Tricks of the Trade: How to become a Top Performer Post Epic Implementation

October 10, 2019
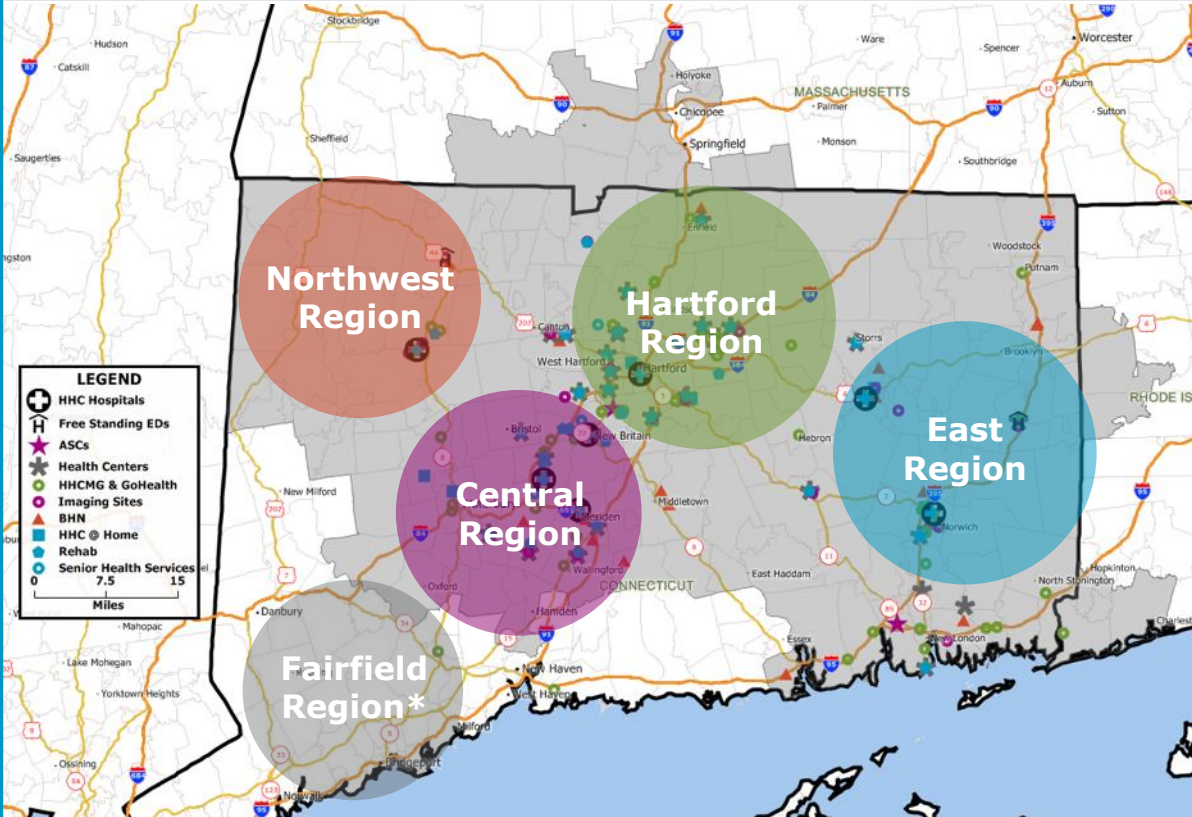
Charles Johnson, HHC Executive Vice President & Chief Financial Officer
