From: Kevin Burns, Interim President and CEO                                      Week of February 3, 2011
Steve Goldschmid, MD, Dean, College of Medicine

General Update

The Behavioral Health Pavilion is well on its way to completion. Construction continues to be on schedule and various departments are finalizing their move-in, education and training plans. To ensure quality patient care during the transition to the new building, the move will be done in phases ending in August 2011. Move-in milestones will be forthcoming. Please contact Kathy Osburn at 874-2814 or e-mail bhpavilion@uph.org if you have any additional questions.

December was a strong month financially for UAHC resulting in an operating margin of $4,422,000, 4.6%, compared to budget of $1,323,000, 1.4%. The positive financial results for the month were primarily driven by performance at the Health Plan and UMC Hospital. Year to date our overall increase in net assets is $8.8 million, which includes non-operating expenses and investment performance, and is approximately $3.5 million behind budget. Due to the timing of the budget cycle significant expenditures incurred with the merger and integration process were not budgeted. If the budget were adjusted for those merger costs we are approximately $500k ahead of budget for the year.

Electronic Outpatient Health Record Merged - On January 25, UA Healthcare (UAH) achieved a major milestone with the merging of our electronic outpatient health records. Twenty-two million pieces of data successfully migrated to the UAH electronic health record (EHR). Examples of this data include: patient demographic information, provider notes, medications, allergies, problem lists, lab results, radiology reports and other types of reports. Every piece of data correctly filed to the new, merged electronic health record, a key factor in the success of this project!

Consequently, all UAH outpatient locations are now using one system! All healthcare providers across every UAH outpatient location can immediately access a patient’s medical records regardless of the UAH location from which those services originated. In addition to the convenience, one medical record supports UAH’s continued commitment to providing the highest quality care to our patients. With one login, all of the outpatient data is available in one system.

The EHR team along with the faculty and staff of the Medical Information Technology Committee worked tirelessly to anticipate potential problems from the merger of the databases. We worked with experienced partners who merged the George Washington University and Howard University outpatient electronic health records and we conducted extensive testing prior to the go-live to confirm the merger would have limited impact on workflow. As is normal for these types of projects, some issues did arise. Our team diligently worked to identify, catalogue and correct these issues. To all who experienced these issues and to those who worked with us to find solutions, thank you for reporting them and helping the team work towards a solution.

Information Systems staff provided expert on-site support at the time of the go-live, and remained on-site for two weeks to provide continued support and additional education on the integrated functionalities of the UAH electronic medical record. In addition, significant support was provided by staff in the UAH clinics to support the providers during this go-live. This project has been long anticipated by UAH physicians and we wish to recognize all of the support and patience they have demonstrated leading up to the go-live and during the go-live. They were key partners during this important process, and we want to publicly acknowledge their invaluable contributions to the successful outcome of this project.

UAH blazed the trail for other organizations with this integration project and are the first to successfully complete an EHR merge of this complexity and enormity. We have nominated this project and our organization for consideration as a Computerworld Honors Laureate, an award that recognizes those organizations which create and use information technology to benefit society and change the world for the better.