ATTACHMENT 1

2008

5th Annual OCHIN Users' Conference
November 19 – 21, 2008 • Embassy Suites Hotel, Portland, OR

Improving Care in Our Communities

2008 OCHIN Users' Group
Executive Forum

Wednesday, November 19, 2008

Embassy Suites Hotel • Downtown Portland, Oregon

Gevurtz Room • Mezzanine Level

	Registration Open at 8:00 am • Gevurtz Room
8:30 am	**Continental Breakfast & Introductions**
9:00 – 9:45 am	**2008 – A Year in Review** *Abby Sears, CEO OCHIN*
9:45 – 10:30 am	**2009 Scheduled Work and Priorities** *Clayton Gillett OCHIN*
10:30 – 10:45 am	Break
10:45am – 11:30 am	***CareEverywhere* Demo** *Peter DeVault and Nick Cincotta, Epic*
11:30 am – 12:15 pm	**Implementation of *Care Everywhere*** *Steven Beal, CIO Memorial Health/Talbert*
12:15 – 1:15 pm	Lunch – Fireside Room **Sofi® - Launch of Member Survey & Information Management System** *Jane Norman, President Austin API, Inc.*
1:15 – 1:45 pm	**Where is Health Information Technology Going?** *Laura Jantos, Principal ECG*
1:45 – 2:30 pm	**Executive Strategic Operations Council (ESOC)** *Susan Chauvie, CCO OCHIN*
2:30 – 2:45 pm	Break
2:45 – 3:15 pm	**Quality Improvement – *Lessons Learned*** *Penny Shepherd, Optimization Manager OCHIN &* *Jane Norman, President Austin API, Inc.*
3:15 – 3:45 pm	**What *Solutions* Brings to the OCHIN Collaborative** *Jon Puro, Data Services Director OCHIN & Susan Chauvie, CCO OCHIN*
3:45 – 4:30 pm	**Feedback – Open Discussion – What should we know?** *Abby Sears, CEO OCHIN*

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Improving Care in Our

Track 1	Implementation
Track 2	Optimization
Track 3	Site Specialist
Track 4	Quality & Research
Track 5	System & Product Development

Wednesday, November 19, 2008

Executive Forum 8:30 am - 4:30 pm • Invitation Only • See Separate Schedule

Thursday, November 20, 2008

	Fireside	Gevurtz	Roy Yates	Marshall Joffre
7:30 a.m.	**Registration Desk Open • Mezzanine Level • toward Gevurtz Room**			
8:30 – 9:45 am	**Opening Session • Queen Marie Ballroom** *Welcome & The State of OCHIN • Abby Sears, CEO*			
9:45 – 10:00 am	**Break**			
10:00 am	**Getting the Most Out of Charting Tools** 45 min *Lee Levy*	**Optimization Plan** 2 hr 15 min *Penny Shepherd*	**OCHIN Practice-Based Research Network** 45 min *Mark Spofford* *Susan Chauvie*	**What Did We Do 2008 What's In the Works 2009** 45 min *Laurie Coleman*
10:45 am	**Overview of OCHIN's Billing Services** 45 min *Derrick Dale* *Juli Cross* *Elizabeth Aftring*		**Asthma Care Quality Research** 45 min *Mary Ann McBernie* *Brian Hazelhurst*	**What's New Part 1 Sno Med & IMO** 45 min *Dan Dunn* *Laurie Coleman*
11:30 am	**Site Specialist Workshop Integrated Billing** 45 min *Juli Cross* *Katie Saetern*		**CDC Flu Surveillance Quality as a Strategy** 45 min *Meredith Vandermeer*	**What's New Part 1 Sno Med & IMO (repeat)** 45 min *Dan Dunn* *Laurie Coleman*
12:15 - 1:15 pm	**Lunch • Queen Marie Ballroom • Keynote Speaker** *Dave Ford, CEO CareOregon • Seeking Ways to Envital Primary Care*			
1:15 pm	**Site Specialist Workshop Ambulatory EMR Optimization** 1 hr *Cristin Nopier* *Amanda Thorgramson*	**Templates - Best Practices for Meeting Productivity WEB X DEMO** 1 hr *Ken Taylor* *Joel Moore*	**Solutions 1 Using OCHIN Metrics** 1 hr *Tomas Moran*	**What's New Part 2 Future Technology Digital Imaging, EKG and Beyond** 1 hr *Paul Matthews*
2:15 pm	**Site Specialist Workshop JIRA** 1 hr *Attendees Please go to JIRA Session in the Marshall Joffre Room Same Time*	**Managing Your Provider Masterfile** 1 hr *Katie Saetern*	**Solutions 2 Clinical QI** 1 hr *Tomas Moran*	**Replacing Track-It Moving to JIRA Demo of JIRA Help Desk System Mock Up** 1 hr *Arkady Sharkansky* *Marla Dearing*
3:15 - 3:30 pm	**Break**			
3:30 pm	**Site Specialist Workshop Kaiser Site Specialists** 1 hr *Nichelle Michelson* *Eric Lewis* *Jason Dreier* *Shermain Scott*	**Referral Report Work Session** 1 hr Lu Diaz Leilauni McGinnis	**Solutions 3 Operational QI** 1 hr *Tomas Moran*	**What's New Part 3 Tapestry** 1 hr *Paula Young* *Derrick Dale* *Regenia Johnson*
4:30 pm	**Adjourn**			
5:30 pm – 9:30 pm	**Networking Social Reception** Portland City Grill • 111 SW 5th Ave # 3000 • Portland, OR 97204 • (503) 450-0030			

