



# Extending IT Services to Community Providers

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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

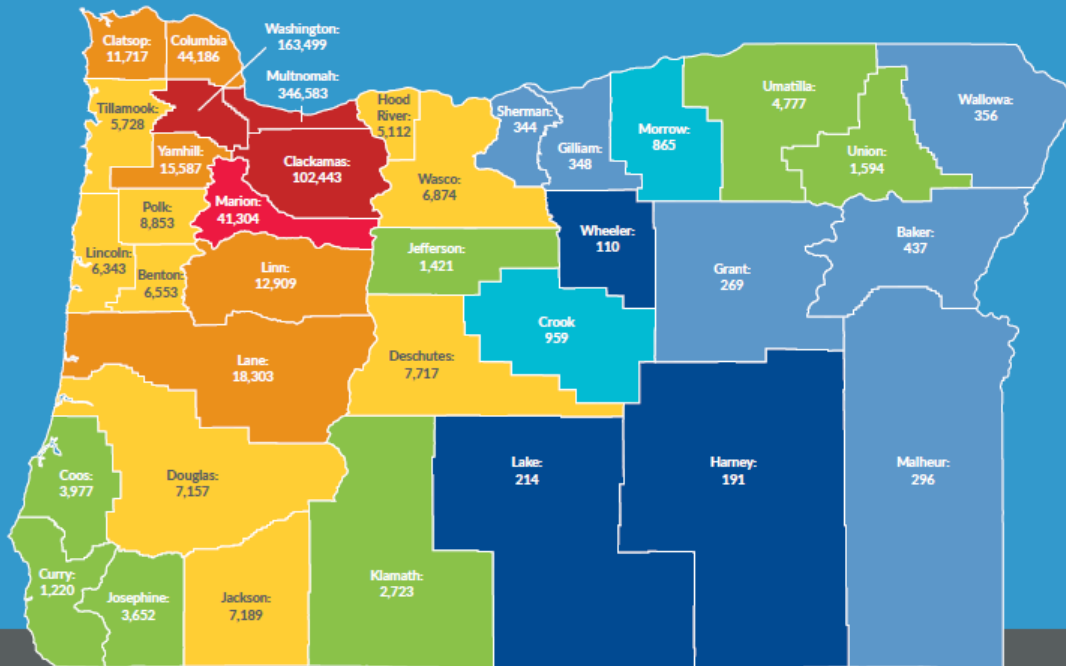
Professional Clinical Services **2,402**

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

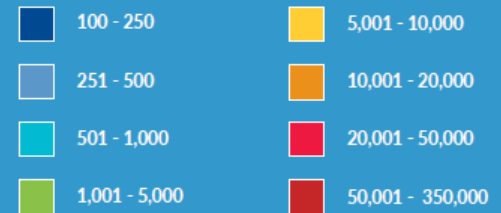
Medical Assistants 420



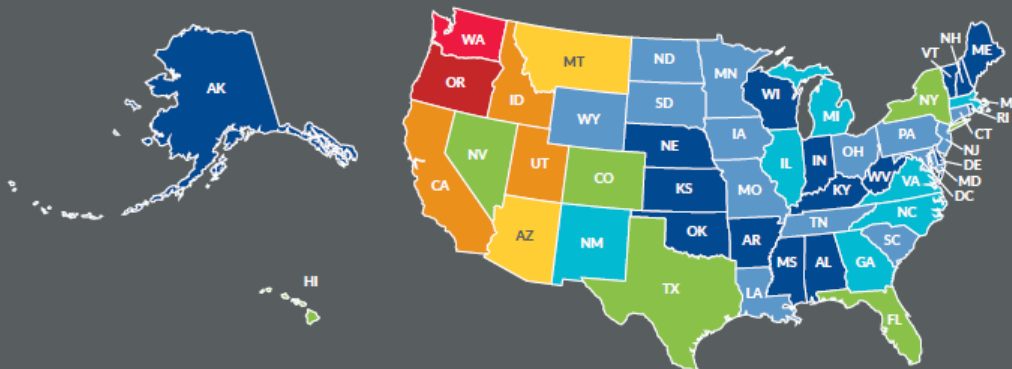
# OHSU's Patients Span Oregon and Beyond



