

Eastern Washington University
Cheney, WA 99004

Spokane Guilds' School
Korin Michielli
2118 W. Garland Ave.
Spokane, WA 99205

Dear Ms. Michielli,

My team and I would first like to thank you and everyone at the Spokane Guilds' School for allowing us to do this project. It has thoroughly enhanced our understanding of technical communications. We hope from this experience you would be willing to work with other EWU students in the future.

After much consideration of possible funders, we ultimately decided Itron would be the best match for the Spokane Guilds' School. Our research concluded that Itron offered the best viability for the electronic medical records project due to their undeniable focus in areas of education, health, and technological funding. Itron also states, "priority is given to organizations in which Itron employees are involved." This works perfectly since Jenn Wells' husband, Tyler, works for Itron, and their daughters previously attended the school.

We have provided for you a cover letter, executive summary, introduction, need statement, organization background, project description, solution, and evaluation. Since all we knew was the \$30,000 total budget we were unable to break this down any further ourselves due to our lack of research in the area. However, we did provide a budget template to allow someone more qualified to further fill in the section.

We hope that you find this proposal to be feasible in some way. Whether that be for submitting it to Itron, or altering it to fit other funders or qualification you may have in the future.

Sincerely,

Abigail Scarborough
Josiah Baldwin
Joseph Figg

The Guild's School Spokane
2118 w. Garland Ave.
Spokane, WA 99205

Itron
2111 N Molter Rd
Liberty Lake, WA 99019

To Whom It May Concern:

On behalf of the Guild's School Spokane, I am contacting you in request for a grant to support an Electronic Medical Records system. The Guild's School Spokane was established to provide early learning educational support to the families of Spokane County. With the support of Itron, we will make technological improvements that would vastly increase our facilities efficiency and effectiveness. We are requesting consideration for a grant of \$30,000 to support our Electronic Medical Records System project. Please see the enclosed proposal for information highlighting the goals and outcomes.

This year the Guild's School is undertaking the task of upgrading its current medical records system to an Electronic Medical Records system. The Guild's School Spokane provides early learning support for children with physical and communication barriers. Tyler Wells', an Itron employee, is one of the many families that support our organization directly. With your help we will vastly improve our efficiency through this technological advancement in our medical records system.

A grant of \$30,000, to support our 1-year project of upgrading our current medical records system to an electronic medical records system, is integral to the Guild's School Spokane's ability to continue to provide the quality of service that has helped so many families. If you would like any further information, or would like to arrange a visit to the Guild's School Spokane to see our operation in action, please call 509-326-1651. Thank you for the consideration of support.

Sincerely,

Karin

Executive Summary

The Spokane Guilds' School & Neuromuscular Center was founded in 1960 to offer families respite for children with special needs. The Spokane Guilds' School is Eastern Washington's first neuromuscular center. The center provides a comprehensive focus for children with developmental disabilities and delays. The Guilds' School provides children with specialized pediatric care, and personalized treatment programs that include: occupational, physical, and speech therapies, and special education programs.

The Spokane Guilds' School serves 234 children each term. The average enrollment in special needs education was up 3% each month in 2014. 18% of all graduates from the Guild's School no longer require further therapeutic services, and leave with age appropriate skills. The Spokane Guilds' School is the only nonprofit school of its kind in the Spokane area. 80% of all families served by the Spokane Guilds' School live at, or 200% below, the poverty line.

In 2015, The Spokane Guilds' School is upgrading to an electronic medical records system. Currently, the Guilds' school is using a hard copy filing system. Adoption of an electronic medical record systems will lead to major health care savings, reduce medical errors, and improve health care. Electronic Medical Records also increase office efficiency leading to more cohesive teamwork, and a decrease in labor costs.

Implementing an electronic medical records system begins with licensing the correct EMR system. The licensing of EMR systems can run around \$30,000 in upfront cost, and an additional \$4,000 in monthly service costs. \$30,000 reflects the typical cost of installation including: licensing, database servers, desktop computers, printers, EMR software, IT contracting, and personnel training. The projected completion of this project will be 1-year after receiving funding.