Cindy Pugliese, HHC Senior Vice President Revenue Cycle
Beth Crabtree, HHC ITS Vice President of Applications
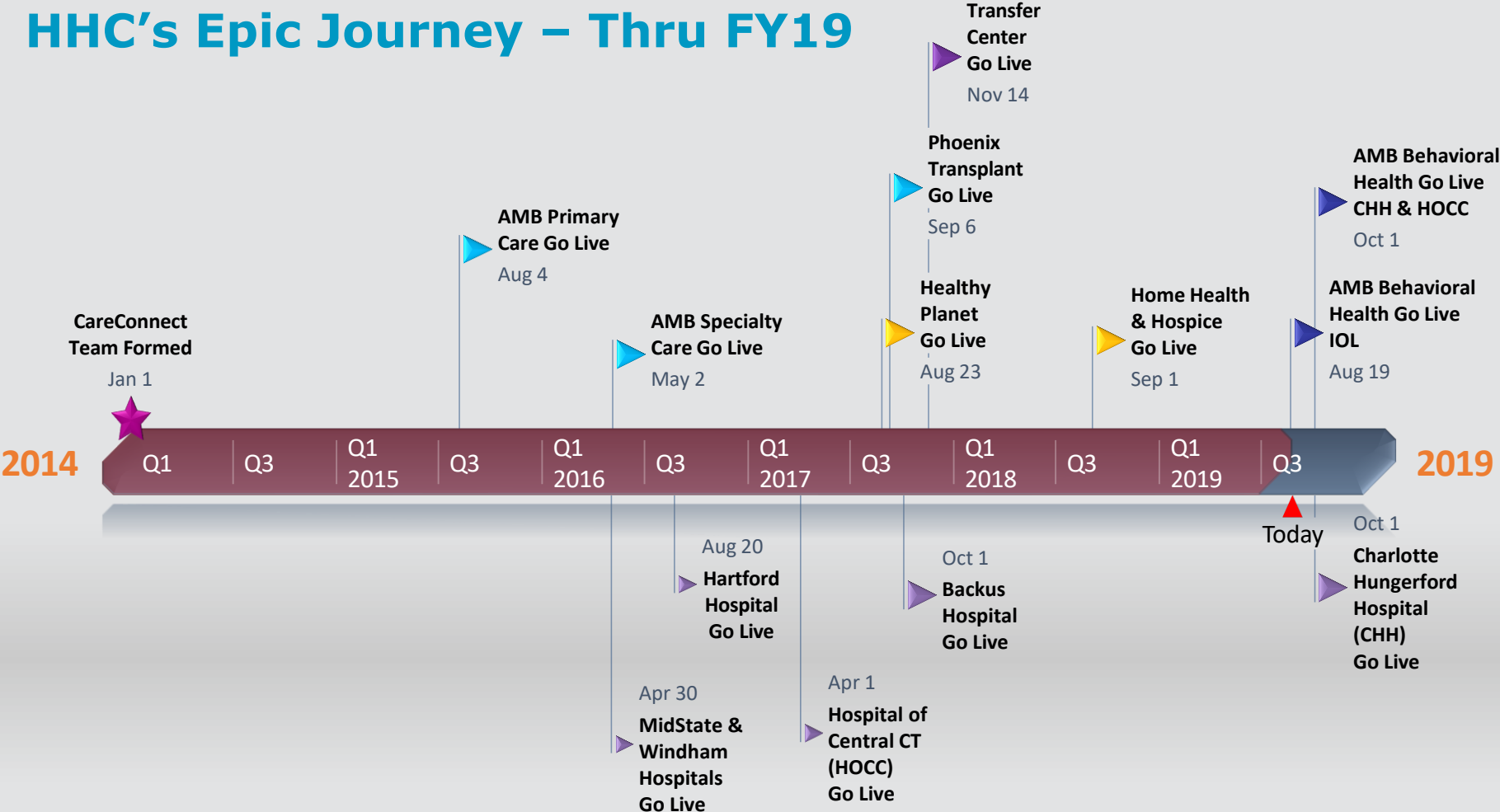
HHC: Who we are . . .