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Friday, November 21, 2008

	Fireside	Chief Poker Jim	Sam Hill	Roy Yates	Marshall Joffre
8:00 am	**Registration Desk Open • Mezzanine Level • Toward Fireside Room**				
8:30 am	**School Based Clinics & EHR** 50 min *Kristen Case* *Jeanine Tebeau-Jemerson*	**Web Based Training - It Works!** 50 min *Pat Bauer* *Leilauni McGinnis*	**Improving Health Quality Using the Medical Home Model** 45 min *Craig Hostetler* *Shari Black* *Dave Ross*	**UDS Coming Changes & Requirements** 1 hr 45 min *Trisha Vakarcs*	**What's New Part 4 What's Going on With OnBase** *45 min* *Laurie Coleman* *Dennis Wacek*
9:15 am			**California Billing Benefits & Challenges** 30 min *Julie Huebner* *Nina Ryan*		**Replacing Track-It Moving to JIRA Demo of JIRA Help Desk System Mock Up (repeat)** 1 hr *Arkady Sharkansky* *Marla Dearing*
9:20 am	**Getting it Right at Registration** 50 min *Carol Rouleau* *Elizabeth Aftring*	**New Ways to Abstract** 50 min *Dr. Laura Byerly* *Bryce Covey* *Pat Bauer*			
9:45 am			**SureScripts E-prescribing Made Easy** 30 min *Nan Robertson* *Jody Moe*		
10:15 - 10:30 am	**Break**				
10:30 am	**OCHIN Implementation Lessons Learned** 45 min *Marla Dearing* *Clayton Gillett*		**Quality Improvement Member Case Studies** 1 hr 30 min *Erin Kirk* *Debra Peth* *Mindy Stadtlander* *John Muench* *Delbert Kaufman*	**Revenue Management Strategies for Improving Clinic Revenue** 1 hr 30 min *Trisha Vakarcs* *Juli Cross*	**Interoperability: Care Everywhere Live Meeting Demo** 45 min *Peter DeVault* *Marcus Malcom*
11:15 am	**New Vaccine for Children EHR Immunization Workflow** *45 min* *Marla Dearing* *Penny Shepherd* *Lee Levy* *Katie Saetern*				**What's New Part 5 OCHIN Website Development, Oregon Health Record Bank, Personal Health Record** 45 min *Marcus Malcom* *Shahira Kamal*
12:00 - 1:00 pm	**Lunch • Queen Marie Ballroom**				
1:00 pm	**Billing & EHR** 1 hr *Juli Cross* *Pat Bauer*	**Making it Easy to Do the Right Thing System Edits** 1 hr *Mey Saeteurn*	**Data Decision Support Strategy & Tools** 1 hr *Jon Puro* *Susan Chauvie*	**CA Reporting Roundtable** 2 hr *Pedro Rivera* *Trisha Vakarcs* *Sharon Polak* *Nina Ryan*	**System Upgrade Let's Start Talking** 1 hr *Laurie Coleman* *Julie Huebner*
2:00 pm		**EHR Implementation Planning Part 2** 1 hr *Clayton Gillett*	**Reduce the Cost of Compliance with Online Education 1 hr** *Peter Cizik*		
3:00 pm	**Adjourn • See You Next Year!**				

