

2024 Forum on Rural Population Health & Health Equity



Health Information Technology Tools for an Integrated Approach
EpicCare Link

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2024 Forum on Rural Population Health & Health Equity

- Audio has been muted for all participants upon entry
- Moderators will assist with Q+A at the end of the presentation
- Presentation slides will be posted at ohsu.edu/orhforum
- Sessions will be recorded and available to attendees
- Please take the session surveys!



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EpicCare Link

Connecting the Community to Health Care

Lisa Parks

Strategic Initiatives & Training Manager

The Willamette Health Council is the community governance body for PacificSource Community Solutions, Marion County and Polk County Coordinated Care Organization (Marion-Polk CCO).



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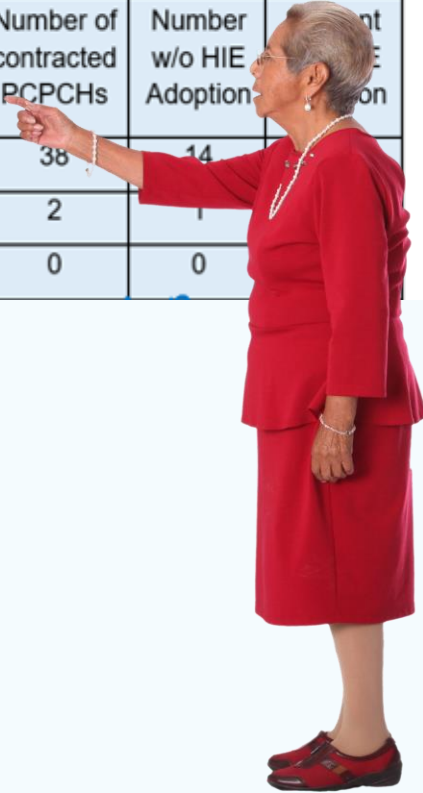
We convene local Oregon Health Plan members, health care providers, CCO representatives, community-based organizations, and other stakeholders to improve the health of our community.

Why are We Here?

Hospital Information Exchange
EpicCare Link

Percentage without known HIE Adoption (12/31/22)
(Excludes use of Collective Medical)

CCO:	Number of Contracted Providers	Number w/o HIE Adoption	Percent w/o HIE Adoption	Number of contracted PCPCHs	Number w/o HIE Adoption	Percent w/o HIE Adoption
Marion Polk						
Physical Health	93	56	60%	38	14	37%
Behavioral Health	111	106	95%	2	1	50%
Oral Health	42	40	95%	0	0	0%



Regional Organizational Environmental Clinic Health Information Assessment

An Organizational Environmental Clinic Health Information Assessment helps a clinic review the current state of HIT tools.

- ❖ The Marion and Polk HIT Committee focused on educating the community to review their HIT system
- ❖ HIT Committee improved communication with the marginalized community
- ❖ Held a Lunch & Learn Series focused on the EpicCare link

EpicCare Link: Community Demo

- Educated colleagues about what EpicCare Link offers and how it works

Leveraging ECL to Address Regional Healthcare Goals

- Discussed workflow between ECL and other tools and processes; brainstorm regional goals

Establishing Regional Goals for ECL in Marion/Polk counties

- Presented draft regional goals and discussed/refine as needed; set next steps



In Partnership with Salem Health, Willamette Health Council Presents A Three-Part Lunch and Learn Series:
EpicCare Link – A Regional Approach

Encouraged To Attend:

- System Administrators
- Network Administrators
- Discharge Coordinators
- Social Workers
- IT Managers
- Team Leaders
- *Anyone responsible for Organizational HIT*

EpicCare Link is a valuable tool that can provide access to local health system clinical information for care coordination and to improve the overall healthcare experience for patients and providers.



