Training for Epic EMR Beginning Soon

Swedish/Edmonds is just a few months away from the start of training and implementation of the Epic electronic medical record (EMR). The go-live dates for implementation are:

- Edmonds clinics – Birth & Family Clinic, Swedish Internal Medicine at Edmonds and Swedish Edmonds Specialty Clinic: Monday, July 30
- Hospital surgery scheduling: Monday, September 3
- Hospital go-live: Sunday, September 30

Before implementation, hospital and medical staffs will receive training on how to use the Epic system. Training is mandatory for staff who will use Epic to perform their job function. Training will involve two components – online e-learning modules and classroom training. Training dates are:

- Super Users (identified staff resources who will provide support during the go-live): July 30 – September 3
- Medical and non-medical staffs (hospital clinical staff and support staff): August 27 – September 29

Validation of basic computer skills is a prerequisite for participation in Epic training. Training is mandatory for all physicians, hospital clinical staff, and certain support staff who will use Epic. Identified hospital medical and non-medical staff also must be able to demonstrate basic Epic competency to receive access to the system.

Additional information, including how to sign up for Epic training, will be distributed through the medical staff office and hospital departments in future communications. Representatives from the Epic team will also be working with medical staff leadership and contacting medical staff offices to provide more information about physician training and adoption.

Swedish/Edmonds has the advantage of joining an Epic system that has proven itself and is working well. Joining this implementation and avoiding time-
Swedish/Edmonds Clinic Welcomes New Provider

Swedish/Edmonds and Sound Women’s Care welcomed a new member to the team – Evelyn Spieker, MN, ARNP.

Evelyn began caring for patients at Sound Women’s in March and is excited to have joined the practice. As a nurse practitioner, she provides women’s health services including annual physical exams, menopause management, contraceptive counseling and prenatal/postpartum care.

“As a health-care provider, it is essential to listen and understand the source of each woman’s concern to provide individualized quality care,” says Evelyn.

Evelyn has a master’s degree in nursing from the Family Nurse Practitioner program at the University of Washington and a decade of experience caring for women in the Pacific Northwest. She is especially dedicated to educating young women about their health so that they may make informed decisions that are best for them.

“Health care is a partnership between the patient and the provider,” she says. “I believe the patient can and should actively participate in their health care. Each patient knows themself and should actively participate in their plan of care. I feel education is an important part of my practice and knowledge leads to better health.”

Evelyn is accepting new patients. For an appointment, call 425-640-4810 or go to SoundWomensCare.com.

Sound Women’s Care is located just west of the Swedish/Edmonds campus, across 76th Avenue in Stevens Professional Center.

Congratulations…

These individuals were mentioned by name in the February Press Ganey Patient Satisfaction Surveys and complimented for their great work.

Anand Patani, M.D.  Swedish Internal Medicine at Edmonds
Anny Soon, M.D.  Swedish Internal Medicine at Edmonds
Brian Takagi, M.D.  Ophthalmology
Catherine Rogers, M.D.  Sound Women’s Care
Catherine Zeh, M.D.  Birth & Family Clinic
Daniel Timmons, M.D.  Sound Women’s Care
David Spiro, M.D.  Birth & Family Clinic
Deborah Sciscoe, M.D.  Sound Women’s Care
Don Floyd, DPM  Alderwood Ankle & Foot Clinic
Erin O’Rourke, DPM  Stevens Foot and Ankle Clinic
Jeffrey Bray, M.D.  Sound Women’s Care
Joe Skariah, D.O.  Birth & Family Clinic
John Maldazys, M.D.  Sound Urological Associates
Judith Babcock, M.D.  Birth & Family Clinic
Katrina Erickson, M.D.  Birth & Family Clinic
Keith Luther, M.D.  Swedish Internal Medicine at Edmonds
Kevin Keating, M.D.  Emergency Services
Khanh Nguyen, M.D.  Swedish Internal Medicine at Edmonds
Kimberly Dickey, D.O.  Sound Women’s Care
Linda Strong, M.D.  Swedish Internal Medicine at Edmonds
Maureen Cronyn, M.D.  Birth & Family Clinic
Randolph Bourne, M.D.  Sound Women’s Care
Ryan David, M.D.  Emergency Services
Shari Engstrom, M.D.  Emergency Services
Steven Swedberg, M.D.  Ophthalmologist
Timothy Little, M.D.  Puget Sound Gastroenterology
Wu Zhughe, M.D.  Kruger Clinic Orthopaedics
Elective Deliveries Down
Improving Outcomes for Moms, Babies

