

**Ms. Misty Blocker**  
**Chief, Clinical System Integrator**



# **2014 Defense Health Information Technology Symposium**

## **SRMC Essentris Emergency Department Tracking Board**



***“Medically Ready Force...Ready Medical Force”***

# DHA Vision



“A joint, integrated, premier system of health, supporting those who serve in the defense of our country.”



***“Medically Ready Force...Ready Medical Force”***

# Learning Objectives



- Define capabilities of the SRMC Essentris Emergency Department (ED) Patient Tracking Board.
- Identify lessons learned on the deployment of the Essentris ED Patient Tracking Board.
- Identify what ICE is and what it does.

# Agenda



- History and Background
- Established Working Group and ED Requirements
- SRMC ED Deployment Timeline
- Phases of Implementation
- CCI's Role
- SRMC's Role
- Types of ED Reports Created
- Lessons Learned
- Questions

# History and Background (1 of 4)



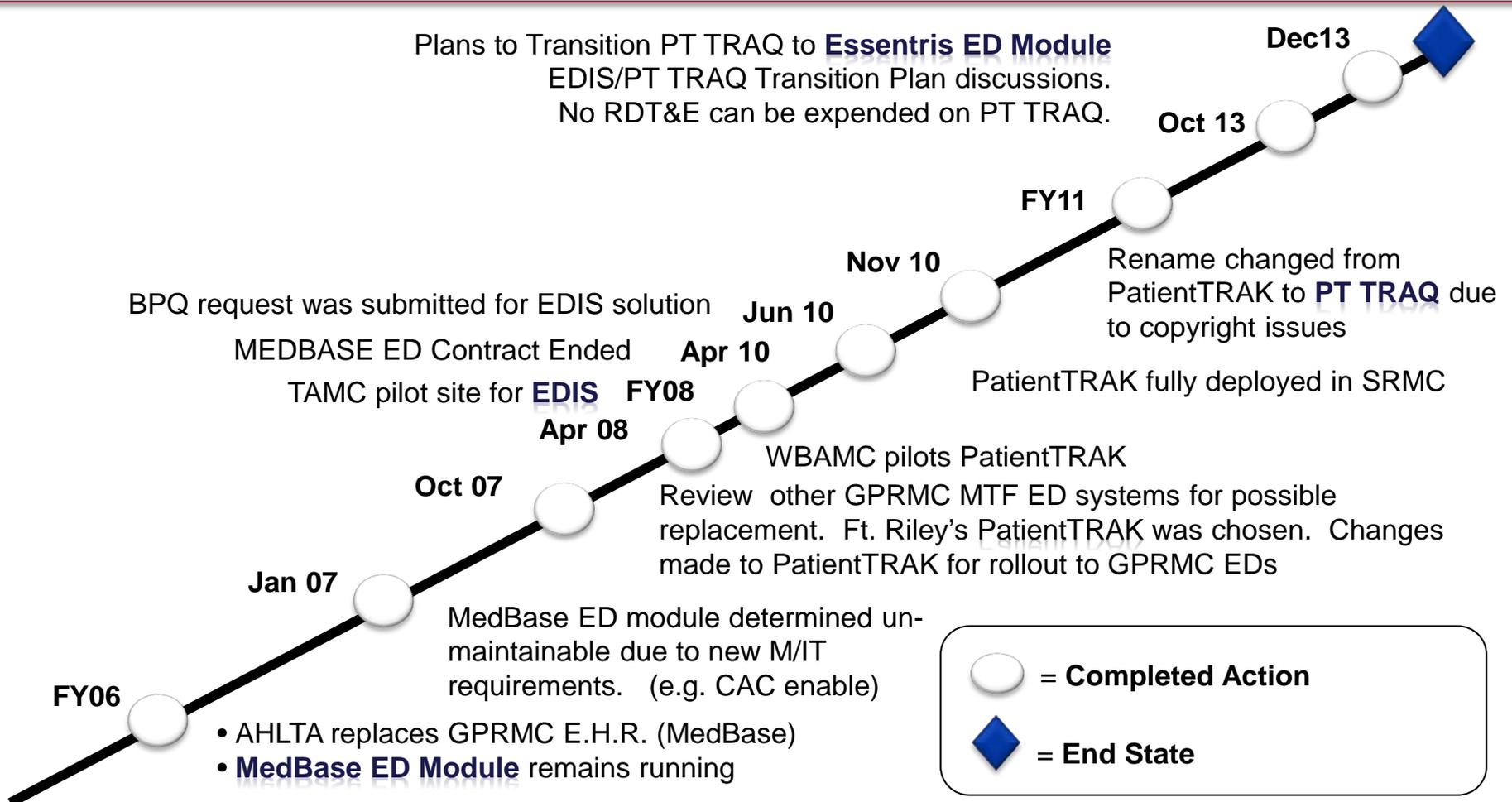
- Today, DoD EDs face the following challenges:
  - ❑ No standardized enterprise level solution
  - ❑ No standard way to manage and track patient flow
  - ❑ No capability to track bed management to include triage/waiting areas
  - ❑ No standardized documentation
  - ❑ No Business Intelligence Capability for reporting and trending