ATTACHMENT 2

Geisinger Health System

Danville, PA

Geisinger Health System is made up of nearly 50 sites throughout central and northeast Pennsylvania, and provides more than two million people with a complete continuum of quality health care. The organization includes the Geisinger Medical Center — a 437-bed tertiary care hospital, Geisinger Wyoming Valley Medical Center — a 230-bed community hospital, Geisinger South Wilkes-Barre — a 191-bed community hospital, primary care practices, multi-specialty groups, and a large managed care organization with more than 200,000 members.

Geisinger also includes the Janet Weis Children's Hospital, a facility well-regarded for its pediatric allergy/pulmonary, heart, trauma, cancer, gastroenterology, nephrology, infectious diseases, hematology, and neonatology services.

Geisinger originally selected Epic more than ten years ago as its vendor for an ambulatory EMR and scheduling system. Then, in 2001, Geisinger selected Epic to provide an enterprise solution that would span its inpatient and ambulatory settings. The majority of Geisinger's nearly 800 physicians and residents are using full EpicCare functionality in the organization's ambulatory offices and exam rooms. In its hospitals, Geisinger has implemented the EpicCare Inpatient Clinical System, Epic's ADT system, the ASAP Emergency Department Information System, and OpTime Operating Room Management.

Geisinger's physicians use EpicCare to review inpatient and ambulatory results, place inpatient and ambulatory orders, complete their documentation, and collaborate on patient care over a broad geographic area. This has led to a wide variety of clinical and financial accomplishments, including:

- Increased use of formulary drugs, saving nearly $1,000 per physician annually.
- Allergies checked and documented for 97% of visits.

ADT/Prelude Enterprise Registration	**Live**
ASAP Emergency Department Information System	**Live**
Beacon Oncology Information System	**Live**
Cadence Enterprise Scheduling	**Live**
Call Center	**Contracted**
Customer Relationship Management	**Live**
EpicCare Ambulatory EMR	**Live**
EpicCare Home Health	**Installing**
EpicCare Inpatient Clinical System	**Live**
Epicenter Enterprise Data Repository	**Live**
Electronic Medical Record	**Live**
Clinical Documentation	**Live**
Clinical Notes	**Live**
Clinical Pathways	**Contracted**
MAR	**Live**
ICU	**Live**
Interdisciplinary Care Plan	**Contracted**
Order Entry	**Live**
EpicCare Link	**Live**
EpicRx Pharmacy System	**Live**
EpicWeb	**Live**
Health Information Management	**Live**
MobileMeds	**Live**
MyChart Shared Patient Record	**Live**
MyEpic Information Center	**Contracted**
OpTime Operating Room Management	**Live**
Tapestry Managed Care Administration	**Contracted**
Welcome Kiosk	**Live**

- Paper chart pulls decreased from one million to 400,000 annually, resulting in annual savings of $1.8 million.
- A system-wide reduction in transcription by 20%, as well as an 80% reduction in selected departments.
- More accurate and complete documentation and billing:
  - 100% ICD-9 code linking of all orders by the provider at the time of order.
  - Real-time medical necessity checking and warnings at order entry.
  - 33% reduction in Medicare disallowance of tests ordered.

