Little Rock. Beyond the at-the-elbow support they provided to St. Vincent end users, most SuperHands considered the experience invaluable for helping them prepare for go-lives in their own markets.

3. **Early communication** between St. Vincent and national leadership through a variety of weekly calls was key to the success of the St. Vincent go-live. It ensured that few details could “fall through the cracks.” Decisions were discussed, and issues were resolved in a timely manner.

**Opportunities:**

1. **Adequate training.** The training team was challenged by continued modifications to the application design and build along with constrained timeframes for materials development. Additional opportunities around training, including providing a better means for end users to practice the skills they learned during training, will be forthcoming. Super user skill enhancement workshops are also being developed.

2. **Communication** to subject matter experts (SMEs) and patient care units and departments regarding the **status of issues and issue resolution** needs to be more direct, timely and consistent for future implementations.

3. **Knowledge of workflow** in all areas of the hospital affected by the new implementation is critical. This includes workflows used before and after the implementation. SMEs and super users need to be fluent in both the current and future state workflows. These groups also need thorough knowledge of the Cerner application and functionality.

Lessons learned are already being carried forward by the Cerner project team for KentuckyOne Health’s Cerner go-live scheduled to begin in March 2013, as well as upcoming Cerner implementations in Iowa, Tennessee, Nebraska and Pennsylvania. [Back to top](#)

**EMPI News & Updates**

**KentuckyOne Health Implements Enterprise Master Person Index**

The Enterprise Master Person Index (EMPI), designed to enhance the data flow of patient information from Physician Practice Management System (PPMS) to the Ambulatory Electronic Health Record (AEHR) system, was implemented for legacy Jewish Physician Group clinics Nov. 30–Dec. 1, 2012. The EMPI was also upgraded from passive to active status for legacy Saint Joseph Health Systems clinics on Sunday, Dec. 2. (Passive implementation occurs prior to active implementation for clinics already live on the PPMS.) Final work was completed after clinic hours on Tuesday, Dec. 4, 2012, to ensure minimum disruption to clinical activities.

**Jewish Physician Group – Active Implementation**

The EMPI was implemented in legacy Jewish Physician Group practices in active status on Dec. 2. This implementation paves the way for practices to begin abstraction and scanning paper charts in preparation for AEHR go-live.

**Saint Joseph Health System – Active Implementation**

The EMPI was upgraded from passive to active status in Saint Joseph Physician Enterprise practices on Dec. 2 as well. Now that the system is in active status, SJP users will notice:

- When a registrar searches for a person in PPMS, the system performs a local search. If the person does not exist in the source system, a query will be sent to the EMPI to search the enterprise-wide database.
- If a potential match (or matches) is found, the most up-to-date demographic information is returned from the EMPI.
- The registrar has the option to choose a patient in the EMPI database, or they can create a new patient.
- All the features included with the initial passive EMPI implementation are still available.

**Questions?** Contact the National IT Help Desk at chicustomersupport@catholichealth.net or call 1-866-236-0441 and press 1. [Back to top](#)
PPMS/AEHR News & Updates

Wave 2 JPG Practices Live on PPMS

Jewish Physician Group Wave 2 practices successfully went live on the Allscripts Enterprise Physician Practice Management System (PPMS) Dec. 3. With this latest go-live, nearly 50 JPG practice locations are now using the new system to register patients, schedule appointments, verify insurance eligibility, collect co-pays, enter charges and complete day-end close.

Go-live support teams will be in Wave 2 practices through Dec. 7.

Wave 3 PPMS users have completed role-based training in preparation for their Jan. 4, 2013, go-live.

A complete JPG PPMS go-live schedule is available on CHIOneCare.net. Back to top

McKesson STAR News & Updates

Important Training Reminder for Facilities Going Live on McKesson STAR Feb. 1

What’s the best way to be prepared for a new way of doing your work? Train, train, train…ahead of time.

