

MEMORANDUM

TO: EMTs and Physicians
FROM: Darrin Montalvo, President Integrated Services
DATE: July 1, 2014
SUBJECT: MEDITECH Optimization

Information Sophistication: Optimization Overview

With the completion of the go-live in Southern California, our health system is now live on standardized MEDITECH in all regions. This is a huge accomplishment and step toward a connected network of care. Thank you for your patience and involvement during this challenging process.

Our resources have shifted from implementation to an enhanced focus on optimization for the benefit of all ministries. This means that all MEDITECH resources will now be committed to strategically prioritizing and addressing performance issues as quickly as possible and making long-term optimization improvements.

Key Optimization Priorities

In listening to the feedback from MEDITECH users at all levels, these key priorities will be the focus for the next 90 days:

- Streamlining ED intake, triage, throughput and discharge process
- Slowness with logging in, moving through screens, tracker, etc.
- Streamlining Inpatient discharge process

To understand and address these issues, we have special focus teams visiting ministries to make critical fixes and broader optimization improvements as quickly as possible.

Optimization Governance

A system wide Health System Operating Standards (HSOS) committee, comprised of ministry leadership, clinical informatics and quality representatives from all three regions, has been assembled to streamline and govern the optimization process. This committee will set priorities,

direct resources and ensure that the right improvements are being made. Members of the HSOS committee include:

Dr. Michael Marino

Senior Vice President, Chief Medical
Informatics Officer
St. Joseph Health

Joon Saddul

Vice President, Applications, Integration &
Analytics
St. Joseph Health

Michelle Woodley

Vice President, Clinical Informatics
St. Joseph Health

Northern California

Dr. Vincent Morgese

Chief Medical Officer
Queen of the Valley Medical Center

Tiffany Oliver

Chief Nursing Officer
Santa Rosa Memorial Hospital

Southern California

Teresa Frey

Vice President, Clinical Excellence
St. Jude Medical Center

Dr. Dennis Haghighat

Chief Medical Officer
St. Mary

Texas

Troy Thibodeaux

CEO
Covenant Health System

Dr. Craig Rhyne

Chief Medical Officer
Covenant Health System

Specific Upcoming Optimization Enhancements

As existing eChange and order set work continues in each region, the following improvements will be the priority in the coming weeks:

- Develop and customize a regional eChange structure
- Reduce PRN reassessments for nurses
- Increase capacity for system aliases
- Refine system alerts tool to create “smart” alerts and reduce nuisance alerts
- Optimize logins
- Enhance hardware to address printing issues, etc.
- Improve general integration among different system components
- Optimize pDoc system for proper reimbursement documentation

Thank you for your patience and engagement in the optimization process. As we continue to make progress, our commitment is to keep you informed of the work being done, expected timelines, and to be in partnership with each and every user of the system. Please feel free to reach out to your regional representatives to ask questions or voice concerns about optimization priorities.