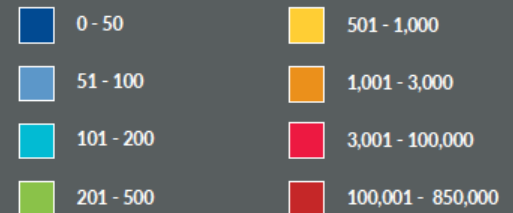
Patient visits by county



Unknown: 359



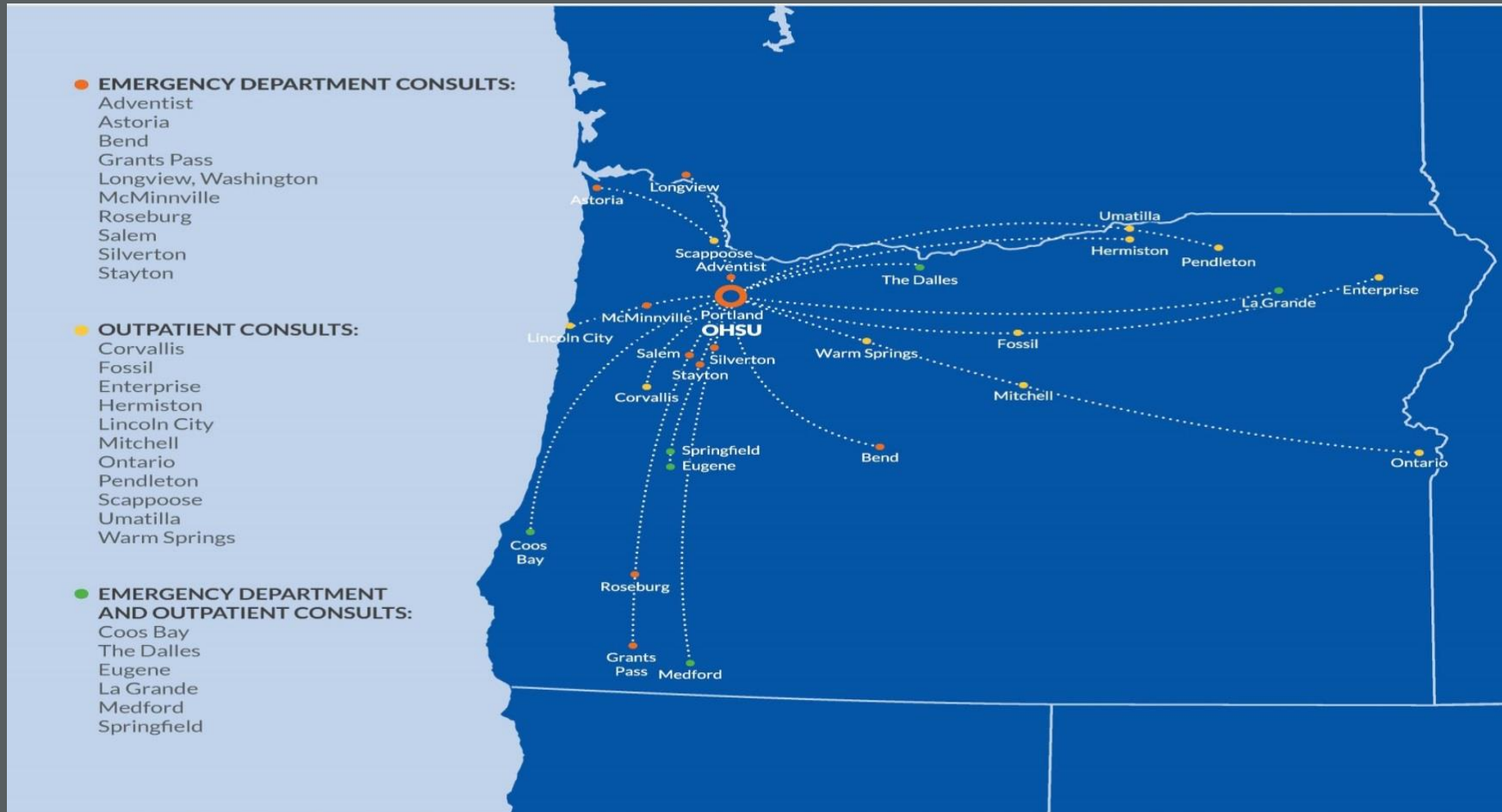
Patient visits nationwide



# 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

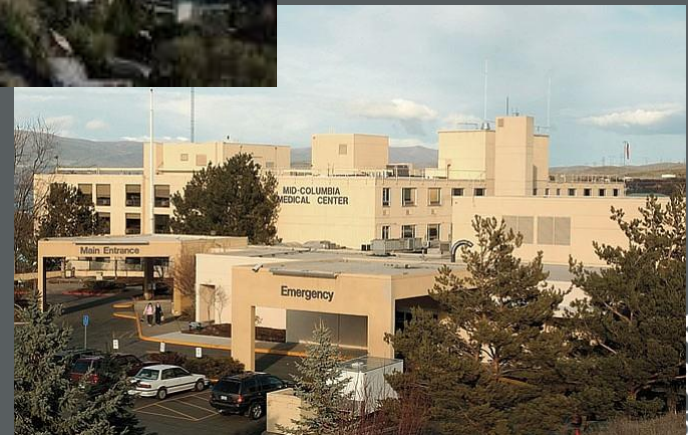
# It sounds easy

“They can adopt our workflows and content”