- 90% drop in missing preauthorization documentation for referrals.

Geisinger is also using Epic applications to streamline its scheduling and registration practices. Prelude Enterprise Registration and Cadence Enterprise Scheduling systems are live in two hospitals, as well as all primary care and specialty clinics. The scalability of Epic's enterprise applications proved key in this respect, as Geisinger's systems regularly support as many as 4,500 concurrent users.

Cadence's Advanced Scheduling Module has helped Geisinger Medical Center centralize facility-wide scheduling. The organization reports that the systems are bringing cohesion to once-disparate record keeping, giving providers up-to-date schedules, and helping improve the efficiency of exam/treatment room and equipment usage. Geisinger is using the open access model in many of its clinics and has successfully implemented a multi-tiered model for enterprise scheduling with Cadence to allow primary care clinics to schedule patients directly into a specialty clinic.

Geisinger uses several Epic applications to improve communications with patients and let them take a more active role in their own care. The organization began by implementing the MyChart Shared Patient Record to offer patients online access to their health records and multiple self-service features.

With MyChart, patients can access portions of their own medical charts, obtain health maintenance information, request or schedule appointments, request prescription renewals, report blood pressure and blood glucose measures, and review their history and allergy information. These services have proven popular among Geisinger's largely rural patient population; 76 patients signed up for MyChart during its first morning of operation. There are now more than 60,000 users who are able to either schedule appointments themselves or request an appointment with their physicians through the MyChart portal.

Geisinger has a suite of real-time interfaces in use. EpicCare receives lab results from Sunquest, radiology transcription from IDXRad, and medical transcription from SoftMed. Chart tracking data is sent from Epic to SoftMed. The registration data is kept in synch with the IDX system using a bi-directional HL7 registration interface. Registration and ADT data is also sent from Epic's systems to Geisinger's Siemens hospital billing software.

Awards and Recognition

Top 100 Hospitals: National Benchmarks for Success 2005 – *Solucient*	**Geisinger Medical Center was honored as a top hospital in the benchmarks for success category.**
Top 100 Hospitals: Performance Improvement Leaders 2004 – *Solucient*	**Geisinger Medical Center was ranked as a top leader in performance improvement by Solucient.**
Top 100 Most Highly Integrated Healthcare Networks – *Verispan*	**Geisinger ranks #25 in the nation for 2005. The survey analyzes a healthcare system's clinical and financial performance, and measures the degree of integration in several categories.**
2006 CEO IT Achievement Award – *Modern Healthcare* and *HIMSS*	**Geisinger CEO Glenn Steele Jr., MD, PhD was honored by *Modern Healthcare* and HIMSS with the CEO IT Achievement Award recognizing his leadership and commitment to using information technology to further Geisinger's strategic goals.**
Medical Group Preeminence Award 2007 – *American Medical Group Association*	**This award was presented to Geisinger for exceptional leadership, innovation, vision, and outstanding contributions to their community.**

Hennepin County Medical Center

Minneapolis, MN

Hennepin County Medical Center is a major Midwestern healthcare organization, comprised of a 446-bed acute care hospital, a multi-specialty group practice, Minnesota's third-largest nonprofit medical research organization, and three primary care centers. The organization's ED, a Level 1 trauma center, is the busiest in the state. Hennepin also operates residency programs and provides medical education in conjunction with the University of Minnesota Medical School.

Hennepin had a strong history with electronic medical records prior to their selection of Epic. The organization was one of the first healthcare groups in the Minneapolis/St. Paul area to institute an EMR, the homegrown Integrated Real Time Information System (IRIS). IRIS was developed to provide real-time, read-only access to medical information.

While successful as an informational system, IRIS was not an interactive EMR, so the paper chart remained the primary medical record. In 2003, Hennepin launched its search for a full-featured clinical system, hoping to:

- Ensure that providers have real time access to up-to-date patient information.
- Improve care efficiency and optimize resource utilization
- Select a user-friendly system that supports providers in delivering more effective care
- Improve Hennepin's ability to attract top care providers.
- Protect patient safety.
- Limit and eventually eliminate paper based documentation and communication processes.

