

**ASHNHA Denali Commission
Project Close-out Report**

Please attach photos of your completed project to this report

Project Name: Electronic Health Records

Name of Hospital / Grant Sub-Recipient: Providence Seward Medical and Care Center

Close-out date: 3/15/2011

Sub-Recipient Grant No.: 1265-F

Part 641 – A. Project Budget Summary

1. Original Project Budget Information:

The *original total* approved project budget:

- a. Amount of Denali Commission Grant Award: \$100,000
- b. Amount of Facility Cost Share Match (CSM): \$499,984
- c. Original Total Project Cost [line 1(a) plus line 1(b)]: \$599,984

2. Actual Project Costs:

- a. Total amount of the Facility's project cost share match expended (non-reimbursed expenditures):

\$374,978

- b. Total amount of Denali Commission funds expended for this project:

\$100,000

- c. Total Project Cost: (add lines 2a & 2b):

\$474,978

3. Explain any differences between the original budgeted project cost and the actual project costs.

Project was modified as we switched from CPSI to EPIC electronic health records. EPIC is less costly, interfaces with other Providence Health Systems EHR and offers a patient portal

4. **Project Schedule:**

Please provide a list of appropriate milestone dates completed for the major phases or activities of your project.

Start date: March 2010

End date: February 28, 2011

<u>Description of Milestone Or Activity</u>	<u>Anticipated Completion Date</u>
1. Electronic Health Records licensing acquired by Providence Health Systems	3/2010
2. Training and Certification of PSMCC personnel	2/28/2011
3. Project End - full implementation of EHR at PSMCC	2/28/2011

5. Lesson Learned: Provide a summary of lessons learned through the completion of this project including any obstacles encountered and how they were overcome.

In February 2011 we launched Providence Seward Medical and Care Center into Epic hyperspace. We started the journey with Epic back in September 2009 when we chose the system. 18 months later we went live with ASAP (Emergency Room), Epicare Inpatient including therapies, Beaker (Lab), Radiant (Radiology), ADT (Admissions), Ambulatory (Family Medicine Clinic), Cadence (Registration), HIM (Health Information Management), HB (Hospital Billing), PB (Professional Billing), and Clarity (Report Writing) applications. Along the way we have not only learned how to navigate a new electronic health record, but also a new and safer way of handling patient information that will improve the quality of care we provide at PSMCC. We also in sourced our patient billing at the same time. Seward Patient billing previously performed in Anchorage and Seattle was the number one source of patient dissatisfaction and patient complaints.

A few lessons learned along the way are as follows:

- 1) Invest in training and education. Most of our users were trained in more than 2 applications and received an average of 24hrs of training each. Additionally, 10 individuals were sent to Wisconsin for up to four weeks of training each with 8 ultimately receiving certifications allowing them to actually build and modify the program. This was only possible because everyone pitched in and worked extra to cover for each other.
- 2) Be flexible. We had some bumps along the way and keeping an open mind while issues were resolved helped keep morale high and stress low. We will continue to evolve our workflows as we discover new ways to utilize Epic. And the more we use the system, the more efficient we will come. Stick with it!
- 3) Build relationships. Our super-users, individuals from Providence Alaska Medical Center, and Epic personnel fielded many questions, usually multiple times during build, training, and go-live. Without this small army of folks, we would not have been successful!

Part 641 – B. Project Performance Analysis (add line items to the chart as appropriate):

2010 Project Budget Line Items:	Approved Budget:	Actual Cost:	Completion Date:	Actual Work Performed:
Software	448,900	112,108	2/28/2011	Purchased licensing 2010
Hardware	82,850	0	2/28/2011	Hardware installed
Interface Engine Configuration	39,209	0	n/a	Interface configured
Training	144,000	47,870	2/28/2011	Staff trained
Conversion	25,000	0	n/a	n/a
Discounts	-100,015	0	n/a	n/a
Implementation	0	265,000	2/28/2011	
Additional Application software		50,000	2/28/2011	
Totals:	599,984	474,978		

Part 641 – C. Facility Certification:

The preparer of this report, by signing below, certifies on behalf of his or her employer, that the information contained herein is accurate and complete to the best of his or her knowledge.

Signature 

4/14/11 Date

Christopher Bolton, PSMCC Administrator
Printed Name and Official Title

Providence Seward – Electronic Health Record - Photos