The Guilds' School is requesting partnership with Itron because of their strong common interest within the Spokane community. Tyler Wells, an Itron employee, and his family directly support our organization. Jenn Wells, Tyler Wells' wife, is a Speech Therapist at the Spokane Guild's School, and by partnering with the Guild's School Spokane, Itron will be directly supporting Itron employees and their families.

With the support of Itron, we will reduce the need for special education services in the K-12 schooling for children who suffer with developmental delays. Early learning intervention programs are an investment into the community that can generate measurable economic returns for those families affected. Improving the Guild's Schools medical records filing system will allow their early intervention programs to run more effectively, while alleviating the emotional and financial burden that faces Spokane families whose children suffer from disabilities.

Introduction

In 2015, the Spokane Guilds' School is undertaking improvements in its current medical records system. An Electronic Medical Records (EMR) system will replace the current hard copy filing system. By moving from hard copy to an EMR system we will make great improvements by: reducing health-care costs, reducing medical record errors, increasing staff efficiency, and improving the overall effectiveness of our current classes and programs. The Guilds' School Spokane is a community health and education organization that has provided its services to the families of Spokane county for over 50 years. With the support of Itron, we will improve our medical records system to help us better support the Spokane community.

Need Statement

Spokane has always been a city with strong core values. One of these values Spokane has committed itself to is community health and education. For over a hundred years, Washington state has been a pioneer in bringing education and health care to all the communities in Washington state. There is a belief among Americans that every man, woman, and child, be given the opportunity to live a healthy and happy life. Unfortunately, what we believe and what actually happens do not always align. There are a number of physical and mental developmental health problems that can keep our children from obtaining the American dream.

As population exponentially increases, so does the percentage of physical disabilities and learning disorders. These are naturally occurring anomalies, and when presented with proper nurturing, it is possible to overcome these difficulties. We know that a large population of our unemployed and our homeless are products of disabilities and learning disorders. This is a major problem in growing communities because it creates emotional and financial strain on the families that live in our communities.

In 2010, a report by the US Census Bureau stated that 19% (56.7 million people) of the population had a disability. In 2013, 5.5% of children in Spokane County alone were confirmed to have disabilities of physical, mental, or sensory types. In Spokane, we have seen an increase in enrollment in special education programs at a 3% rate of growth every month. That's roughly 150 new families in need of special education services every month.

Every year, over 1,000 children in the Spokane area will be born with a developmental delay. With the assistance of the Spokane Guilds' School early intervention program, these children will be able to reach their full potential. Economically, for every 1,000 children who no longer qualify for special education services by the age of three, the financial investment return can surpass \$125 million. By partnering with Itron, The Spokane Guilds' School will vastly improve

the effectiveness of their many programs, and reduce the need for special education services in the K-12 schooling.

Success Stories:

Ryland

Ryland is a proud graduate from the Spokane Guilds' School. He is currently four years old, and just by looking at him you would have never imagined everything Ryland has gone through. It was not until his mother found him unresponsive at four months old that there was clearly a problem in Ryland's health. After a multitude of tests, Ryland was eventually diagnosed with severe reflux, secondary aspiration, delayed gastric emptying, and apnea.

After numerous periods of brief respiratory arrests, Ryland underwent a major surgery called a fundoplication. This procedure involves wrapping the upper part of the stomach lining around the bottom part of the esophagus. This is done to prevent the stomach's content from coming back up the esophagus. Unfortunately, at this point Ryland became very averse to food. He would barely drink a few ounces of liquid from a bottle a day, so doctors decided to surgically implant a G-tube. He received his nutrients intravenously through a feeding tube.

At 6 months old, Ryland was enrolled at the Spokane Guilds' School for speech therapy. He also qualified for physical and occupational therapy at the school. His mother noted Ryland had gone from not wanting to put any food in his mouth to begging for food on a regular basis. His parents both praise the Spokane Guilds' School for Ryland's improvement. Ryland made amazing progress through all his therapies, and is now heading towards the K-12 experience.

Malaya

Malaya arrived after a very normal pregnancy. After bringing Malaya home, it was apparent that she was missing major milestones. Her parents initially thought that perhaps she was just a late bloomer. Her mother also noticed a lack of interest in interacting in play time and socialization. It was not until four months old that Malaya suffered her first seizure, and just a few months afterwards she suffered a second.