Justin Keller, JD, MPH
Senior Program Consultant

Justin Keller serves as HIE policy subject matter expert for OHLC's partnership in HIT Commons. Prior to joining OHLC/HIT Commons as a consultant, Justin was Director of Partnerships at Collective Medical, the vendor of EDIE/Collective Platform in use statewide in Oregon.
orhealthleadershipcouncil.org/meettheteam/



1 EpicCare Link: Community Demonstration
Monday, October 9, 2023 12:00-1:30 PM

2 Leveraging EpicCare Link to Address Regional Healthcare Goals
Monday, October 16, 2023 12:00-1:30 PM

3 Establishing Regional Goals for EpicCare Link in Marion/ Polk Counties
Monday, October 30, 2023 12:00-1:30 PM



REGISTER HERE

For more information, please contact Lisa Parks:
Lparks@Willamettehealthcouncil.org

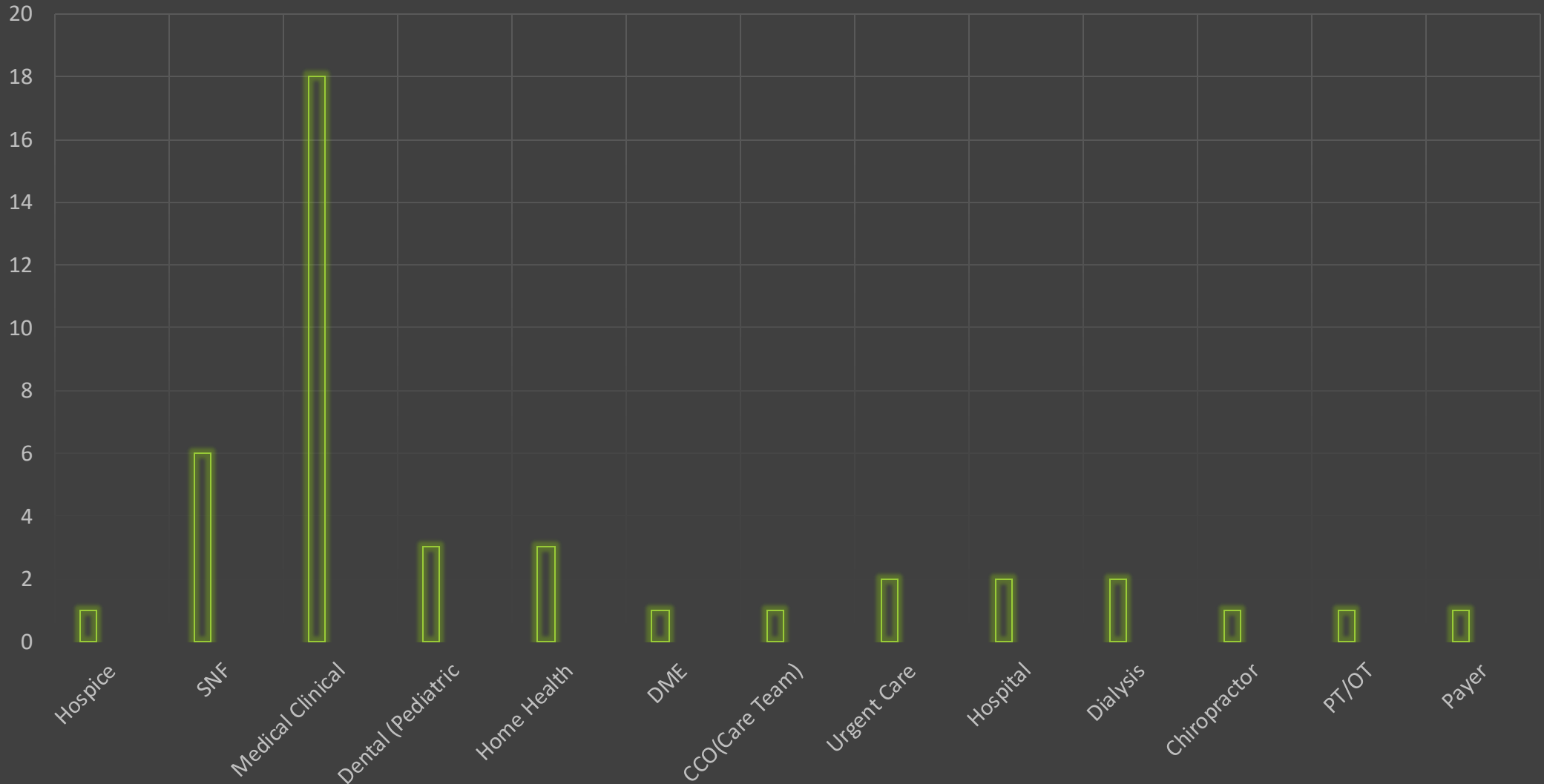


Organizations Participants:

- ❖ Oral Health
- ❖ Behavioral Health
- ❖ Social Services
- ❖ Clinics
- ❖ Housing Services
- ❖ Peer Support Services
- ❖ Community Health Workers
- ❖ CCO's
- ❖ Culturally Specific Organization



2023 EpicCare Link Regional Increase



Healthy HIT Organizational **Ecosystem**



1. Involve leadership in the value and benefits of investing time and energy in needed “asks.”
2. Skill up existing staff with the trainer model
3. Create an ad hoc team around organizational HIT tools-share, the load
4. Drive HIT tools- not the other way around how HIT tools play a role in metric measures, informed data collection
5. Address HIT Burn Out

Opportunities for Growth: **EpicCare Link**



Connecting our community in a regional approach with EpicCare Link is a model of inspiration for quality coordination and health care.

Metrics/Quality/Coordination

- ❖ Continuity of Care Coordination
- ❖ Oral Health
- ❖ Emotional Determinants of Health
- ❖ Initiation and Engagement of Substance Use Disorder
- ❖ Alcohol and Drug Misuse:
 - Screening, Brief Intervention, and Referral to Treatment (SBIRT)



PacificSource Regional Approach

- 1) Support specific regional efforts to increase the adoption and use of EpicCare Link at Salem Hospital, Santiam Hospital, and Legacy Health-Silverton
- 2) Focus priority captured during the 2023 lunch-and-learn session
- 3) Regional approach to support PCS HIT Roadmap



EpicCare Link

Connecting the Community to Health Care

Dr. Drew Clarke

Chief Medical Information Officer

What is EpicCare Link (ECL)?



