



Extending IT Services to Community Providers

DATE: January 2019: PRESENTED BY: John L. Dunn, VP Healthcare IT

Oregon's first Academic Medical Center

- Integrated clinical research and education programs
 - Graduate Medical Education
 - School of Medicine
 - School of Nursing
 - School of Dentistry
 - Physician Assistant program
- Highest patient acuity in Oregon



OHSU Adult Hospital - 428 Beds

Doernbecher Children's Hospital - 145 Beds

OHSU Facts

General

- Healthcare employees: 6,600

Workload statistics FY-18

- Occupancy: 83%
- Discharges: 29,230
 - Not including newborns
- ALOS: 5.9
- CMI: 2.1
- Births: 2,264
- Surgeries: 35,560
- Practice visits: 955,857
- Emergency visits: 48,461





OHSU Healthcare Staffing Statistics

Medical Staff **2,214**

Physicians 1,635

Advanced Practice Providers 579

Resident/Fellow Physicians 800

Nursing Staff **2,907**

Registered Nurses 2,625

Licensed Practical Nurses 30

Certified Nursing Assistants 252

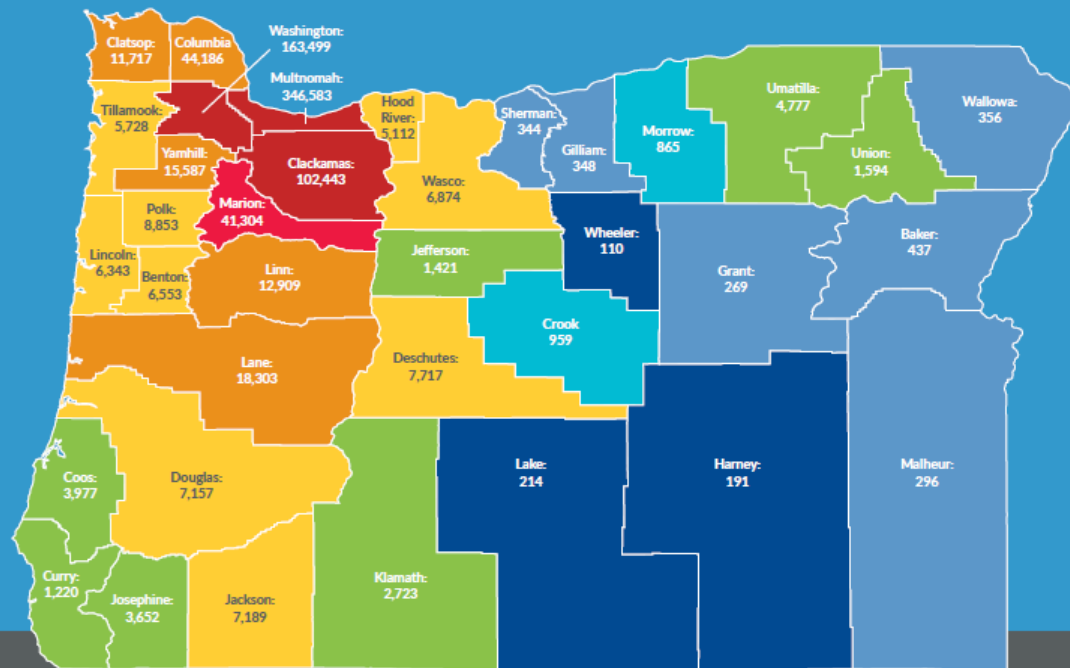
Professional Clinical Services **2,402**

Pharmacists, Imaging, Rehab, Transplant,
Social Work, Lab, RT, Dietitians, Chaplains,
support services and other technicians 1,982