## History and Background (2 of 4)



- In 2010, to address these problems, PT TRAQ was deployed by the SRMC G6 CIO/CMIO as an interim regional solution for ED workflow management.
- PT TRAQ provided the following capabilities
  - Bed Management
  - Patient Flow Management and Tracking
  - Ancillary services tracking (Lab, Pharm, Rad status)
  - Waiting area management
  - Limited reporting capabilities
  - Accommodation for ED workflow
  - Stable CHCS/Caché back end data interface

# History and Background (3 of 4)



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# History and Background (4 of 4)



- Dec 2012, SRMC CoS concurred with migrating PT TRAQ to the Essentris DoD ED Tracking Status Board; 164K transferred to OTSG for Project Management, Go-Live Support, and End User Training.
- May 2013, The SRMC ED Working Group Committee was established
- Dec 2013, Phase 1, SRMC Deployment of Essentris ED Board initiated
- Mar 2014, Phase 1 Deployment of Essentris ED Board completed
- 1 Apr 2014, PT TRAQ was retired
- 30 Apr 2014, Phase 2 - Deployment of Essentris ED enhancements completed. Contract for deployment of Essentris ED Board ended.

# Established ED Working Group



## ■ SMRC ED Tracking Board Working Group

- San Antonio Military Medical Center (Large MEDCEN)
- Reynolds Army Community Hospital (Small MTF)
- Dwight D. Eisenhower Army Medical Center (Uses full ED Module)

## ■ System Change Request

- SRMC submitted SCR for HL7 order entry data from CHCS was submitted to the AIPT/IIPT which was approved but not funded.

# ED Working Group Requirements Identified



1. Turn on ICE (Interface between CHCS and Essentris) which consists of the following:
  - Demographics
  - Name
  - SSN
  - FMP
  - Unit/Bed Number
  - Command Interest
  - Age/Sex
  - Chief Complaint
  - Chart Type
  - Lab/Rad Results
2. The following are manual inputs requirements:
  - Triage Category
  - Falls Risk
  - Length of Stay (LOS)
  - Door To Doc (DTD)
  - Name of Attendant, Resident, Nurse, or Medics
  - Physician Time Seen
  - Primary Care Clinic Name
  - Consult (Time and Date)
  - Patient Location
  - Disposition Category
  - Comments