The average rate of elective birth deliveries prior to 39 weeks at Swedish/Edmonds was an impressive zero percent in the third quarter of 2011. That’s down from 2.8 percent in the third quarter of 2010 and well below the state average according to statistics from the Washington State Hospital Association and data collected through the Medicaid Quality Incentive.

Reducing elective deliveries prior to 39 weeks gestation improves outcomes for mothers and babies. Babies born early face higher rates of complications and are more likely to spend time in a neonatal intensive care unit.

Statewide, elective delivery numbers dropped from 15.3 percent in the third quarter of 2010 to 6.9 percent by the third quarter of 2011. More than 450 elective deliveries prior to 39 weeks were prevented in Washington state.

The Washington State Hospital Association’s Board of Trustees has set a statewide goal of further reducing the rate of elective deliveries prior to 39 weeks to less than 5 percent. It’s an area of increasing focus at both national and state levels. The Centers for Medicare & Medicaid Services is encouraging hospitals across the country to demonstrate reductions by August.

If you’d like more information about reducing elective deliveries, please contact Carol Wagner, Washington State Hospital Association, at 206-577-1831 or carolw@wsha.org.

Thank you for your continued dedication to the health of the community and to improving patient safety!

Clinical Documentation Integrity Program (CDIP) Report: March

Total Reviews: 457
Total Queries: 60
Response Rate: 87%
Physician Agree Rate: 73%

March’s Top 5 Queries:
1. Documentation Clarification
2. Sepsis
3. Present on Admission
4. Congestive Heart Failure
5. More Acute Conditions

Most Effective Query:
Documentation Clarification

Impact of most effective query:
Revenue: $42,872
Case mix: 0.0137

Total Case Mix Index for Medicare and Managed Medicare: 1.6779

Thank you to the medical and surgical staff for taking the time to respond to these queries. Please contact Melanie Westerinen, CDIP Supervisor, at 425-640-4378 with any questions.
Part of the patient care process at Swedish/Edmonds is to facilitate access to medications after discharge from the hospital so that patients may continue care interventions initiated at Swedish/Edmonds. This can be especially challenging for patients without prescription benefits.

To meet this need, the hospital provides ambulatory (retail) prescriptions through Pavilion Pharmacy. Pavilion Pharmacy has the software, medications, staff and expertise needed to provide ambulatory prescription services. It should always be the first choice to fill prescriptions for indigent patients because it is more cost effective for the hospital. However, to improve turn-around times for prescriptions and better track service utilization, Swedish/Edmonds has partnered with the Lynnwood 24-hour Walgreens Pharmacy at 208th and Highway 99 to offer a plan with after-hours ambulatory prescription service.

Swedish/Edmonds staff is asked to do the following when ordering prescriptions for indigent patients:

- Prescriptions for indigent patients should be sent to the Pavilion Pharmacy when they are open. There is no set cut off time. Hours of operation are Monday through Friday, 9:30 a.m. - 6 p.m. and Saturday 10 a.m. - 3 p.m.

- When the Pavilion is closed, prescriptions for a three-day supply of medications for indigent patients can be filled at the Lynnwood Walgreens. If the patient needs a longer duration of therapy, the remainder can be provided by Pavilion Pharmacy. Walgreens will bill Swedish/Edmonds for the drug and a dispensing fee for each prescription.

