Integrating Customer Patient Education Content into the EPIC EHR

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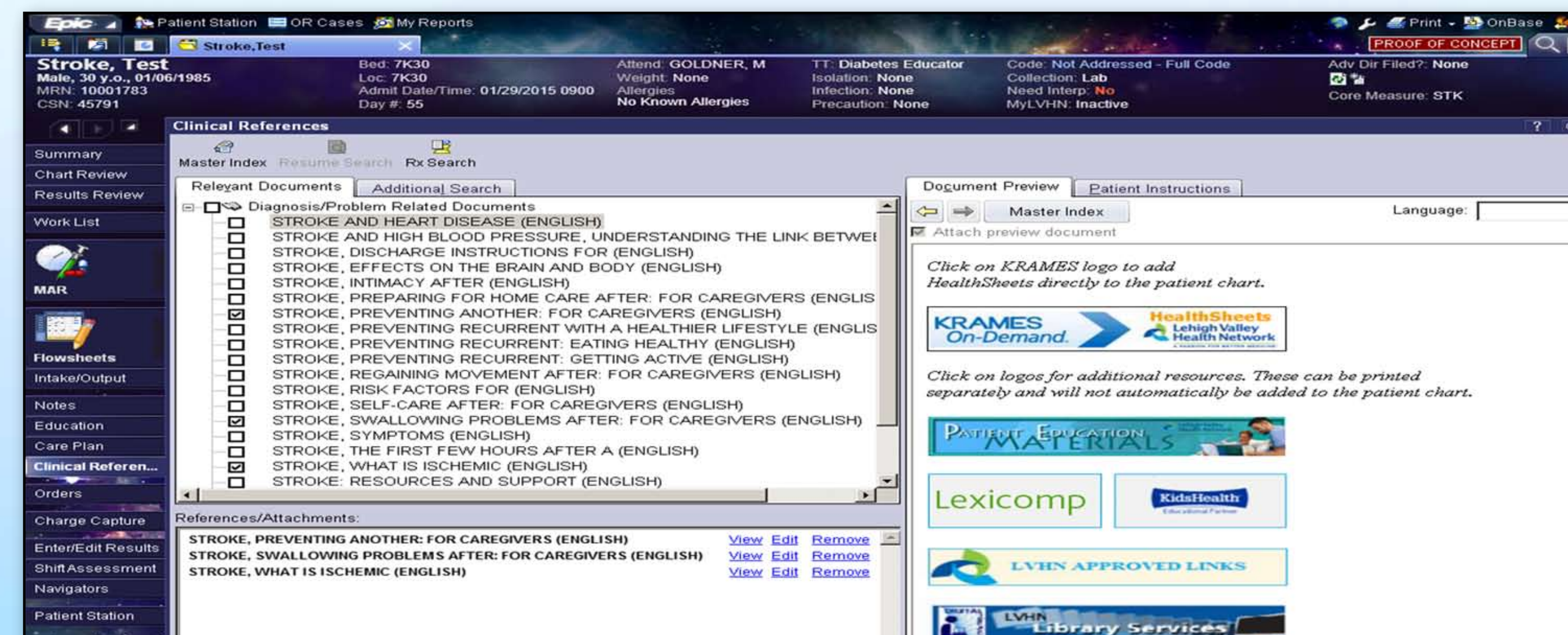### Lehigh Valley Health Network, Allentown, PA

Objectives:

Ensuring access to internally authored custom materials and third party patient ed content as well as to specific materials for CPGs, core measures, reimbursement, and regulatory priorities during transition to an EPIC EHR.
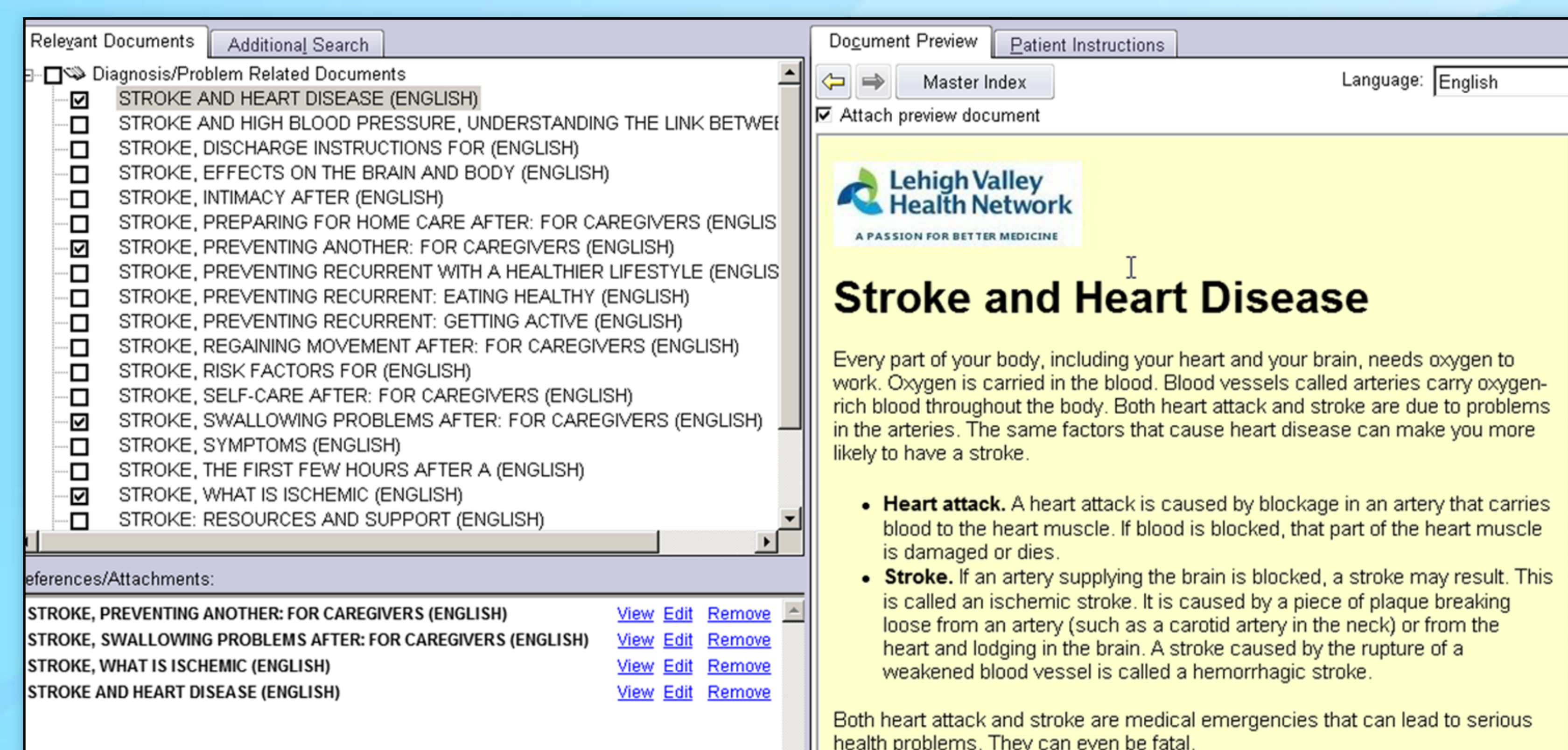
Identified challenges included:

- Direct pdf linking does not work in EPIC
- Vendor CPG software was not a solution because updates overwrote links
- Metadata/keyword tagging of custom materials needed for discoverability
- Poor function of third party vendor software to build custom materials
- Printing from a variety of ed sources
- Limitations in using multiple sources of vendor content (custom, drug leaflets, disease content, pediatric content)
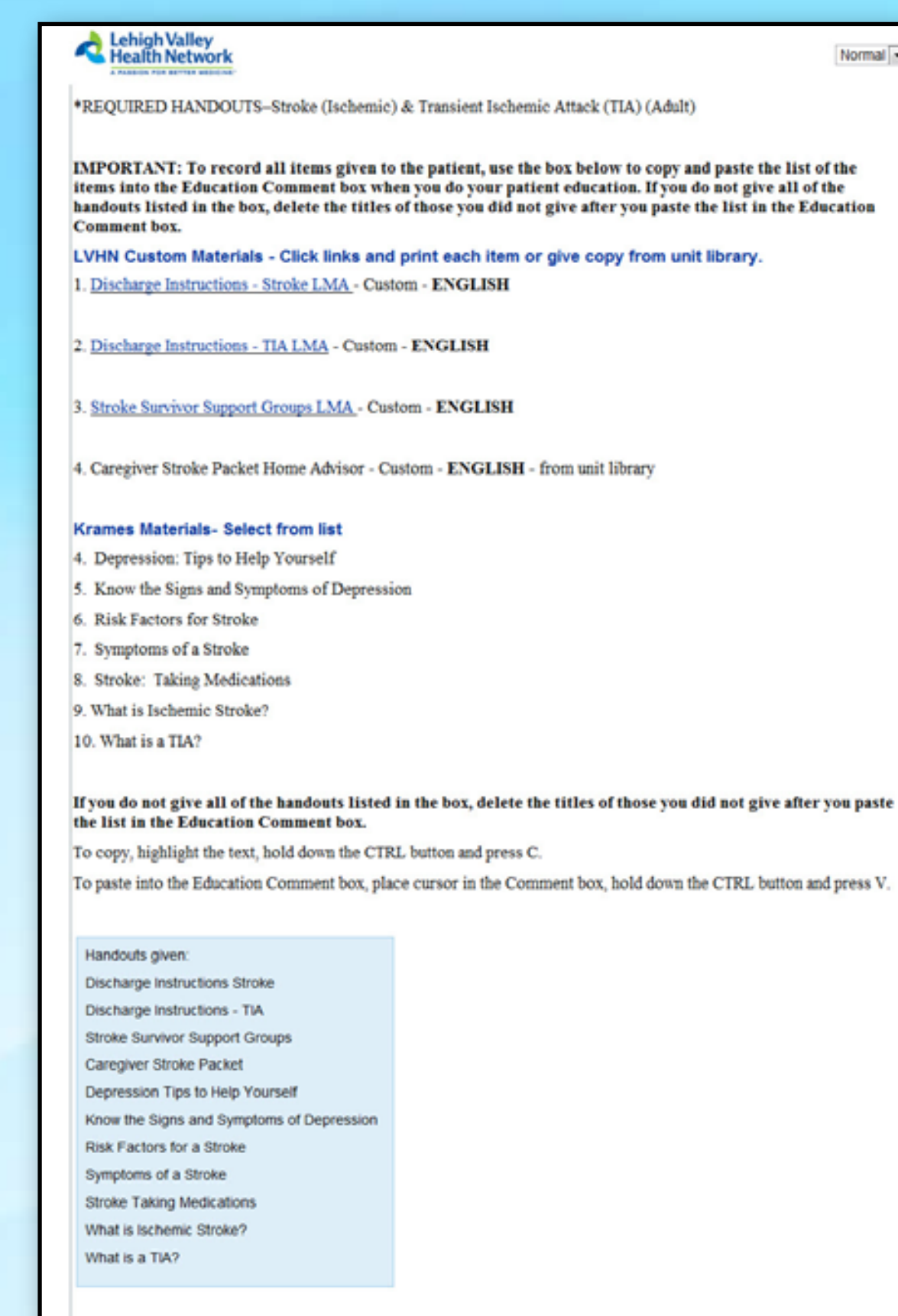
Methods:

Project team (EPIC-certified RN, librarian, IS analysts, EPIC staff) found little EPIC info to aid in integrating custom content. Experimentation essential for finding methods to link to LVHN custom handouts in the Education Activity. A rapid experiment to assess the potential of Open InfoButton Manager was performed.
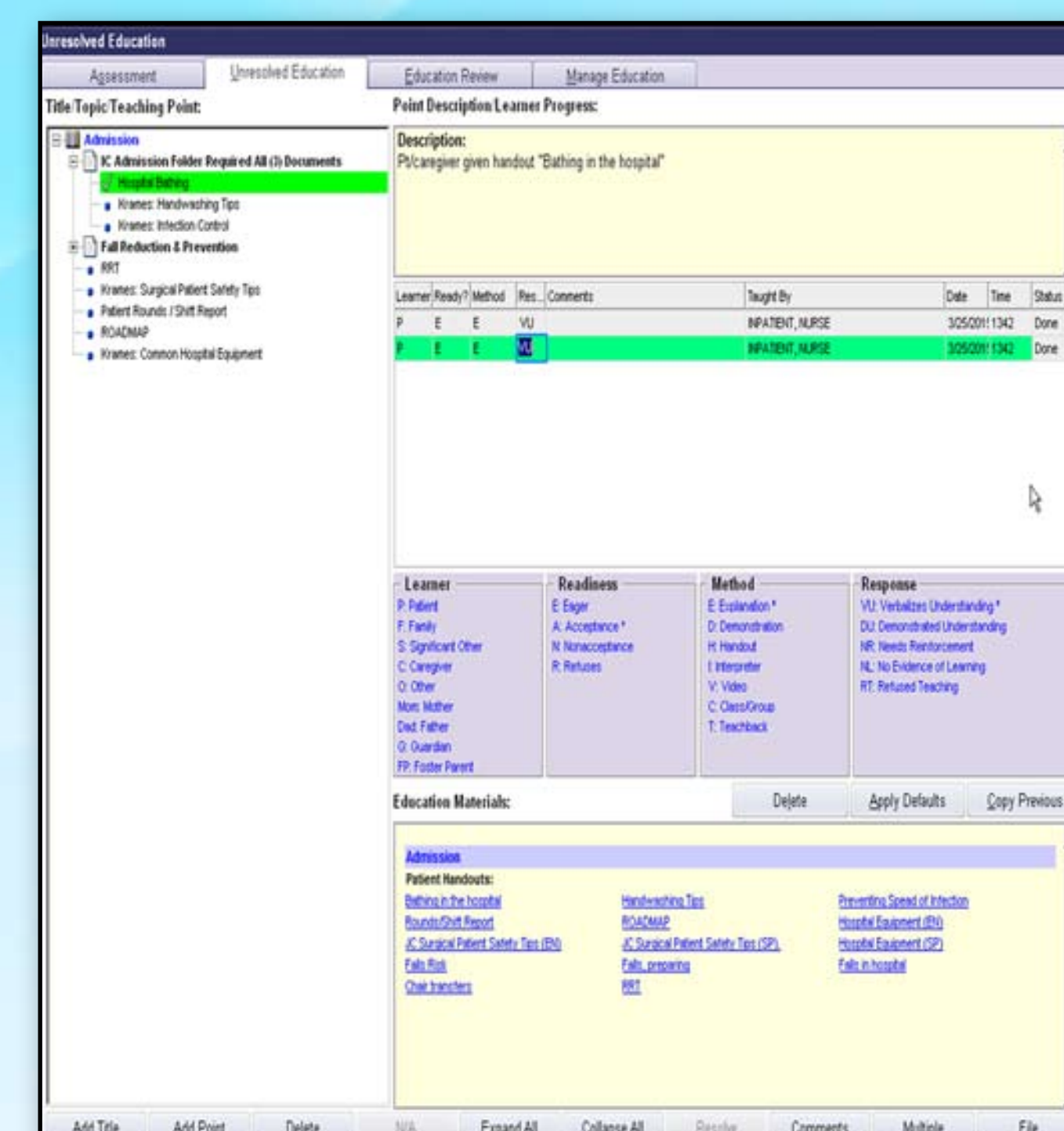

Clinical References

Education Handout Opens

Custom Guide Sheet

EPIC Build Box

Results:

- Searchable database of custom materials created using library software
- EPIC Education Material build box used to link specific materials to EPIC Teaching Topics
- Epic Teaching Titles built to link custom LVHN patient ed materials to meet priorities
- Successful testing of guides to metadata-tagged internally authored handouts created in vendor software but requiring vendor conversion to EPIC HTML standard
- Testing, documentation and maintenance plan in development
- Planning for content integration via the EPIC MyChart patient portal and deeper investigation of Open InfoButton Manager during 2016 Optimization Phase.
- Continuing work on post-go live printing issues

Conclusions:

Integration of custom patient education content is extremely challenging in the EPIC EHR due to both EPIC and third party vendor software limitations. A collaboration among IS, EPIC staff, and patient ed library staff with knowledge and experience in data organization and metadata tagging was essential to linking custom and third party vendor content thus facilitating patient education documentation to meet third party reimbursement and other priority needs.

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