# SRMC ED Deployment Timeline



Last Updated: 16 October 2013

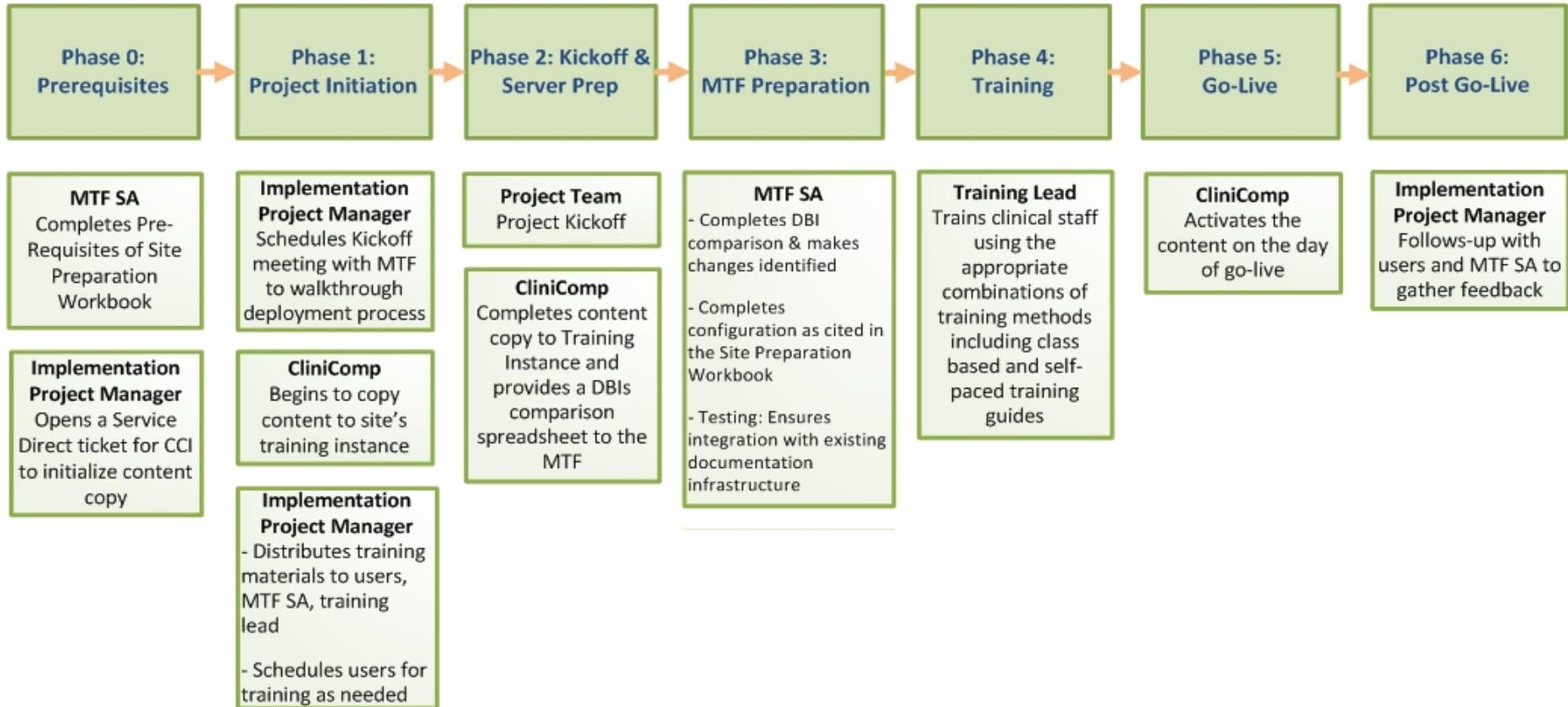
## Essentris ED Tracking Board Solution Rollout

Acronym	Site	Account Manager	Config Analyst	# of Beds	3D Lab Mapping Completion	10/14	10/21	10/28	11/4	11/11	11/18	11/25	12/2	12/9	12/16	12/23	12/30	1/6	1/13	1/20	1/27	2/3	2/10	2/17	2/24	3/3	3/10	3/17	3/24	3/31	
BRAMC	Brooke AMC - Ft Sam Houston	Leisha Casiano	Randy Rivera	65	Complete			P1	P2	P3	P3		P4/5	P6																	
RACH	Reynolds ACH - Ft Sill	Leisha Casiano	Randy Rivera	16	Complete													P1	P2	P3	P3	P4/5	P6								
BACH	Blanchfield ACH - Ft Campbell	Leisha Casiano	Randy Rivera	34	Complete														P1	P2	P3	P3	P4/5	P6							
BJACH	Bayne Jones ACH - Fort Polk	Jane Hanneken	Randy Rivera	10	Complete															P1	P2	P3	P3	P4/5	P6						
MNACH	Moncrief ACH - Ft Jackson	Adrienne Martens	Larry Langley	12	Not started Next on Schedule																P1	P2	P3	P3	P4/5	P6					
CRDAMC	Carl R. Darnall AMC - Ft Hood	Adrienne Martens	Craig Yarnold	29	Complete																	P1	P2	P3	P3	P4/5	P6				
DDEAMC	Dwight D. Eisenhower AMC - Ft Gordon	Edward Wright	Mary Springer	23	Complete																		P1	P2	P3	P3	P4/5	P6			
WNACH	Winn ACH - Ft Stewart	Jane Hanneken	Randy Rivera	16	Complete																			P1	P2	P3	P3	P4/5	P6		
MACH	Martin ACH - Ft Benning	Edward Wright	John Ruff	19	Complete																				P1	P2	P3	P3	P4/5	P6	