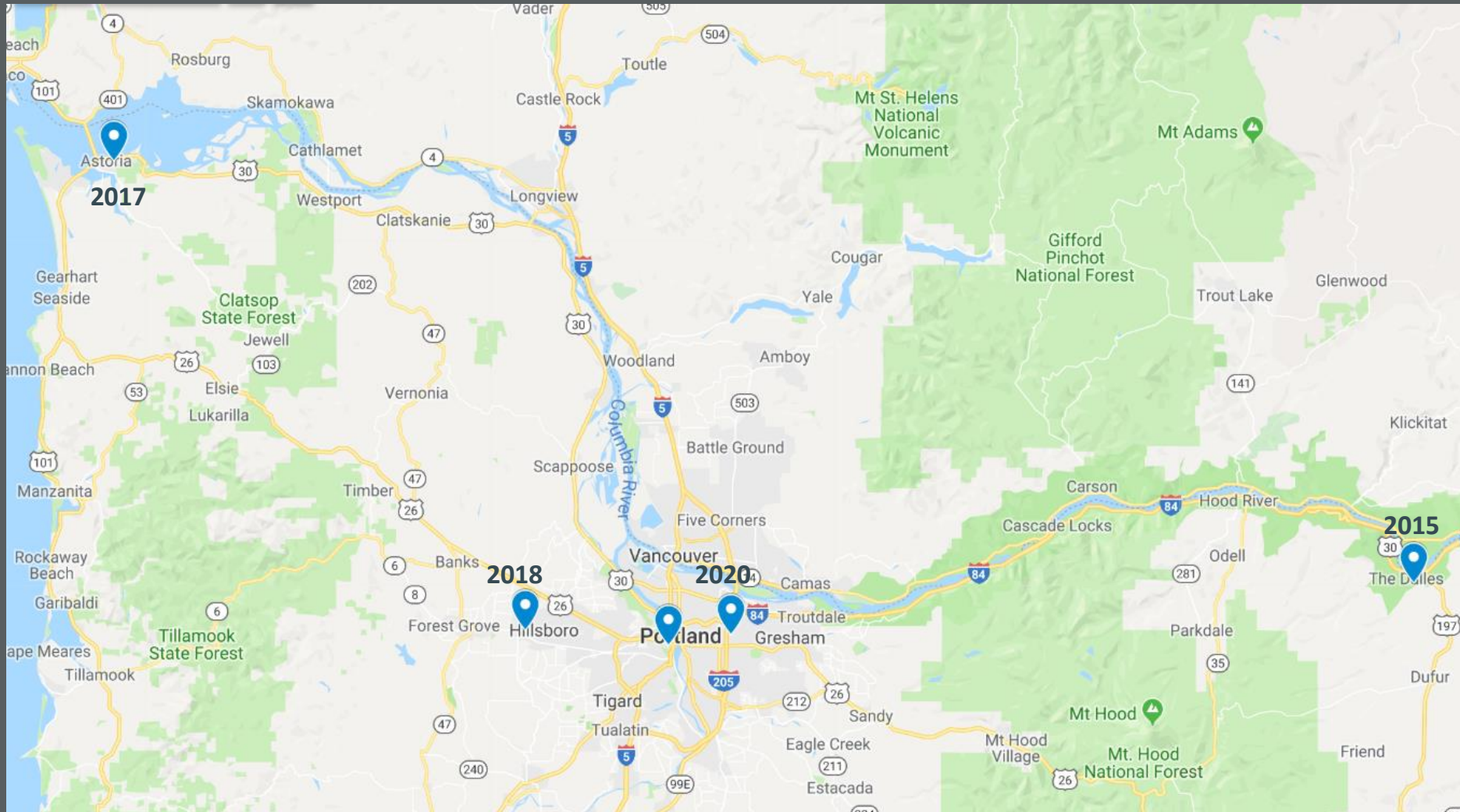
## *...the reality*

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