Malaya was instantly directed to a neurologist for a MRI and multiple tests for epilepsy. At one years old, Malaya was brought to the Spokane Guilds' School. Malaya receives speech, physical, and occupational therapies. Since beginning at the Spokane Guilds' School, Malaya's mother remarks how much she has seen her daughter grow and progress. With the passion and dedication of all the therapists and teachers at the Spokane Guilds' School, Malaya has been able to reach new milestones that were not thought possible before.

Organization Background

The Spokane Guilds' School & Neuromuscular Center was founded in September 1960. Our school was founded by a group of women who wanted a safe place to offer families respite for children with special needs. Our school goes by our mission: *"We believe in the worth of individuals and their right to a meaningful life. Our purpose is to nurture the full potential of families and their children, from birth to three, with disabilities. We do this through a personalized, comprehensive program of assessment, therapy, education, and support"*.

The Spokane Guilds' School is Eastern Washington's first neuromuscular center. Our center provides a comprehensive focus for children with developmental disabilities and delays. Our school is able to provide children with specialized pediatric care, and personalized treatment programs that include occupational, physical, and speech therapies, through special education programs.

Since our original opening in 1960, our school has grown immensely from a small center that once only offered respite, into a full-time center with professional and specialized staff serving children, birth-to-three, with a diversity of disabilities. Knowledgeable pediatric nurses, a pediatrician, and a medical needs social worker, run our neuromuscular center; playing a key part in our medical community.

In the 2013/2014 school years, the Spokane Guilds' School served 234 children, a 9% increase. Our average enrollment was up 3% each month to 141 children and families. On top of this, 18% of our graduates left our school needing no further therapeutic services and with age appropriate skills. Although, there are a few similar agencies in our communities, the Spokane Guilds' School is the only nonprofit in our area; therefore, we will never turn a child away because of the inability to pay. 80% of all families served by the Guilds' School live at, or 200% below, the poverty line.

Project Description

The Spokane Guilds' School is working toward changing over to an electronic medical records system. Currently, our school still uses hard copy filing in order to store and track patient/student medical records. Broad adoption of an electronic medical record systems will lead to major health care savings, reduce medical errors, and improved health care. We at the Spokane Guilds' School believe we can apply these methods to improve our outstanding care services.

Implementing an electronic medical records system begins with the licensing of the correct EMR system. In general, the licensing of EMR systems can run around \$30,000 in upfront cost and an additional \$4,000 in monthly service costs (helthit.gov). The initial \$30,000 request will allow us to cover the costs of database

servers, desktop computers, printers and scanners, as well as, the licensing of EMR software.

The initial process will involve the installation and setup of the EMR hardware and software. This stage of the project will require IT contractors, electricians, and consultant support for network installation.

The second stage of EMR implementation will require the Guilds' School Spokane to train every member of the staff in the proper operation of the EMR system. Our staff will need to understand how to use the EMR system, and ways to effectively use the system to increase workflow and improve our overall teamwork.

The final step in implementing the EMR system will be the scanning and storing of all current hard copy files in the form of PDFs. This will include all current care plans and medical records for all students, as well as, all records for individuals who have attended or used the services of the Spokane Guilds' School.

The goal of this project is to increase the effectiveness of our current education and health care programs. Through the use of an EMR system we will be better equipped to track and monitor student/patient progress as we implement state of the art early learning and communication strategies. The ability to instantly access a student/patient's medical records allows us to monitor the effectiveness of programs and alter them to cater to individual student/patient needs. The ease of access to these medical records will also allow our team to become more efficient and productive. The EMR system allows our staff to access records on-demand allowing them to allot more time toward student/patient needs.

The EMR system will produce measurable outcomes in the form of increased student/patient success, and staff efficiency. We plan to measure these outcomes by tracking the success rates of our programs and comparing the data to previous data. This will allow us to form more effective and personalized individual care programs.

We will also be able to track the efficiency increase by tracking our staff productivity. This efficiency increase will be reflected in the funds allocated to office work. The EMR system should produce an increase of available funds by decreasing the amount of hourly wages spent dealing with hard copy files. Our school would not exist without private and corporate donations, and it is paramount that the Spokane Guilds' School obtain the technologies that will allow us to more effectively operate leading to an increase in available funds for all departments.

Budget

Attached is a copy of the budget for our Electronic Medical Records system.