After a thorough evaluation and selection process, Hennepin chose an integrated, enterprise-wide system from Epic. This will allow them to maintain the real-time patient information access that was available through the IRIS system. Additionally, Hennepin will now enjoy interactive orders, documentation, decision support, medication administration, and other features required to minimize their reliance on paper processes and improve operational efficiency. Along with integrated clinical applications for acute and ambulatory care environments, Hennepin licensed specialized departmental and ancillary systems for their clinical laboratory, emergency department,

Applications*

EpicCare Ambulatory EMR	**Live**
EpicCare Inpatient Clinical System	**Live**
Epicenter Enterprise Data Repository	**Live**
Electronic Medical Record (EMR)	**Live**
Core Clinical Documentation	**Live**
Extended Clinical Documentation	**Live**
Interdisciplinary Care Plans	**Live**
EMR	**Live**
ICU	**Live**
MAR	**Live**
Order Entry	**Live**
ADT/Prelude Enterprise Registration	**Live**
ASAP Emergency Department Information System	**Live**
Beacon Oncology Information System	**Live**
Cadence Enterprise Scheduling	**Live**
EpicRx Inpatient Pharmacy System	**Live**
Health Information Management	**Live**
Nurse Triage	**Live**
OpTime Operating Room Management	**Live**
Radiant Radiology Information System	**Live**
Resolute Hospital Billing	**Live**
Resolute Professional Billing	**Live**
Stork Obstetrics Information System	**Live**

*Enterprise customer – contracted for full Epic product suite

pharmacy, and radiology department. These systems will improve communication and information sharing throughout the organization while ensuring that users in specific units have access to features specially tailored to their needs.

Hennepin also selected Epic's integrated ADT, registration, scheduling, and hospital/professional billing systems. Working seamlessly with the rest of the Epic software suite, these systems will streamline the non-clinical aspects of Hennepin's operations as well as help them provide outstanding services to patients before and after hospitalizations or clinical visits.

Hennepin began planning for its initial application go lives shortly after contract signing. Hennepin has made it a point to involve clinicians heavily throughout the implementation process, which has helped applications such as CPOE go live smoothly and without incident. The organization went live on the EpicCare Ambulatory EMR in its first internal medicine clinic in November of 2006. In February 2007, Hennepin's hospital went live on ADT, ASAP Emergency Department Information System (converting from a paperless ED in Emstat to a paperless ED in ASAP), Radiant Radiology Information System, Resolute Hospital Billing, and the nursing assessment and CPOE modules of the EpicCare Inpatient Clinical System. In February 2007, Hennepin went live with the additional EpicCare Inpatient modules. Hennepin went live with Beacon and Nurse Triage in 2008.

Awards and Recognition

America's Best Hospitals 2008 – *U.S. News and World Report*	**HCMC was rated among America's best hospitals for kidney disease. Hennepin has been recognized in this survey for twelve consecutive years.**
Uniform Data System for Medical Rehabilitation – *UB Foundation Activities, Inc.*	**HCMC's Miland E. Knapp Rehabilitation Center was ranked in the top ten percent in the 2007 UDSMR Program Evaluation Model.**
Certificate Approval with Commendation – *Commission on Cancer, American College of Surgeons*	**The Hennepin Comprehensive Cancer Center was awarded a certificate of approval with commendation in 2008.**
Speaking Together: National Language Services Network – *Robert Wood Johnson Foundation*	**HCMC is one of ten hospitals selected nationwide to participate in this program to improve quality of healthcare provided to patients with limited English proficiency.**
Medal of Honor – *Health Resources and Services Administration, US Department of Health and Human Services*	**HCMC achieved organ donation rates of 75 percent of eligible donors in 2006 and 2007 and is one of only 375 hospitals nationwide to receive this award.**
2006 Health Career Promotion Award – *Minnesota Hospital Association*	**HCMC was recognized for its Paving A Way to Your Nursing Future program that helps employees become registered nurses.**