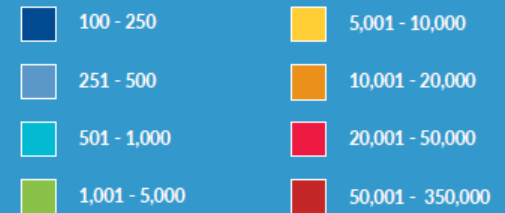
Medical Assistants 420



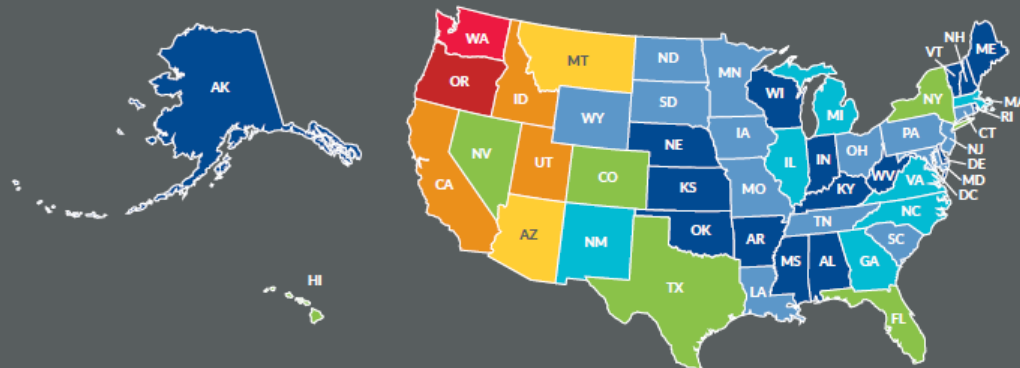
OHSU's Patients Span Oregon and Beyond



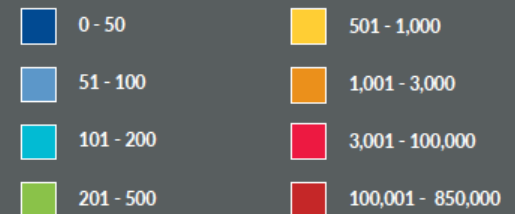
Patient visits by county



Unknown: 359



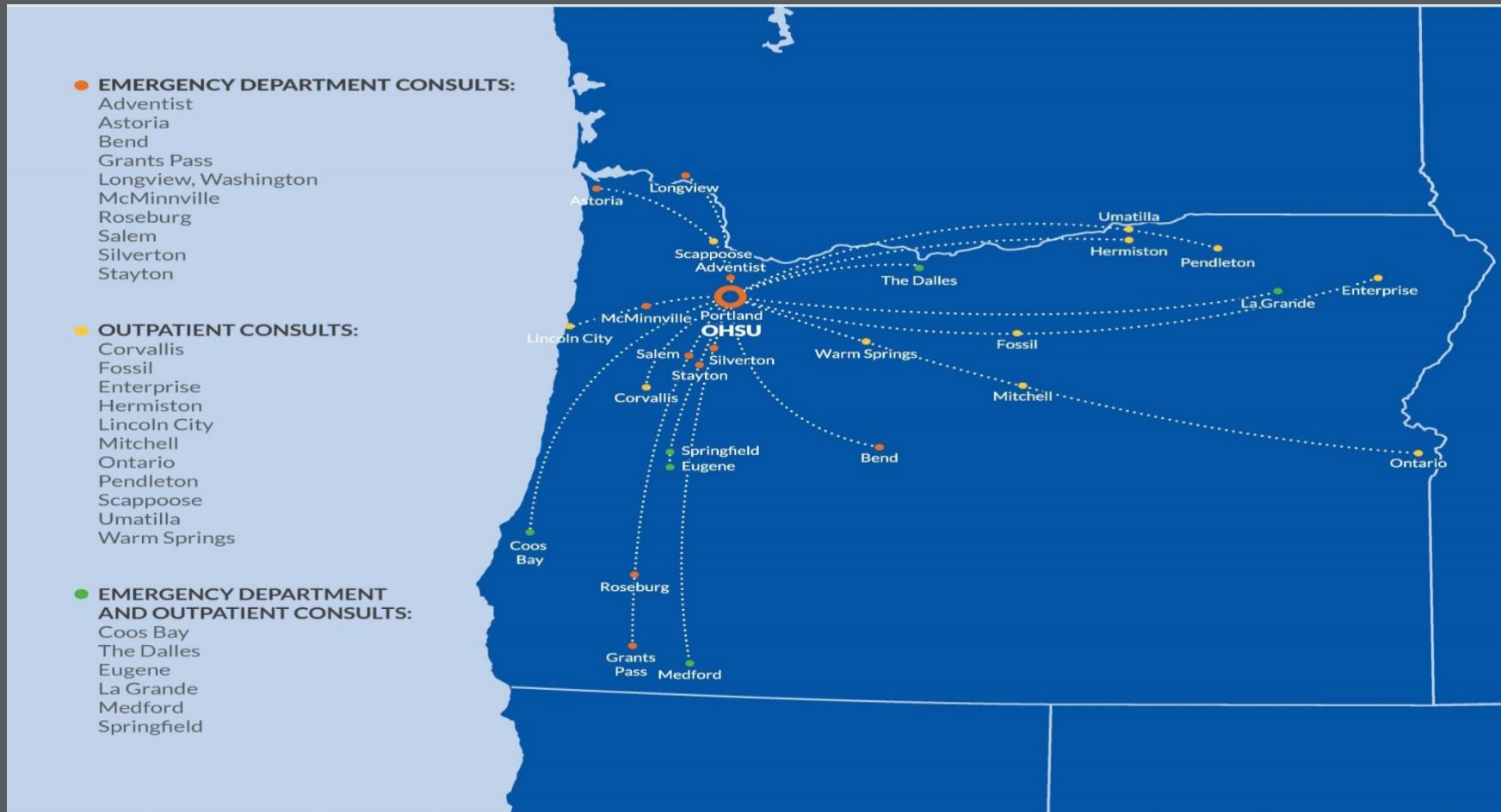
Patient visits nationwide



Why get into the Healthcare IT business?



OHSU Telemedicine Network



OHSU Telemedicine Network supports increased access, reduced costs, improved patient and provider satisfaction and mission fulfillment across the continuum of care.

Not so fast!!

- Is it more than an EHR relationship?
- Vendor vs. Partner
- Estimating & Allocating Costs
- Separate service organization
- Distracting from larger organization's priorities



How hard can it be?