7 Hospitals
11 Surgical and Diagnostic Centers
39 Family Health Centers
20 HHC/GoHealth & Other Urgent Care Centers
33 Imaging Locations
128 HHCMG sites
313 Total Locations
147 Towns & Cities Served

~25,000 Employees
A-Rated
$4.2B Operating Revenue

LEGEND
✚ HHC Hospitals
Ⓗ Free Standing EDs
★ ASCs
✱ Health Centers
○ HHCMG & GoHealth
◉ Imaging Sites
▲ BHN
■ HHC @ Home
⬠ Rehab
○ Senior Health Services

0   7.5   15
Miles

Northwest Region
Hartford Region
East Region
Central Region
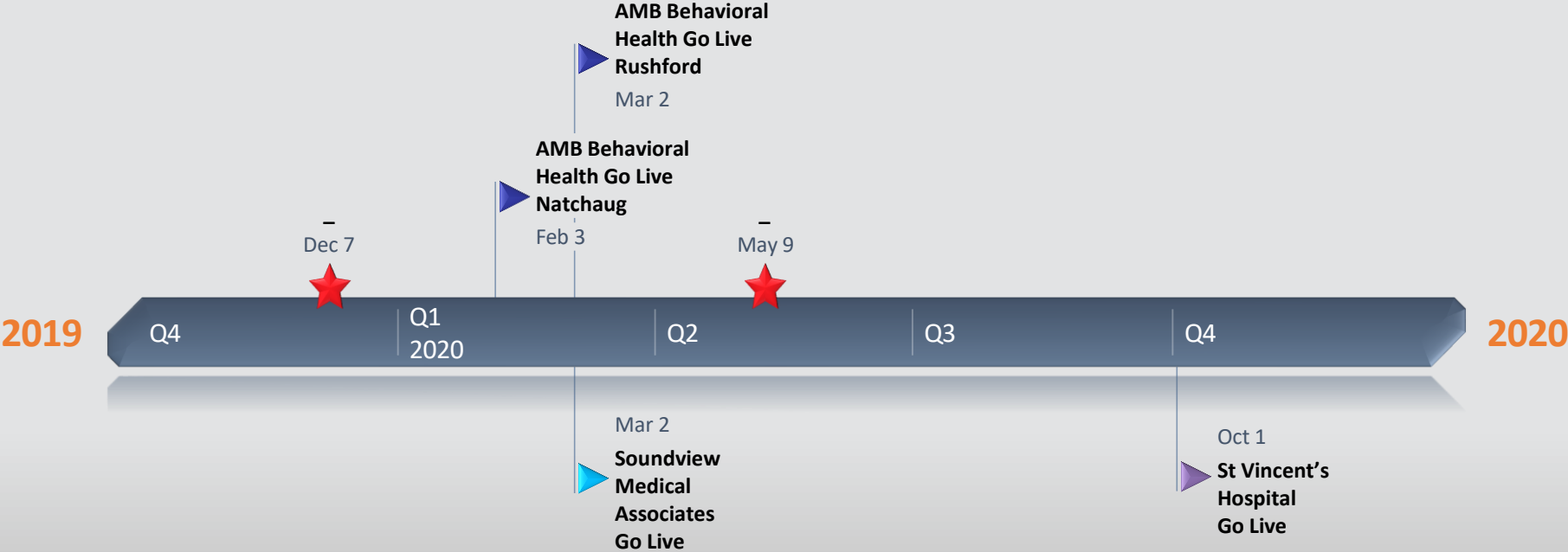Fairfield Region*

Hartford HealthCare

Introduction

- Courageous Conversations
  - Re-aligning original plan
- Taking Risk off the table
  - Scope of each implementation
- Willingness to Change Course
  - Acting on lessons learned
- Executive Support