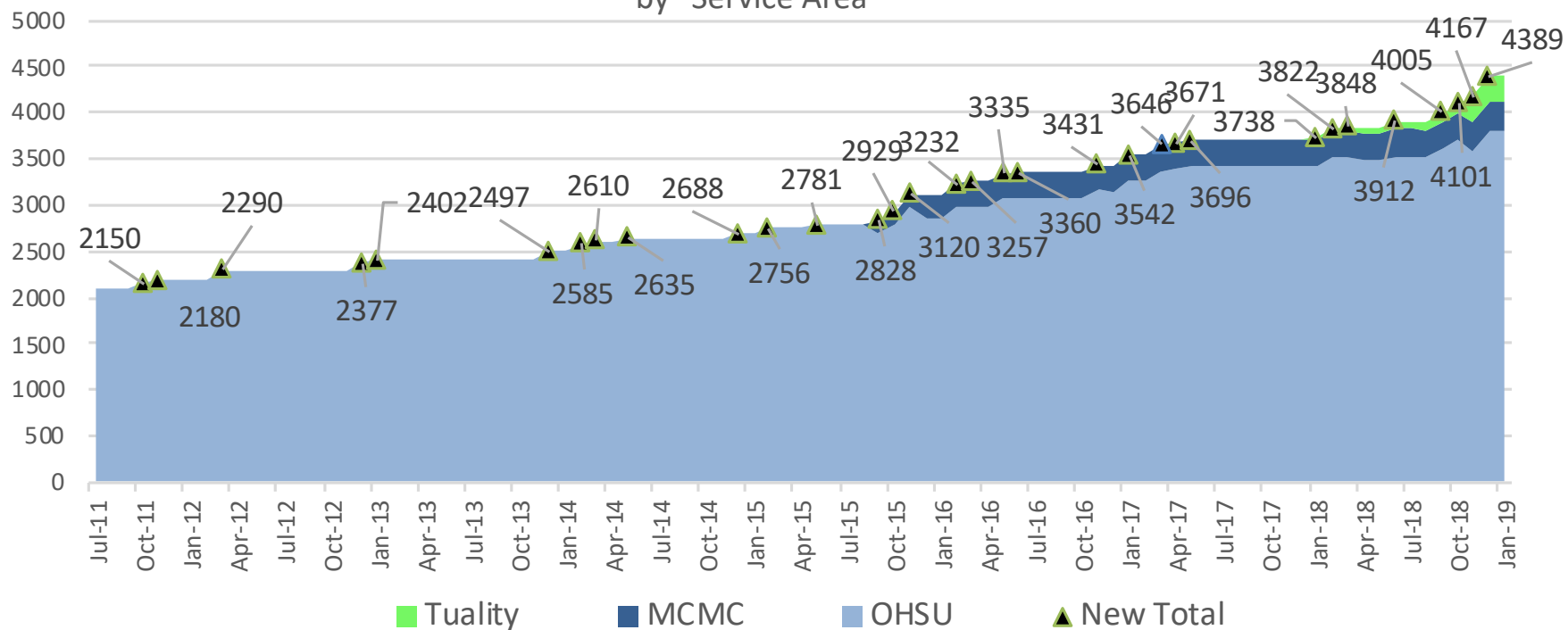


# Business models

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