“Just give them our Epic”

“We already have all the applications they need”

“They can adopt our workflows and content”

“Your quote here”

It sounds easy

“Just give them our Epic”

...the reality

- “Epic” is really dozens of applications from various vendors
- Infrastructure is not easy
- OHSU infrastructure not designed for being a service provider
- Software licensing issues & academic pricing

It sounds easy

“We already have all the applications they need”

...the reality

- We don't – Home Health, Health Plan
- Converting like to like is hard (RightFax)
- Software licensing issues & pricing (Academic, Oracle, MS SPLA)
- Many systems remain but require interfacing

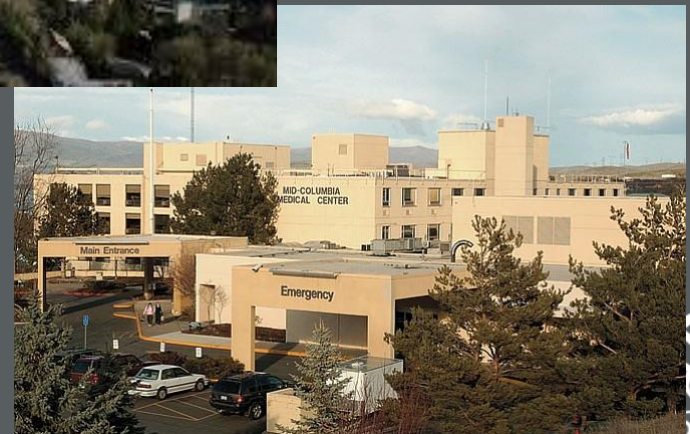
It sounds easy

“They can adopt our workflows and content”

