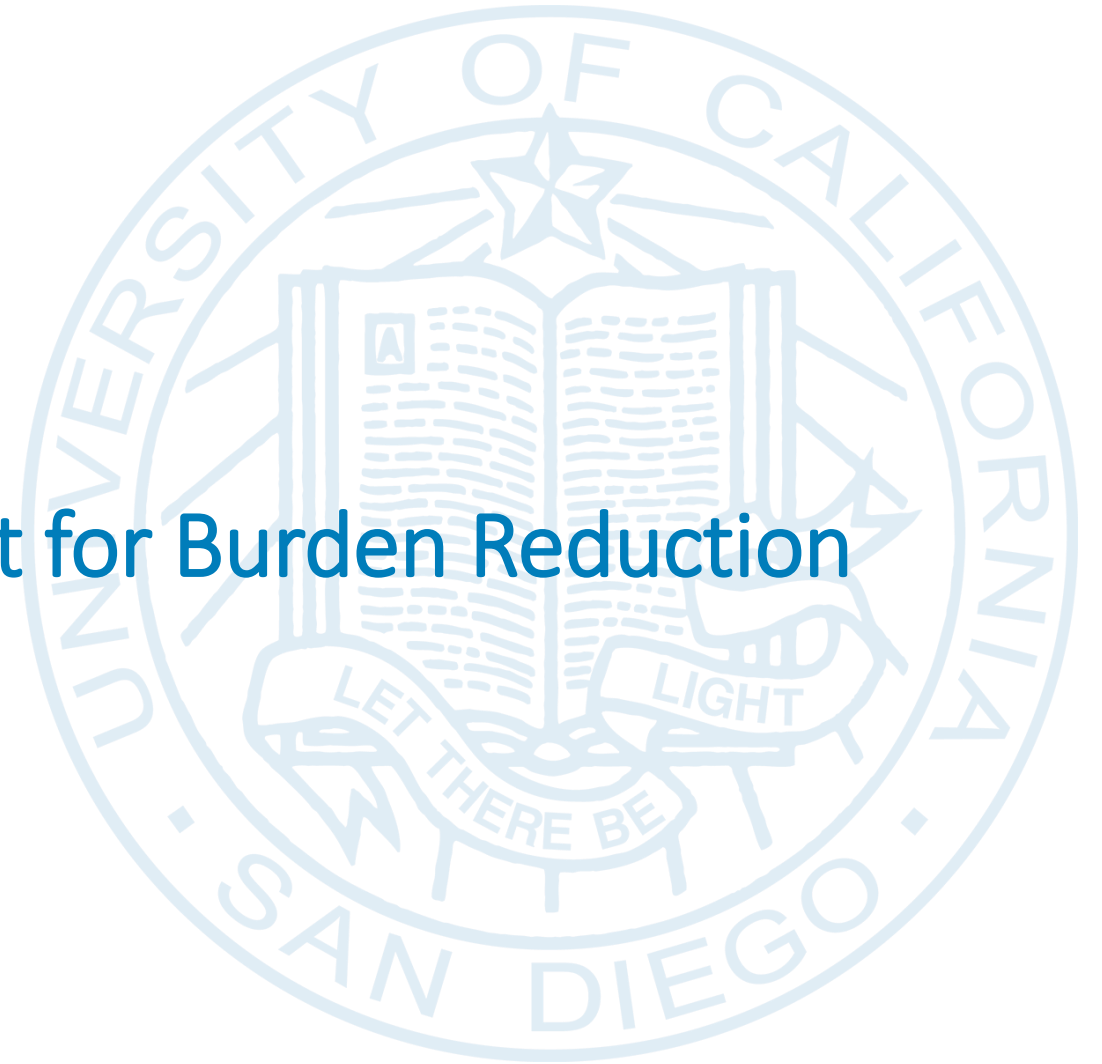


UC San Diego Health

UC San Diego Training and Support for Burden Reduction

Marlene Millen, MD
Professor of Medicine
CMIO-Ambulatory and Affiliates

June 21, 2023



6 years ago at UCSD

- Epic Training only with new hires
- CMIO did new resident/fellow trainings
- No Feedback mechanism for change- concentrated on broken things
- Lots of different workflows