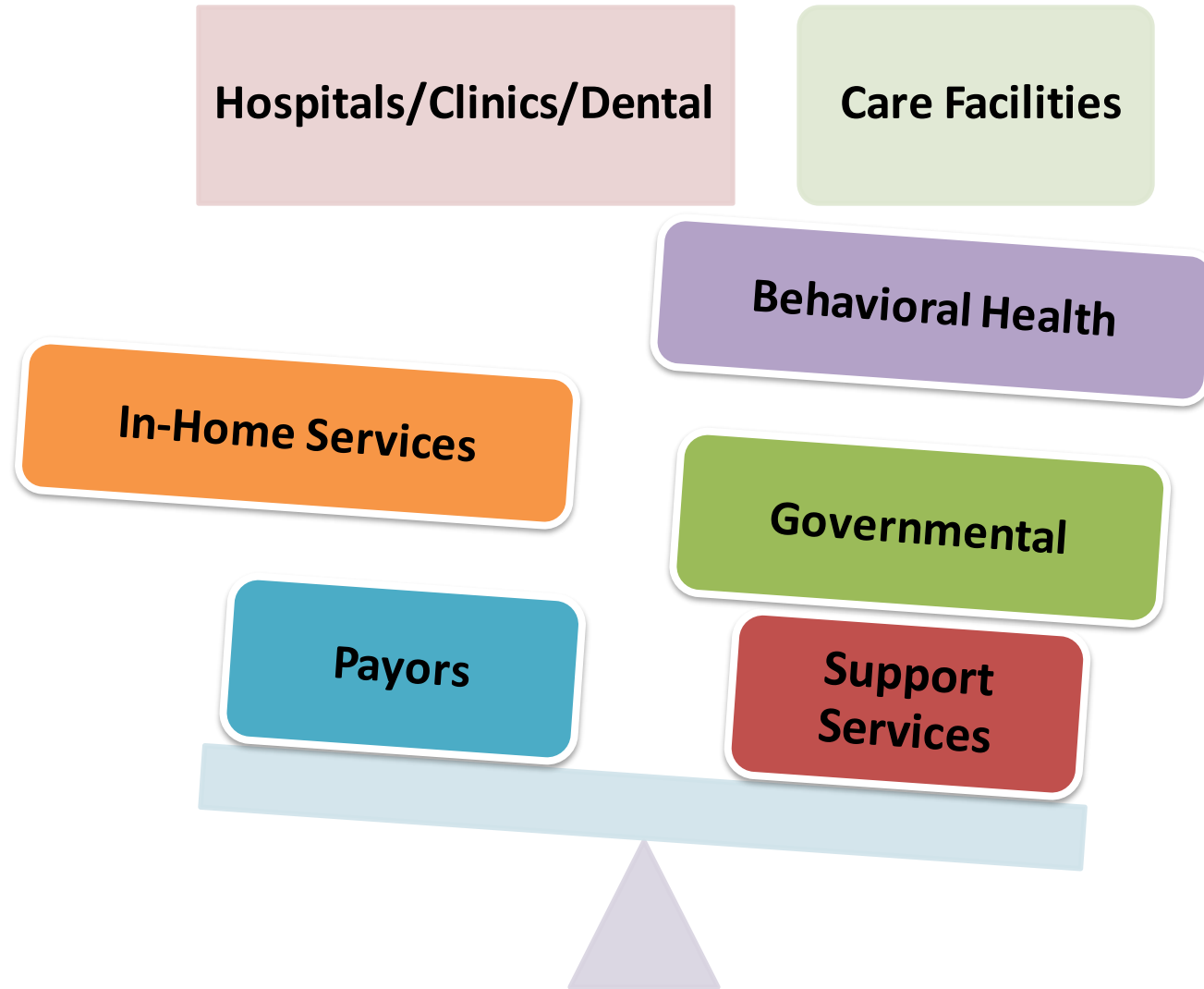
- Web-based portal that connects community practices and organizations easily to a local Epic EHR
- Community sites gain real-time secure access to patient information with the goal to enhance continuity of care
- Link access is tailored to:
 - ✓ practice and organization type
 - ✓ user role

What can you do in EpicCare Link?

