Optimizing Epic for Future Standardized Patient Education

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Background

• The Family Education Initiative is a committee formed through the Women and Children’s Service line with one goal being to create a process to consistently deliver education to patients; to serve as a model to be replicated across the Network.
• Epic is the EMR clinical database that Lehigh Valley Health Network chose to allow providers the ability to efficiently store personal health information about their patients.
• LVHN made a significant financial investment in Epic, which is why LVHN needs to focus on future applications.
• LVHN offers a patient portal to actively engage the patients to participate in their own care. For fiscal year 2016, the goal of the Network is simple—getting patients signed up to their personal LVHN portal. However, this process has been a challenge.

Methodology

• Best practices were found through database research on EMR systems.
  – Limited published resources were available pertaining to Epic.
  – Informational interviews were conducted to understand the background of the Epic database along with capabilities.
  – A conference call with the CNO and a nursing manager at Mercy Health in Ohio was conducted about their success with the application MyChart Bedside.
• Active and current research through logging into Epic.com helped with discovering best practices among current health systems utilizing Epic.

Findings/Recommendations

• Many findings referenced demographics of portal users. Age was found to not be a leading determinant in portal use. When targeting portal use LVHN should not be concentrated on specific age ranges.
• MyChart Bedside is an inpatient application that is offered through Epic on ipads which gives patients the ability to be actively engaged in their own health.
  – Automatic documentation in Epic of read materials.

Next Steps

• There needs to a stronger push to get patients signed up through the portal.
• The next step is to offer education via the portal. There is a ‘Resource’ tab in the upper right corner of the patient portal, but is underdeveloped and no options are generated under this tab. The ‘Resource’ tab would be an effective area to provide general education information that is service line specific and easy to navigate through.

Conclusion

• After reviewing the best practices, there needs to be a simplified sign up into the LVHN portal.
• Investment in resources is crucial to consolidate all approved education materials.
• Further research and development of when and how to utilize and customize MyChart Bedside.
• LVHN’s Epic team needs to be kept current with Epic education and customization. Technology is the future and patients want mobile and convenient use of information.

REFERENCES


610-402-CARE LVHN.org

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