KentuckyOne Health’s new IT platform, McKesson STAR, will go live Feb. 1 at:

- Jewish Hospital
- Jewish Hospital Shelbyville
- Frazier Rehab Institute
- Jewish Hospital Medical Center South
- Jewish Hospital Medical Center East
- Jewish Hospital Medical Center Northeast
- Southern Indiana Rehab Hospital

If you work in revenue cycle at one of these facilities, you must enroll for Part 1 of your training by Dec. 20 and complete training by Dec. 20. Users should enroll as soon as possible. Part 1 training is a prerequisite for further training scheduled in January 2013. If you do not complete Part 1 training by Dec. 18 you will miss the opportunity to complete your prerequisite training.

To take the course, log in to your LEARN account, enroll in a McKesson STAR Core Functionality (Part 1) session by Dec. 13 and complete it by Dec. 20. Should you have any issues with viewing your LEARN training assignments, please contact Kristi Mock.

Non-revenue cycle and clinical employees should keep checking their LEARN accounts for a required McKesson STAR module that will need to be completed by Jan. 16, 2013.

Below is a snapshot of key training dates for December and January:

- **Dec. 3–20**: All revenue cycle employees are required to enroll in a Core Functionality (Part 1) session as a prerequisite for further training in January
- **Dec. 21–Jan. 2**: Some revenue cycle employees will be required to complete two web-based modules via LEARN
- **Jan. 3–23**: Some revenue cycle employees will be required to enroll in system deep dive sessions, practice sessions and a final practicum session; some non-revenue cycle employees and clinical staff will be required to complete a web-based module via LEARN

If you have questions about training, please contact Kim McIntosh or Maxine Riccio. Back to top

End-to-End Barcode Solutions News & Updates

Lexington Wave 1 and 2 Hospitals Prepare for End-to-End Barcode Solutions

End-to-End Barcode Solutions (ETEBS) projects are under way in Kentucky. Lexington Wave 1 facilities include Saint Joseph Hospital, Saint Joseph Hospital East and Saint Joseph Jessamine. Wave 2 facilities are Saint Joseph Berea, Flaget Memorial in Bardstown, Saint Joseph London, Saint Joseph Martin and Saint Joseph Mount Sterling.
The ETEBS project team anticipates hardware installation to be complete before Dec. 25. Wave 1 ETEBS go-live is expected to occur by the end of January 2013. More information about specific timelines and anticipated ETEBS go-live dates will be provided when it is available.

If you have questions about medication barcoding in Kentucky, contact Eddie Gee (Wave 1) or Pam Foreman (Wave 2), ETEBS project managers. Back to top

OneCare for KentuckyOne Health

Survey Findings Provide Guidance in OneCare Communication Effort

In October 2012, the OneCare Communications team surveyed OneCare program team members to gauge the effectiveness of OneCare communications. Survey results, presented recently to leadership, provided insight into how communication efforts can be improved and how to ensure key stakeholders are receiving the information they need, when they need it.

Highlights from the survey include:

- **Core Communication**:
  - Ninety-three percent of respondents understand why CHI is implementing an electronic health record.
  - Ninety percent said they understand the overall goal of OneCare (unchanged from April 2012 findings).
  - Fewer than 70 percent of respondents reported they know where to get the information they need or answers to questions they have. However, both ratings represented significant increases from the April 2012 findings.

- **OneCare Benefits**:
  - More than 80 percent of respondents agreed with all benefit items. (Ratings are similar to those from April 2012.)

- **Partnership and Communication**:
  - Eighty-one percent of respondents said they receive meeting invitations and updates they need, a significant increase from April 2012 findings. Considerably more respondents than in April 2012 report they have the information they need to do their jobs well.
  - Ratings decreased in response to “leadership demonstrates that OneCare is a true partnership between clinical and ITS” and for “I understand how project leaders and regional leaders should work with each other.”

A detailed summary of survey findings is available on Inside CHI. Back to top

More information about specific OneCare projects is available on CHIOneCare.net and Inside CHI: AEHR, Cerner, CHI eScripts, CPOE, ETEBS, HIE, Meaningful Use, Meditech 6.0, OEHR, PPMS