Journey to change: H4D and Sprint

- Request for funding for one on one training program modeled after Stanford. "Home for Dinner"
 - Received funding for 1 trainer and 1 year to show that funding should continue
 - Metrics of decrease Time Outside scheduled hours and feedback
 - With this work realized system around providers was contributing to workload
- Request for funding for department level improvement modeled after UC Davis and U of Colorado. "Sprint"
 - Approved for 2 trainers and 2 analysts. Lead by CNIO initially and then a hired person 2.5 years ago
 - Work was to go department by department and optimize teams. 4-6 weeks in each area.
 - Flow was happening at same time but not always aligned
- UBAR program to help with mobile tech

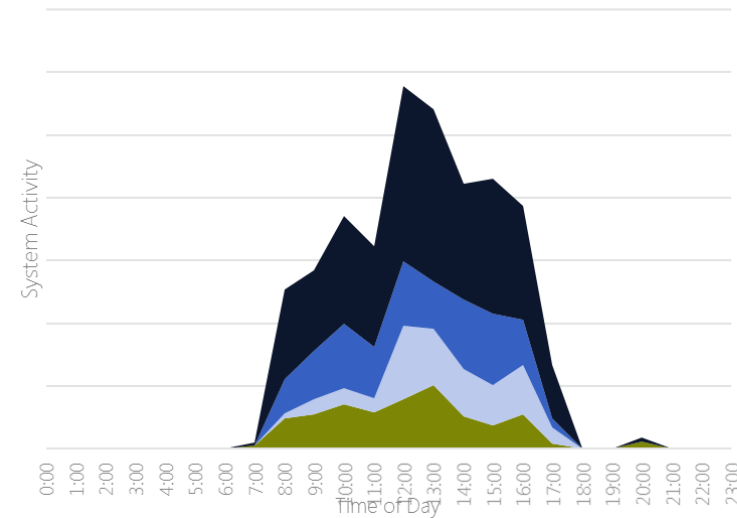
Home For Dinner: 1:1 Epic training for providers

Home 4 Dinner is designed for Ambulatory Physicians, NPs and PAs to help expand your current knowledge of Epic.

Time required: In person personalization for 60-90 minutes. The trainer will come to your clinic or zoom.

Goals: These sessions will help equip you with the tools you need to use Epic more efficiently and cut down on charting time. Covers a variety of advanced navigation tools, techniques and workflow functionalities specifically tailored towards your workflow.

More information and to sign up: Go to [Pulse.ucsd.edu](https://pulse.ucsd.edu) and search “Home for Dinner”



UBAR: Increasing use of Mobile technology

Providing onsite support for UCSDH Mobile applications for both providers and patients.

Time required: Less than 5 min to install most apps

Goals: Making providers lives easier with the help of UCSDH's mobile applications. Place orders with Haiku, dictate using your phone with MModal, protect your phone number with Doximity Dialer when calling patients.

Using mobile apps in everyday workflow will decrease the time spent on the computer, make note writing easier, and improve patient/provider interaction.

More information: UBar.ucsd.edu for schedule of times when a team member will be at Physician/Surgeon Lounges in JMC or KOP lounges.

