ATHENA ELECTRONIC IMAGING ORDERS IMPLEMENTATION PROJECT PROPOSAL

Project Sponsor: Scott Steiner, Phoebe Putney CEO

Project Manager: Sara Carswell, IS Ambulatory Team Manager

August 26, 2019

OVERVIEW

Project Background and Description

The purpose of this project is to standardize patient access for services across the Phoebe Putney Health System (PPHS). By utilizing all of the integration features within the Meditech EHR system, we will be able to meet our customer's (patients and providers) needs related to pre-arrival services. The implementation of the Imaging Orders interface will provide unattended and real time transmission of HL7 interface Order Messages (ORM) to Meditech's Cloverleaf interface engine via the AthenaNet Message Exchange ("MX") Engine. The MX interface engine creates, processes, and transfers imaging orders (including patient demographics and insurance data). With this interface implementation we can provide faster, more accurate orders, decrease paper fax volume, tie more electronic results to orders, and have more confidence that orders are going to the right place.

Project Justification

As a healthcare organization, we always strive to provide our patients with the best quality care possible. Our patients regularly complain about the long wait times for imaging procedures that are place by ambulator clinics. A few contributing factors that are causing increasing wait times are, the time it takes for clinic staff to print and fax paper orders, patients risk losing their copy of the order for registration, registration staff manually entering orders in Meditech, and duplicate order reconciliation. Orders that have to be reprinted and reverified use valuable time that should be utilized for seeing in clinic patients. In order to provide better patient care and customer satisfaction we will be implementing an electronic orders interface between Athena and Meditech. This will dramatically eliminate the personnel time it takes to manage paper and/or faxed orders, provide automated linking of results to orders in Athena, and create instant order processing as soon as it is submitted. Furthermore, using an orders interface will financially benefit the organization by saving money being spent on the additional paper for orders.

Scope Summary

Athena vendor resources will work with PPHS resources to align the HL7 ORM messages with the required Meditech interface engine specifications by adding, moving, and/or filtering HL7 data while staying within HL7 messaging standards.

Athena and Phoebe network resources will work together to connect Athena's MX and Meditech 's Cloverleaf interface engines.

Phoebe's Athena support analysts will build the Athena compendium consisting of custom order descriptions, mapping of correct order types, and mapping of appropriate CPT codes. After build completion, Athena will verify that the order types and CPT code mappings are correct. Once verified by Athena, full self-management will be given to Phoebe resources.

Phoebe analysts are responsible for making any changed or removals of Meditech features to properly accept Athena orders acceptance or workflow necessities.

After project completion, it is Phoebe Putney's responsibility to maintain and support the imaging orders compendium, interface ORM mappings, and will contact Athena support for any further maintenance request via support case tickets.

High-Level Requirements

- Allow the ability to send electronic orders entered by the provider into their EHR (Athena) to Meditech system.
- Ability for end users to view scheduled Orders for procedures in a hold queue list in Meditech as appending appointment.
- Ability for end users to view orders which do not require scheduling to be present in the Order Hold Queue (period of time to hold determined by parameters) and attach to the patient account when it is created.
- A prompt in Meditech that alerts end users an order exists for the patient being registered.
- Allow staff registering the patient the ability to attach orders to the patient account that they create at the time the patient presents.
- Provide an electronic order with legal order source and electronic signature for the Meditech Order Summary Report which archives to the ECHART directly from the Order Management Module in Meditech
- Maintain the integrity of the legal order audit trail for entry and signature which archives to ECHART.

Deliverables

Phoebe Putney

- Patient wait time reduction
- Elimination of paper orders
- Order processing time reduction
- Automated linking of procedure results to orders in Athena
- Increase in patient care quality
- Reduction of order duplication

Dr. Wimmer

- Current state imaging orders Data Flow Diagram (DFD) and a future state DFD.
- Descriptive documentation, spreadsheet data, and screen shots of completed Athena compendium build.
- Athena HL7 Order (ORM) message example with added or changed data fields that are required in order for Meditech to accept it (changes will be labeled and explained)
- Screenshots and descriptive documentation of an Athena **TEST** patient record with successful results to order mappings.
- Example of a test patient's Meditech Patient Order Summary that is accepted by the Compliance & HR department as legally compliant.

ASSUMPTIONS

- All key project members (Phoebe Team & Athena Resources) have the expertise and ability to follow through with completing assigned deliverables in a timely manner.
- We have the support needed from the affected parties they can provide accurate knowledge on their current departmental workflows.
- The technical equipment (Meditech Cloverleaf and Athena MX interface engines) currently in place will be able to integrate with one another.

Risks

- Unable to provide legally required information on the patient order summary for compliance and HR. (Physician electronic signature, time stamps, reason for exam, etc.)
- We will not be able to align Athena HL7 order messages with required Meditech specifications.
- PPHS CEO decides the project is no an organizational goal and closes it.
- Exceeding the project budget.
- Unexpected downtime for Meditech and/or Athena systems during testing and/or Go Live will put a delay on completion timeline.

Key Stakeholders

- Scott Steiner – PPHS CEO
- Jessie Diaz – PPHS CIO
- Melissa Hampton – PPHS Coporate Director of Health Information Management
- Tracy Wilkinson – PPHS Radiology Director
- Wendy Allen – PPHS Revenue Management Director
- Anita West – PPHS Central Wide Scheduling Director

Affected Parties

- Patients and Providers
- Phoebe Putney Radiology Department
- Central Business Office Department (CBO)
- Central Wide Scheduling Department (CWS)
- All PPHS Ambulatory Clinics utilizing Athena System (Approximately 30)
- Phoebe Putney Memorial Hospital (PPMH) Registration Staff
- Information Systems Clinical Analysts and Systems Analysts

Project Team

Project Manager

- Sara M. Carswell – Project Manager – IS Ambulatory Team Manager

Phoebe Putney Resources

- Mike Leach – IS Network Team Manager
- Michael Burrows – IS Senior Interface Analyst (Athena & Meditech)
- Johnathan D. McDonald – IS Systems Analyst / CVIS Systems Administrator (Athena & Meditech)
- Julie Williford – IS Clinical Analyst (Athena)
- Sonya Brooks – IS Systems Analyst (Meditech Registration & Scheduling)
- Eric Snow – Radiology/PACS Administrator (Meditech)
- Carol Pressley – Health Information Management Senior Analyst

Athena Vendor Resources

- Heather Phillips – Senior Customer Success Manager
- Chirag Karia – Project Engineer / Client Integration

Tentative Milestones

Milestones Summary	Due Date
Project acceptance sign off	9/2/2019
Compliance and HR legal acceptance sign off	9/20/2019
Athena testing completion sign off	10/1/2019
Go Live Complete	12/31/2019

Preapproved Financial Resources

The Information Systems Administrative Board and CFO has approved a budget of $4million as part of the capital budget for this fiscal year (August 2019 – July 2020). The capital cost for the Athena Electronic Orders Project is an estimated $100,000.

Project Approval Signatures

Approved by/Date:

Approved by/Date:

Approved by/Date: