

PPOC member update

August 1, 2018

Dear Colleagues and PPOC Members,

We have officially completed our Epic installation across 77 practices in six waves, over 15 months, totaling 532 providers throughout the PPOC network. As a network, we should pat ourselves on the back. The TEDDIE project took four years from conception to completion. I want to thank our CIO Nael Hafez, Chair of the IT Steering Committee Dr. Jennifer Hyde and those on the ITSC, Project Director Jean Santangelo, our physician builders, the many members who worked through committees, and our PPOC Staff for navigating this extraordinarily complex project so successfully. While at times we encountered obstacles, everyone involved was committed to the idea that this project is essential to our clinical and business success, and we were able to overcome those difficulties.

Here is a shortlist of the amount of data that were converted. While no EHR transition preserves all the data from the legacy systems, this is testimony to the fact that the project was designed to preserve as much content as possible:

Patients	768,851
Vitals	48,464,818
Vaccinations	14,878,514
Lab/Rad Results	22,807,153
Notes	23,160,275
Documents	12,144,330
CCDs	2,657,350

We have learned a great deal from this transition. At the same time we've been installing Epic, we've been refining our build of the system. We are thankful to all of the contributors-all staff, physician builders, the IT Steering Committee, and our consultants (temporary IT staff). The consultants were here for a defined period of time during Go Live, and we wish them well as they go on to help other organizations.

What happens now? We have plenty of work to do! In many ways, getting a new EHR is like buying new shoes. We carefully select them to meet our needs, but there's a "break-in period", when we inevitably have some discomfort as the shoes mold to our feet and we acclimate to them. Similarly, each of us is still working to master Epic, and the PPOC is doing all it can to help that process along. We will have a learning community this fall to enhance your ability to use the clinical system for population health. We will continue system enhancements based on suggestions and requests by the members. And, importantly, we will upgrade from Epic 2015 to the 2018 version in January. Finally, we've hired a new physician to lead the evolution of the system to meet our needs.

We long ago recognized that success with Epic would require that we have a physician on staff who is formally trained in clinical informatics. The position has been budgeted, but it was challenging to identify individuals who would meet our needs. Shortly after Dr. Louis Vernacchio became our new CMO, he renewed the recruitment effort, and we are pleased to announce that Dr. Heather O'Donnell, currently Director of Clinical Informatics for the Department of Pediatrics at Montefiore Medical Center in Bronx, NY, will join us as PPOC's inaugural Director of Clinical Informatics this fall. She was selected from among several highly qualified individual candidates.

Dr. O'Donnell's research interests include physician communication across transitions in healthcare and understanding how technology can be used to improve this communication and the coordination of pediatric care. She received her medical degree from Washington University School of Medicine and completed her pediatric internship and residency at Columbia University/Children's Hospital of New York (CHONY). During the two years following her residency, she was a pediatric attending at CHONY, she then completed a fellowship in

health services research in the Department of Public Health at Weill Cornell Medical College and obtained her master's in clinical research at Weill Cornell Graduate School of Medical Sciences. She is a certified EPIC Physician Builder and was deeply involved in the implementation of EPIC at Montefiore. Heather is also a practicing primary care pediatrician, and we anticipate that she will continue working part time as a clinician in one of our PPOC practices after she settles into her new position at the PPOC.

We are looking forward to Heather's contributions to our efforts. She will be working to enhance the clinical value of the system, its contribution to patient safety, and the clinical user experience. Her experience and training in medical informatics will surely enhance the evolution of the system. Heather will report directly to Dr. Louis Vernacchio as the Chief Medical Officer and will coordinate work between the PPOC's Quality Improvement and Information Technology teams.

Success with BCBS

We are very pleased to let you know that this quarter's distribution to practices includes a quality bonus associated with performance on the 2016 BCBS contract. The 2016 quality advances to practices assumed performance at the prior year's level. Due to the collective efforts of all PPOC practices, our actual 2016 performance was \$3.49 PMPM higher than the advance. This distribution includes 100% of this bonus amount and is payable to practices who participated in the 2016 quality program, less a 5% carve-out for the Medicaid Share program.

The PPOC had improved performance in the following categories:

- Well Visits for 0-15 months, 3-6 years, 12-21 years
- Chlamydia Screening for 16-20 years, 21-24 years
- Treatment of Upper Respiratory Infection

Our Patient Experience Scores increased in Communication, Integration of Care, Knowledge of Patient, Organizational Access and Self- Management. From 2015 to 2016, our PES scores increased nearly a point or more in each of these categories. This is great news of which we should be proud. If you participated in our 2016 BCBS contract, you should have received your bonus distribution. Please contact the PPOC if you have not.

For now, I hope each of you has an opportunity to enjoy the summer's longer days, warmer weather, and hopefully some good vacations. Now that our Epic install is complete, we can take stock in the fact that we have made a major improvement in the infrastructure supporting the PPOC this past year. As I've mentioned in previous member updates, this is what makes the PPOC thrive-- our ability to adapt to the changing healthcare environment, and our ability to put our patients first. This attitude will be an asset during the next phase of work within the PPOC.

Most Sincerely,



Gregory J. Young, MD
President and Chief Executive Officer
PPOC