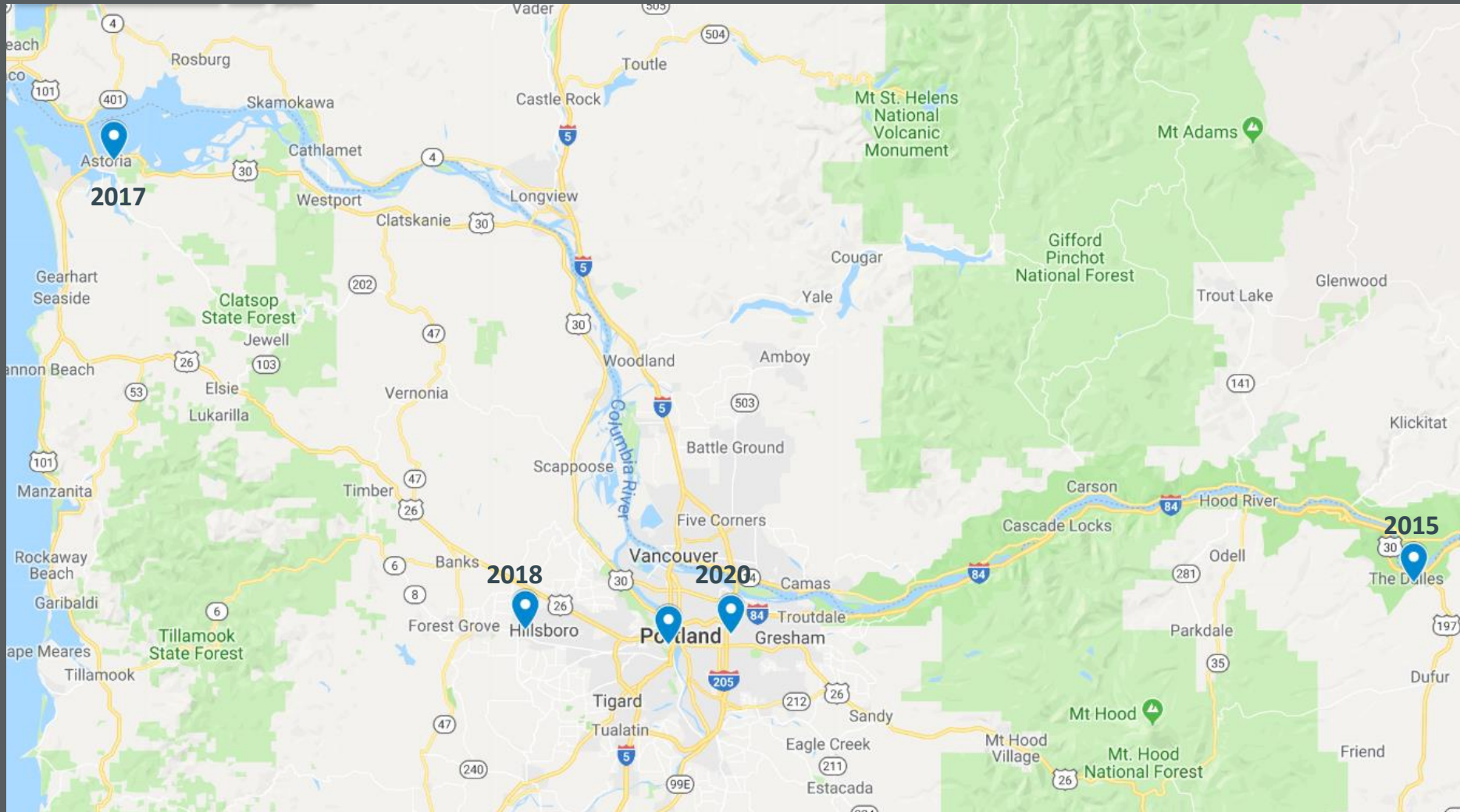
...the reality

- Academic clinical workflows are different
- OHSU does not have some programs (e.g., Geri-Psych)
- Business policies may drive different workflows
- Staffing is different
- Some academic content may not add much value
- Change is hard for both OHSU and affiliates

OHSU IT Service Locations



Affiliated Hospitals



Business models

Organization	MCMC
Size of organization	49 bed; \$130M
Partnership Model	Affiliation
OHSU Providers	Primary Care
Go Live	2015
IT Services Delivered	Epic Ecosystem
Network	MCMC
AD Approach	Separate domain; domain trust

Business models

Organization	MCMC	CMH
Size of organization	49 bed; \$130M	25 bed; \$85M
Partnership Model	Affiliation	Collaborative
OHSU Providers	Primary Care	Oncology, Ophthalmology
Go Live	2015	2017
IT Services Delivered	Epic Ecosystem	Radiation Medicine
Network	MCMC	OHSU
AD Approach	Separate domain; domain trust	OHSU users

Business models

Organization	MCMC	CMH	Tuality
Size of organization	49 bed; \$130M	25 bed; \$85M	175 bed; \$200M
Partnership Model	Affiliation	Collaborative	Partnership
OHSU Providers	Primary Care	Oncology, Ophthalmology	Multiple
Go Live	2015	2017	2018
IT Services Delivered	Epic Ecosystem	Radiation Medicine	Whole Enchilada
Network	MCMC	OHSU	OHSU/Tuality
AD Approach	Separate domain; domain trust	OHSU users	Separate OU in OHSU domain