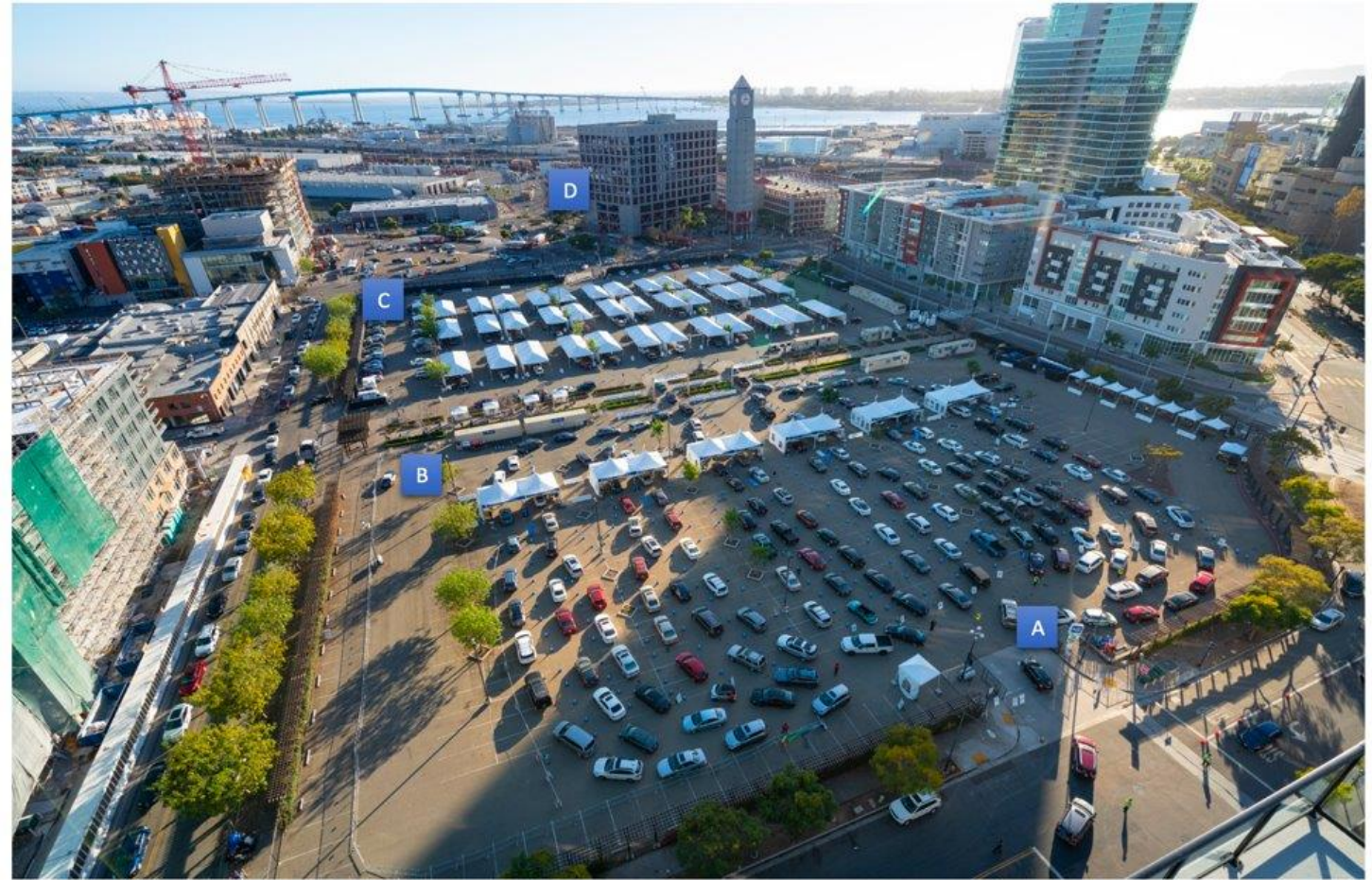


Used by permission Doximity

UC San Diego Health

Along the way

- Pandemic!! Team got deployed for Video visits and Vaccination and testing workflows
 - Build relationships
- Shifts in direction of what we are doing to focus on Wellness and team directly works with wellness teams



A = entrance B = registration tents C = vaccination tents D = exit

Outcomes:

- Continuous process improvement now set up
- Sprint and H4D now same program to improve feedback and changes
- Ambulatory IS Governance with operations and UCI to make quick decisions.
- Focus on burden reduction and wellness core work now

Sprint Program Update

- Provider Wellness Focus
 - Supporting on going In Basket clean up
 - Submission of Addendum auto notifications to be turned off. Review on 3/17
 - Nephrology Support
 - Shout Out to Jasmine Watson! She has been highly involved and encouraging of standard process for In Basket management. The success of this process is because of her partnership!
 - Final steps in pilot workflow of standardization for In Basket management for MyChart messages.
 - Neurosciences and Ob/Gyn
 - Areas of focus – MyChart Message Routing, In Basket Pools
- Float Nurse Training
 - Joining the float team to support standard training and support workflow for float pools.
 - Goal to have standard expectations of the Float Nurse team
- Provider Education Support Team
 - Multiple teams joining to implement standard Level of Service Time billing support. Project specifically focused with HIM team and Compliance for chart review accuracy
- Commination
 - Added Home 4 Dinner training to Provider Wellness Pulse page for ease of use

Examples: My Chart Message Timeframe Change update

Epic Update: MyChart Messages Timeframe Change

After April 18, patients can send MyChart messages directly to providers within 1.5 years of their most recent visit, down from 3 years. This update will encourage patients to stay current with their health by scheduling regular visits, ensuring providers have the time and resources to focus on patients who need their attention the most. In addition, a reminder that Addendums will no longer auto-send as of April 18.– Dr. Marlene Millen

Assistance Needed from Leadership

Patient calls, they are unable to send a message to a specific provider

Before an In Basket message is created, confirmation of patient's last visit in the department should occur.

If no encounter within 18 months, patient needs to schedule an appt.

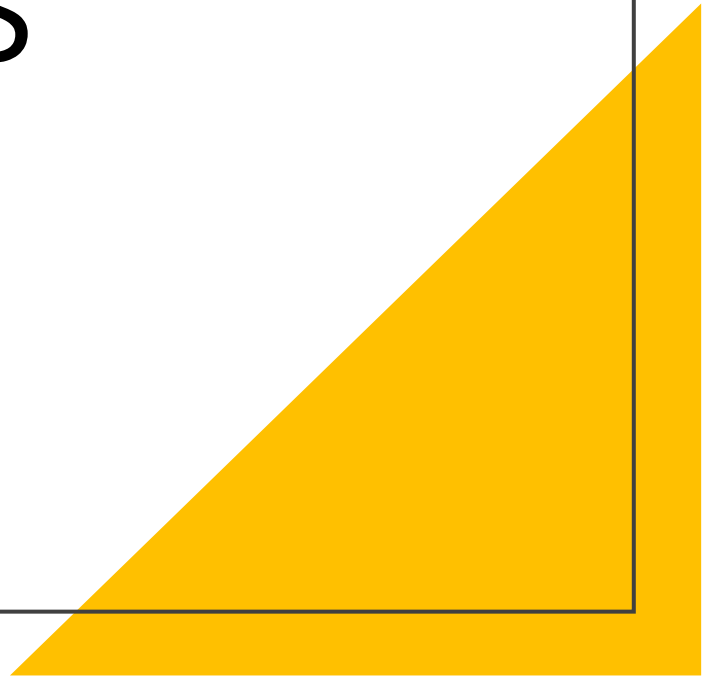
5/2023

NEXT APPT
With SURGERY
NEUROLOGICAL
06/15/2023 at 8:20 AM

LAST VISIT WITH ME
None
with This Dept: 10/27/2021
(Home Health Telemedicine)
with This Spec: 11/9/2021 MON
HNS (Office Visit)

Service Area: Ucsd Health
System Service Area

Active project
escalations/Issues



Strategic Planning List FY23

Enterprise Committed (Department & Sponsor)	IS Effort (hrs)	Contractor Effort (hrs)	Total Project Effort
# 1 -Epic Genomics Module (J.Califano) ●	8,913		8,913
#2 - Revenue Cycle - Price Estimates Automation ●	500	2,088	2,588
#3 - Enterprise Smart Pump Renewal (M.Baggett) ●	10,646	2,088	12,734
#4 - Physician Scheduling System (Qgenda - Phase I) (B.Clay) ●	5,585		5,585
#5 - Revenue Cycle - Advanced Beneficiary Notice Configuration (Phase II) (R.Skillens) ●	3,700		3,700
#6 - Children's Primary Care Medical Group (D. Cates) ●			
#7 - Social Determinants of Health - Community Referral Program (D.Cates) Aunt Bertha ●	6,519		6,519
Enterprise Imaging Modernization – Disaster Recovery Environment (A.Norbash) ●	5,900		5,900
Enterprise Imaging Modernization – IBM VNA Decommission (A.Norbash) ●	2,200		2,200
Rancho Bernardo/Via Tazon Relocation Assessment (B.Kremer) ●	2,500		2,500
8980 Villa La Jolla Dr - 8 - Department Relocation (J. Torello) ●	1,250		1,250
Pacific Highlands Ranch - 1st Floor(P.Maysent) ●	1,250		1,250
Bankers Hill Physical Therapy Expansion (B.Kremer) ●	1,650		1,650
4510 Chancellor Park Eating Disorder Expansion (B.Kremer) ●	1,250		1,250
Voice and Swallowing Expansion (B.Kremer) ●	1,250		1,250
9333 Genesee: Sports Medicine with Coumadin and Allergy Expansion (B.Kremer) ●	1,100		1,100
Enterprise Committed Subtotal	54,213	4,176	58,389
Subtotal Enterprise Technology Investments	141,767	26,377	168,144

- Complete ● Risk ● On FY24 Plan
● On-Track ● Critical ● On Hold



Now at UC San Diego Health 2023



Training With annual review to make improvements with IS MDs, End users, Nursing



Sprint/H4D team with continuous interactions with operations and goal of quick turnaround on changes



Operation/billing/patient experience/informatics/training all interact regularly



EMR News with Interactive website and archives



Continuous update of websites for training



Thank you!!