A completed Swedish/Edmonds – Walgreens Authorization form must be faxed to Walgreens to notify them that the patient is authorized to fill prescriptions on our contract for that day only. These forms are available at Swedish/Edmonds through social work/case management and in the Emergency Department. The patient must present the hard copy prescription(s) and pick up the medication within 24 hours.

This new service has been discussed with the Edmonds and Lynnwood police departments, and with Rural Metro so that they are able to assist patients they may be transporting with picking up a prescription at Walgreens if needed.

If you have questions or concerns, please contact Pavilion Pharmacy Manager, Lee Baker, at 425-673-3701 or Inpatient Pharmacy Manager, Val Wilkins, at 425-640-4181.

### Swedish CME Events

Below are Swedish CME activities for June - July 2012. Please visit Swedish.org/CME for locations, times and the most up-to-date information about upcoming CME activities.

**Acute Care Neurology and Neurosurgery: From the ER to the OR to the NCCU**
Friday, June 1

**Emil Jobb Gastroenterology Symposium: Updates in the Diagnosis and Treatment of Gastroenterological Diseases**
Friday, June 8

**Spine Management for the Primary-Care Physician: Back to the Future**
Friday, June 15

**Liver Transplant from A-Z**
Friday, June 29

**Third Annual Highlights in Cardiovascular Therapies: A Case-based Course for Cardiac & Vascular Specialists**
Friday, July 13
New Artwork Added to *Healing Through Art* Program

Eight new pieces of art have been added to the *Healing Through Art* program at Swedish/Edmonds.

The program, which began last September, is a collaborative effort between the hospital and the Edmonds art community.

Local artists have loaned Swedish/Edmonds their art to place in public spaces and patient areas. Art can facilitate emotional and physical healing, and enhance the well-being of patients, their families, and medical staff.

![A commissioned work of art honoring the legacy of the late Stanford (Stan) Silberman, M.D., a physician at Stevens Hospital (now Swedish/Edmonds). Shown is Dr. Silberman’s family – his wife Sue and their two daughters along with the artist, Garth Edwards, and David Jaffe, chief executive at Swedish/Edmonds.](image)

Epic Training *(continued from page 1)*

...consuming customization, will allow the entire Swedish system to evolve and make future enhancements together.

...improve the health and well-being of each person we serve.

At the end of the day, it’s about the patient, and the successful implementation of Epic at Swedish/Edmonds will continue the mission to...

Create Your Swedish Web Profile

All active Swedish/Edmonds physicians are eligible to create a physician web profile at www.swedish.org. Follow the steps below to create your profile today and attract new patients.

Go to www.swedish.org/physician or www.swedish.org/CMSDesk and enter your user name and temporary password:

- User name: Firstname.Lastname
- Password: Lastname (case sensitive)

It’s recommended that physicians provide their login information to clinic managers to maintain office information on profiles such as office hours, address/phone changes, etc.

If You Need Help

Please contact Spencer Vaden, Swedish/Edmonds Physician Relations at 425-640-4603 or spencer.vaden@swedish.org.
WELCOME New Swedish/Edmonds Medical Staff – April

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<thead>
<tr>
<th>Name</th>
<th>Group</th>
<th>Specialty</th>
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<tbody>
<tr>
<td>Jonathan Cook, M.D.</td>
<td>Sound Women’s Care</td>
<td>OB/GYN</td>
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<tr>
<td>Daniel Downey, M.D.</td>
<td>Downey Plastic Surgery</td>
<td>Plastic Surgery</td>
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<tr>
<td>Skyler Lindsley, M.D.</td>
<td>Swedish Cancer Institute</td>
<td>Radiation Oncology</td>
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<tr>
<td>Cynthia Maree, M.D.</td>
<td>Swedish/Edmonds Hospitalist Group</td>
<td>Hospitalist</td>
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<td>Katia Ronay, M.D.</td>
<td>Katia Ronay, M.D.</td>
<td>Psychiatry</td>
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To Admit a Patient to Swedish/Edmonds, Call 425-640-4444

For Medical Staff information on the web, visit: www.swedish.org/EdmondsMedicalStaff