LEGEND
Initiation
Phase 2 - Kickoff
Phase 3 - MTF Preparation
Phase 4 - Training
Phase 5 - GoLive
Phase 6 - Post GoLive

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# Phases of Implementation



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# SRMC Essentris

## ED Tracking Board Screenshot



F C	Bed	Name	SSN	Ag	S	CC	TC	LOS	DTD	TS	Att	Res	Nur	ChT	L	R	Consult	Clinic	Loc	Dispo	Comments
		TEST-1	Plastics ...	77-2468																	
x		TEST-1	XXXSRMC	77-0001	24	M	Chest Pain	1	191	130	0205	xxx...	xxx...	xxx...			HEMO	Fam	US	DSDA	djkadfj kjaklsdjf askdfja
		TEST-2	XXXSRMC	77-2222	1...	F			240	60	0045						cardiology				
C		TEST-3	XXXSRMC	77-1234	40	M	CHIEF OF COMPLAI...	1	199...	180	0245	ATT...	RES...	NU...			CONSULT	CLINIC	LOCA...	HOME	COMMENTS GOES HER
		TEST-4	XXX	77-1483	23	M		5	247...			yyy					edfgvdf...	Cobra		RTD	
		TEST-5	XXXTEST	77-2222															kdkdkd...		Waiting on Duty Driver
		TEST-6	Board	77-5821	53	f	Headache	3	200...	160	0226	sdfd...	dsfd...	dsfd...							
M		TEST-7	xxx Inno...	77-7477	53	M		3	247...	241...	0716	AAR...	Doe...	ALIC...			CRD	IM	MRI	RTD	
H		TEST-8	XXXCCI	77-7989			test														
		TEST-9	XXXBLE...	77-4444																	
		TEST-10	XXXNUR...	77-1152																	
		TEST-11	DKA/HH...	77-9999	13	M	sob, chest pain	2	227...	279	1239	att	res	nurs			cons	PCM	loc	DSDA	comm
		TEST-12	xxxTEST	77-9865	420		Mental	1	239...		1100	NO ...	Feel...	NAN...			BEH MED	Rodeo	LAB	DSDA	YYY
		TEST-13	xxxCF1 ...	77-0999			Full Name: "Reaso...		192...	105	0130						ortho				
		TEST-14	XXXTEST	77-6666	14	F	Big Mouth	2	246...		0918	Dr K...	Dr T...	ICARE				PEDIATRICS			
		TEST-15	Bronch	77-9876	50	M	Pick axe in skull ...	2	231...		0130	AAR...	AAR...	ABB...			cardiology	Endocronol...	bed	Adm	This is a test note comm
		TEST-16	ORTHO	77-6669	10	F	Sore Throat	3	246...		0835		dfddf	ICARE			INT MED	FALCON			
		TEST-17	TOXICO...	77-6666																	
		TEST-18	XXXTES...	77-2793	15																
		TEST-19	TICU CO...	77-1111	53	F	BACK Pain	4	239...		0020	keith	resxxx	nurx...			INT Med	clinicxxx	X-Ray	DSDA	
		TEST-20	XXXCARE	77-8965	51	M											Ortho		BR	Admit	Waiting for aride
c		TS-HO...	A Rhino ...	77-1357																	
		TS-HO...	admit	77-6789	31	F			181	121	0145										
		TS-HO...	bariatric	11-1111																	
		TS-HO...	Broncho...	77-1212																	
		TS-HO...	eberdine	77-2316	11	F															
		TS-HO	Enteral	11-4444																	

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# CliniComp' s (CCI's) Role



- Project Management
- Conduct weekly meetings with site and SRMC HQ to review the site Checklist Workbook
- Conducted On-Site Training
  - Developed and provided ED Board Training Curriculum
- Conducted Go-live On-Site Training