Hartford HealthCare

HHC's Epic Journey – Thru FY19

Transfer Center Go Live
Nov 14

Phoenix Transplant Go Live
Sep 6

AMB Behavioral Health Go Live CHH & HOCC
Oct 1

AMB Primary Care Go Live
Aug 4

Healthy Planet Go Live
Aug 23

Home Health & Hospice Go Live
Sep 1

AMB Behavioral Health Go Live IOL
Aug 19

CareConnect Team Formed
Jan 1

AMB Specialty Care Go Live
May 2

2014

| Q1 | Q3 | Q1 2015 | Q3 | Q1 2016 | Q3 | Q1 2017 | Q3 | Q1 2018 | Q3 | Q1 2019 | Q3 |

2019

Today

Oct 1

Aug 20

Hartford Hospital Go Live

Oct 1

Backus Hospital Go Live

Oct 1

Charlotte Hungerford Hospital (CHH) Go Live

Apr 30

MidState & Windham Hospitals Go Live

Apr 1

Hospital of Central CT (HOCC) Go Live

HHC's Epic Journey – FY20 Planned Go Lives

AMB Behavioral Health Go Live Rushford

Mar 2

AMB Behavioral Health Go Live Natchaug

Feb 3

Dec 7

May 9

2019

Q4

Q1 2020

Q2

Q3

Q4

2020

Mar 2

Soundview Medical Associates Go Live

Oct 1

St Vincent's Hospital Go Live

★ **Epic Upgrades**

Keys To Our Implementation Success

- **Testing:** Test every click
  - Application Testing
  - Mapped Record Testing
  - Integrated Testing
  - Parallel Revenue Cycle Testing

- **Technical Dress Rehearsal:** Test every device

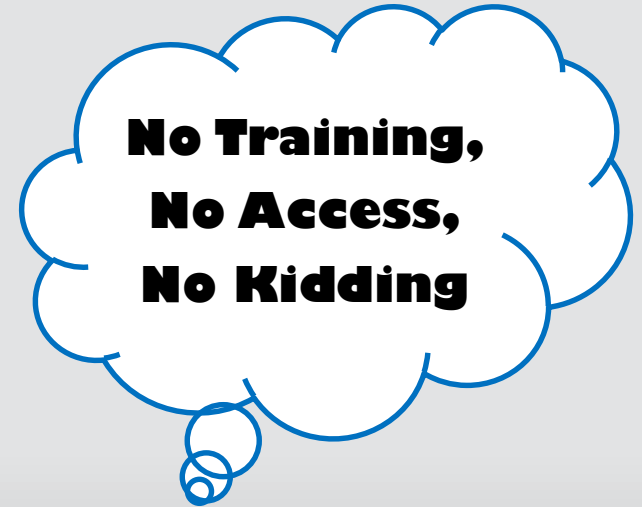- **Clinical Workflow Walk Through:** Test high impact workflows

Hartford HealthCare

Keys To Our Implementation Success

- **Training**
  - Credentialed Trainers
  - Super User Training
  - End User Training
  - Playground Practice Time

- **"At The Elbow" Go Live Support**
  - Internal HHC Staff
  - Consultants

No Training,
No Access,
No Kidding

Hartford
HealthCare

Keys To Our Implementation Success

- **Core 4 Applications:** Meets 85% of our needs
  - Epic EHR
  - PeopleSoft ERP
  - Sunquest Lab
  - Sectra PACS

- **Standardized 3rd Party Applications**
  - OnBase Document Imaging
  - RightFax Faxing
  - Pyxis Med & Supply Cabinets
  - Others…

Hartford
HealthCare

Revenue Cycle Operations

- ***Adoption:***
  - Outsource legacy A/R run out, no going back
  - Enlist clinical and finance partners to support charge reconciliation and review
  - Constant change management support

- ***Taking Risk Off the Table***:
  - Retain tools that provide additional oversight
  - Hire experience that you don't currently have
  - Retain third party applications for stability
  - Limit workflows redesign at go-live

Hartford
HealthCare

Revenue Cycle Operations

- ***Courageous Conversations:***
  - Revenue Cycle Change Control
  - Redefining IT partnership: CDM and reporting resources
  - System wide adoption
  - Hard Stop Minimum Data Set
  - Taking a second look
  - Discipline of "not now"

Hartford
HealthCare

Questions and Feedback

Thank you!

Hartford HealthCare