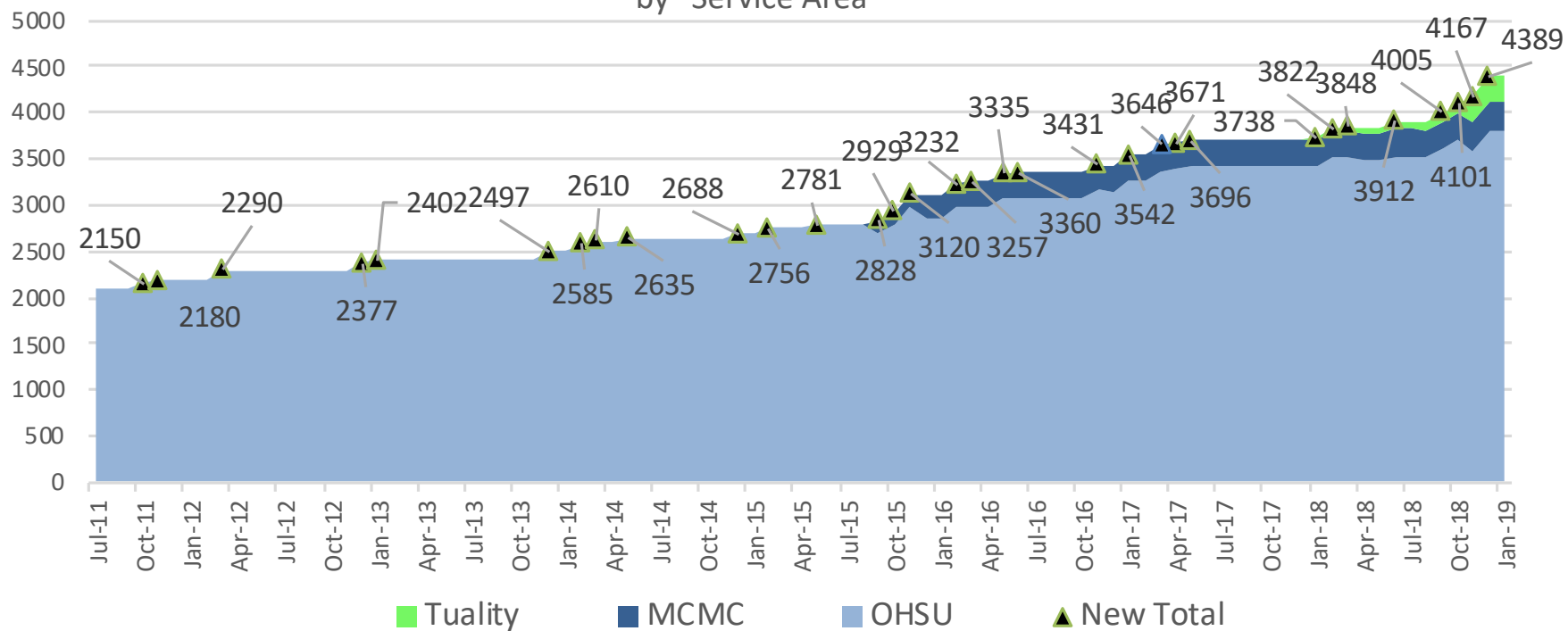


Business models

Organization	MCMC	CMH	Tuality	Adventist
Size of organization	49 bed; \$130M	25 bed; \$85M	175 bed; \$200M	300 bed; \$4.3B
Partnership Model	Affiliation	Collaborative	Partnership	Partnership
OHSU Providers	Primary Care	Oncology, Ophthalmology	Multiple	Multiple
Go Live	2015	2017	2018	2020
IT Services Delivered	Epic Ecosystem	Radiation Medicine	Whole Enchilada	Epic Ecosystem
Network	MCMC	OHSU	OHSU/Tuality	Adventist
AD Approach	Separate domain; domain trust	OHSU users	Separate OU in OHSU domain	Domain trust

The Big Picture

Cache License Count by "Service Area"



What's Next?

- Connecting to private practices affiliated with community hospitals
- Aligning clinical care content and processes
- Developing system-wide IT governance