## SRMC's Role (1 of 2)



- SRMC coordinated and collaborated with each MTF to establish deployment timelines
- Ensured all ED personnel at each MTF received the Essentris Basic Course prior to ED Board Deployment
- Collaborated with Clinical System Trainer (CST) Community to ensure all training was captured in APEQS (325+ trained)
- Turned on ICE and MELDER: Interface from CHCS to Essentris
  - Conducted Gap Analyses for DBIs for all 9 MTFs; Submitted and Activated 4648 DBIs

## SRMC's Role (2 of 2)



- Prepared Training Experience Survey: 182 completed
- Loaded ED Board in Test environment and worked with site SA to test all functions and identify mapping errors
- Identified ED Report Requirements

# Types of ED Reports Created



## ED Standard Reports

<a href="#">ED End of Day CHCS Tool Today</a>	<a href="#">ED End of Day CHCS Tool Yesterday</a>	<a href="#">ED End of Day CHCS Tool 2 Days Back</a>	<a href="#">ED End of Day CHCS Tool 3 Days Back</a>
<a href="#">ED End of Day CHCS Tool 4 Days Back</a>	<a href="#">ED End of Day CHCS Tool 5 Days Back</a>	<a href="#">ED End of Day CHCS Tool 6 Days Back</a>	<a href="#">ED End of Day CHCS Tool 7 Days Back</a>
<a href="#">ED End of Day CHCS Tool Previous Month</a>	<a href="#">ED Daily/Hourly Patient Counts for Current Month</a>	<a href="#">ED Daily/Hourly Patient Counts for Previous Month</a>	
<a href="#">ED Daily/8hrs Shift Reports - Current Month</a>	<a href="#">ED Daily/8hrs Shift Reports - Previous Month</a>	<a href="#">ED Daily/8hrs Shift Reports - Two Months Back</a>	
<a href="#">72 Hr Bounceback - Daily</a>	<a href="#">72 Hr Bounceback - Weekly</a>	<a href="#">72 Hr Bounceback - Monthly</a>	

## 24 Hour Reports

<a href="#">ED Admissions Today</a>	<a href="#">ED Command Interest Today</a>	<a href="#">ED LWBS Today</a>
<a href="#">ED Admissions Yesterday</a>	<a href="#">ED Command Interest Yesterday</a>	<a href="#">ED LWBS Yesterday</a>

## Summary Reports

<a href="#">ED Averages Current Month</a>	<a href="#">ED Averages Previous Month</a>	<a href="#">ED Averages Last 3 Months</a>
<a href="#">ED Disposition Current Month</a>	<a href="#">ED Disposition Previous Month</a>	<a href="#">ED Disposition Last 3 Months</a>

# Lessons Learned



- Establish an ED Workgroup and clearly define requirements
- Contract CCI as the PM; essential to the success of the deployment
- Manage expectations and eliminate scope creep
- Create a generic account for tracking board on LCD screen scheduled to refresh every minute
- Test ICE on the Monday of the Go-Live week to address any interface issues up front
- Engage local site SA prior to Kick-Off Meeting
- Create Essentris User Accounts in advance for all ED end-users
- Identify ED Reports Users and their Permissions
- Identifying Auto – Generated Fields (Names of ED Staff)
- Hold contractor accountable for collecting survey results

# QUESTIONS



“Medically Ready Force . . . . Ready Medical Force”

**Please complete your evaluations**

# Contact Information



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# References



<b>Resource Center</b>	<ul style="list-style-type: none"><li>• Online repository for CAG Release Notes &amp; training materials organized by workflow, by standardized content, and by how-to steps.</li><li>• Accessed from the WebLinks menu in Essentris.</li><li>• See the Essentris Resource Center Cheat Sheet for additional information</li></ul>
<b>Site Preparation Workbook</b>	<ul style="list-style-type: none"><li>• Provides implementation timeline (used for weekly calls), information, checklists, and instructions for System Administrators.</li></ul>
<b>Cheat Sheets</b>	<ul style="list-style-type: none"><li>• Provides a condensed description of functionality/workflow for quick reference.</li><li>• A release may have role specific or content specific cheat sheet(s) depending on the need.</li></ul>
<b>General Essentris Materials</b>	<ul style="list-style-type: none"><li>• This material provides general training information and includes, user manuals, system administrator materials, training handouts, trainer materials, and general Essentris online tutorials</li></ul>

# This is Your DHA .....



## Thank You For All Your Efforts!



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