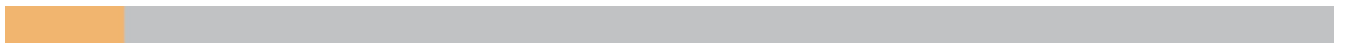




HIMSS Analytics

HIMSS Analytics Stage 7 Case Study

Sutter Health



Profile

Sutter Health is an integrated delivery network of more than 5,000 physicians and 48,000 employees providing comprehensive care to over 3,000,000 patients annually in more than 100 communities in Northern California. Sutter Health supports our communities with acute and ambulatory care settings, home health and hospice services, outpatient surgery and specialty care centers, medical research and training programs.

The Challenge

Sutter Health is guided by four key themes:

- Patients at the center of everything we do
- Uncompromised pursuit of excellence
- Enable caregivers to excel at giving care
- Lead the transformation of health care

As the largest geographically contiguous, non-profit system in the United States, we aim to deliver a consistent, high value patient experience in the geographically and socioeconomically diverse communities we serve. According to our CEO Patrick Fry, a tremendous amount of health care expense—perhaps more than one fifth—is largely due to poorly coordinated care, over treatment and variation. The challenge before us was to design a health information technology implementation strategy that would support a patient-centric, evidence-based care delivery model that promotes essential clinical collaboration between interdisciplinary teams, reduces unwarranted clinical variation, and engages patients to be co-partners in improving their health. Upon this framework, we want to empower our clinical teams to leverage health IT to innovate how care is delivered.

Implementation Overview

Sutter Health has partnered with Epic Systems Corporation since the late 1990s. The first Sutter Health ambulatory care clinics implemented Epic in 1999. Sutter subsequently launched one of the nation's earliest implementation of Epic's MyChart, My Health Online, in 2001. In order to support a consistent, seamless patient experience, Sutter Health extended the early implementation of the Epic electronic health record (EHR) as a single instance across our ambulatory and acute care delivery network. Today, this represents the largest single instance of the Epic EHR in the world with over 10 million patient records. We also have a single instance of Epic MyChart, My Health Online, with over 60% actively enrolled ambulatory patients and over 1 million patients using this service to access their data and collaborate with their care teams to improve the health of their families. This ecosystem of integrated care teams and engaged communities of patients has empowered Sutter Health to create new opportunities for care delivery.



Resulting Value / ROI

- Each Sutter Health patient enjoys a singular, fully integrated medical record shared and leveraged by every care team member across the care continuum from ambulatory to acute care settings across the enterprise.
- Over 700,000 of Sutter Health's patients have established CareEverywhere linkages to exchange over 11 million clinical documents, improving the care coordination and safety of the patient care with our community partners.
- Launch of My Health Online has created new opportunities for clinical care, convenience and patient outreach. To date, over 1 million patients have exchanged 4 million secure patient messages, booked 1 million appointments and viewed 25 million lab results. Patient messages are typically answered in less than 4 hours. Sutter Health today receives 23% of its total patient payments via My Health Online. Delivery of patient-centric decision support via My Health Online has led to efficient and cost-effective advances in patient outreach, leading to a three-fold increase in patient adherence to mammogram and cervical cancer screening recommendations and discovery of over 140 previously undiagnosed hepatitis C patients now potentially eligible for treatment to achieve sustained virological response (cure).
- Implementation of a prescription renewal "wizard" to add clinical decision support such as biometric and condition specific laboratory data to every refill encounter improves patient safety and provider efficiency.
- Ambulatory Computerized Provider Order Entry now accounts for 99.58% of all orders.
- Implementation of EHR documentation tools and voice recognition software reduced transcription costs by over \$4 million.
- Implementation of EHR tools reduced mortality from severe sepsis or septic shock from 19% to 11% within 4 months of implementing a novel clinical decision support program.
- Two Sutter Health physicians, David Butler and Albert Chan, have received the Epic PACAcademy Award (Physician of the Year), awarded annually to a physician member of the Epic community, selected by his/her peers, in recognition of outstanding contributions to the Epic community.
- Sutter Health was recently ranked as California's top health system in health care quality by the Lewin Group.

Lessons Learned

- Every clinical transaction, from direct patient encounters to online clinical interactions, provides us an opportunity to care for and delight the patient.
- A common, health IT-enabled care delivery platform has integrated a geographically dispersed health system under a singular goal of improving the care experience through reduction of unnecessary variation and fostered new opportunities for innovative health care delivery.
- Full benefits realization of health information technology investments require continuous reinvestment in our people and the system itself. We have committed 25% of our Meaningful Use Incentive Dollars to both sustainably improve the EHR skill level of our end users and redesign EHR-enabled workflows to promote provider efficiency and patient safety.
- "Ultimately, it is all about how we can serve our patients and their families, not the technology."