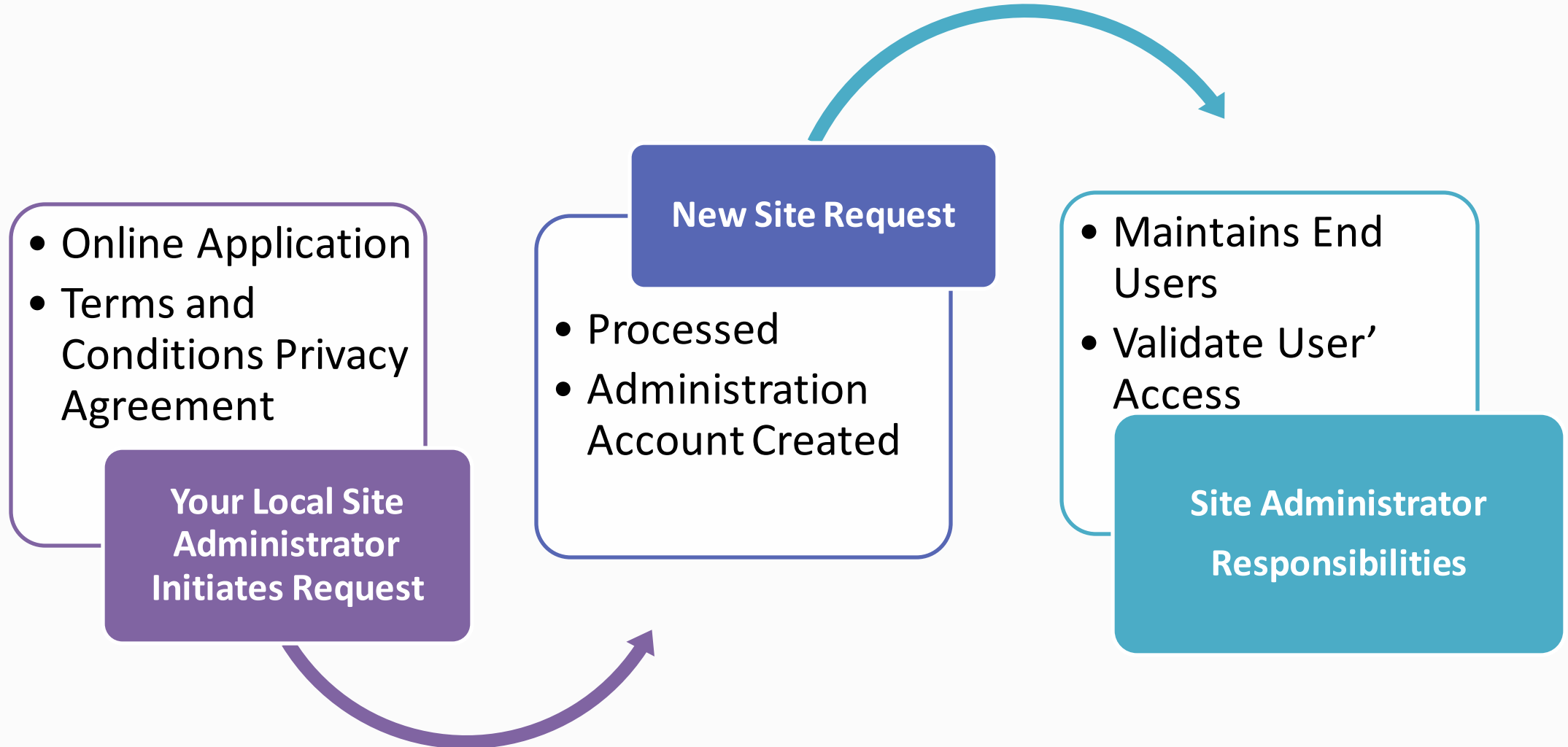


- ✓ Review clinical notes
- ✓ Review results
- ✓ Review problem list, medications, history, etc.
- ✓ Place lab and radiology orders
- ✓ Upload documents to the patient's chart

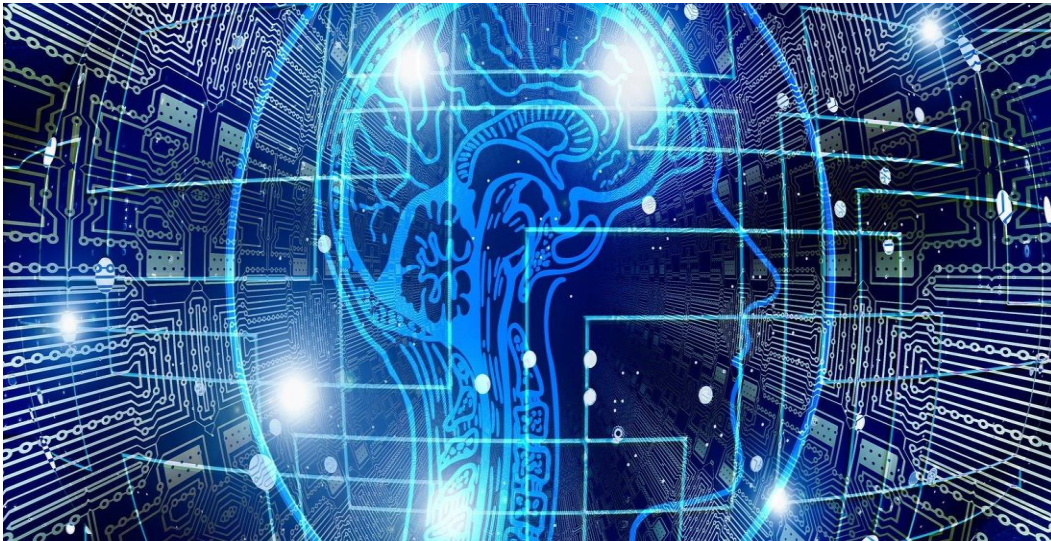
Who is Using Salem Health ECL?



How do you access EpicCare Link?



What does EpicCare Link look like?



- Example screenshots
- Epic hosts will vary in what features they have locally enabled
- Epic Systems continues to add new features to improve interoperability

*The screenshots are proprietary and contain no PHI.

- Employee login**
- Common Ground
- Continuing Professional Development
- Oregon Nursing Research and Quality
- 2018 Cancer Symposium
- Pre-registration

Home > Employee login

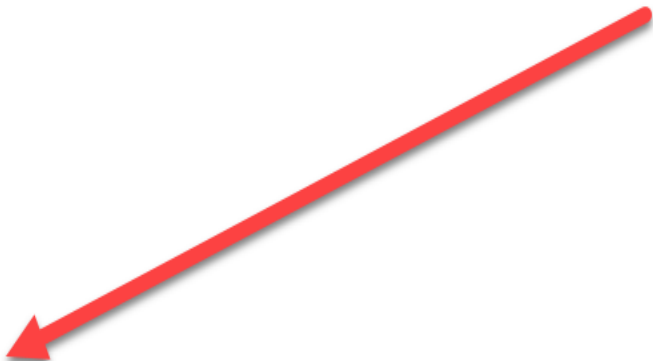
Choose a login option below

EpicRemote*

Employee Remote Login

Citrix Plug-in Update Instructions

Remote support tool



Epic Remote Access

- [EpicCare Link Access](#)

Salem Health

503-561-5200



* Starting on October 20, 2021, at 0700, Epic Remote Access will only be available to Salem Health’s credentialed Medical Staff. All community office support staff as well as non-medical staff community providers should now access our shared patient information through **EpicCare Link**. If you have questions, please contact the Solution Center at **503-814-HELP (4357)**.

Welcome to Healthy Planet Link, EpicCare Link, and PlanLink



Select Patient

Open Chart Review

Place Order

Schedule Appointment

Event Monitor

- Inpatient Notifications (1)
- Outpatient Notifications (1)
- Result Notifications (10)

Quick Links

- Cost and Utilization Dashboard
- Variation Analysis
- Patient Search Tutorial
- Heart Health
- Asthma
- Diabetes
- Mental Health



Why Quit Smoking?

Smoking is the most preventable cause of premature death in the United States. Smokers have a higher risk of developing many chronic disorders, including atherosclerosis — the buildup of fatty substances in the arteries — which can lead to coronary heart disease and stroke. Controlling or reversing atherosclerosis is an important part of preventing future heart attack or stroke. You can modify or control seven major independent risk factors for coronary heart disease...

[Read more](#)



Ask Your Patients to Join the Community Fitness Program!

The program allows patients to get fit at their own convenience! More than 1,000 participating locations across the country, with advisors to help patients meet their goals. Exercise equipment and fitness classes taught by certified instructors at select locations. Seminars and social events where patients can meet new friends. An interactive website, local classes and activities, and fitness kits for those who can't get to a participating location.



Volunteer Today with Rescue Mission Alliance

Every year, more than 4,000 volunteers give more than 120,000 hours of their time to help the Rescue Mission end hunger and homelessness in our community. Truly, we could not do our life-changing work without you! Whether you want to give just a few hours or are looking for sustained involvement, whatever your skills and interests, there are many opportunities to help the Rescue Mission!

[Read more](#)

Home Page

Activity Links
Team specific
notifications

Patient List Activity

- ✓ Access patients the Epic host shares with your site
- ✓ Review if any of your shared patients are currently admitted to the hospital

Patient Lists ▶ My Patients (142 patient records)

My Patients EpicCare Link Admitted Patients

Refresh Set As Default List Filter by PCP:

REYES, DAVID Page 3 of 3 ABCDEFGHIJKLMNOPQRSTUVWXYZ WYATT, JOE

Patient Name	MRN	Patient Status	Sex	DOB	Street Address
REYES, DAVID	202749	Alive	M	3/25/1953	1723 Norma Lane, Madison WI 53706
RIDEOUT, JESSI	203741	Alive	M	2/20/1982	3725 Driftwood Road, Madison WI 53706
RUSSELL, EDITH	104393	Alive	F	3/23/1988	3552 Pritchard Court, Madison WI 53706
SIMONE, MARY	203660	Alive	F	1/25/1984	2016 Harley Brook Lane, Verona WI 53593
SIMPSON, CATHY	203673	Alive	F	1/30/1982	3258 Valley Lane, Madison WI 53706
SPEECE, TOMMY	203969	Alive	F	3/6/2010	3029 Quiet Valley Lane, Verona WI 53593
SPURLOCK, LAURENCE	203920	Alive	M	3/6/1983	2126 Glen Street, Madison WI 53706
TAIT, JANE	202565	Alive	M	2/1/1982	118 Better Street, Madison WI 53706
TAYLOR, DARRELL	202564	Alive	F	12/20/1982	1941 Brownton Road, Verona WI 53593
THOMAS, SHANELLE	202568	Alive	F	12/27/1962	3472 Poplar Lane, Madison WI 53706
TURNER, MARY	202567	Alive	M	5/21/1962	3328 Riverside Drive, Mount Horeb WI 53572
TURNER, NED	202569	Alive	M	8/9/1988	406 Red Maple Drive, Mount Horeb WI 53572
VIDES, FREDA	203504	Alive	F	3/12/1965	2586 Armory Road, Madison WI 53706
WEBER, AGNES	203505	Alive	M	1/15/1994	2886 Norman Road, Madison WI 53706
WILLIAMSON, DEREK	202572	Alive	M	9/26/1933	4976 Farland Avenue, Madison WI 53716
WISEMAN, DONALD	202573	Alive	F	10/9/1983	506 Hart Ridge Road, Verona WI 53593

Search All Patients

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Patient Chart

- ✓ From the SnapShot quickly view important medical information and history
- ✓ View overdue Health Maintenance items
- ✓ Drill down further in the patient chart

The screenshot shows the Epic patient chart for Carl Carter. The interface is organized into several sections:

- Header:** Epic logo and navigation icons (Home, In Basket, Patient List, Referral Search, Schedules, Tasks, Reporting, Carter, Carl). Menu and Log Out options are in the top right.
- Navigation:** SnapShot (selected), Chart Review, Care Everywhere, Results Review, Flowsheets, Allergies, Problem List, Medications.
- Patient Snapshot:** Includes tabs for SnapShot, Plan of Care, Immunizations, and Asthma Action Plan.
- Demographics:** Carl Carter, 76 year old male, 6/10/1941, Draftsman at OTHER [Design Concepts]. Address: 3120 Maple Street, Madison WI 53711. Phone: 608-550-3120 (W), 608-555-3120 (H).
- ALLERGIES:** Unknown: No Active Allergies.
- ACCESS ENDS:** (Never).
- Problem List:** Essential hypertension, Gastroesophageal reflux disease, Hypothyroidism, Hyperlipidemia, Atrial fibrillation (CMS/HCC), Tobacco dependency.
- Tobacco History:** Smoking Status: Current Every Day Smoker; Started: 2/22/2008; Types: Cigarettes; Smokeless Tobacco Status: Unknown; Comment: Not interested in tobacco cessation.
- Medical History:** Atrial fibrillation (CMS/HCC), Esophageal reflux disease, Essential hypertension, Hyperlipidemia.
- Surgical History:** (Empty).
- Since Your Last Visit (Today):** Today, History with Me.
- Allergies:** No Active Allergies.
- Medications:** DILTIAZEM 240 MG ER capsule, LEVOTHYROXINE 100 MCG tablet, SIMVASTATIN 40 MG tablet.
- Immunizations/Injections:** Td 6/11/2011.
- External Procedures:** None.
- Health Maintenance:** 06/10/1941 Glaucoma Screening 67+ Yr; 06/10/2006 Pneumococcal PPSV23/PCV13 65+ Years / High and Highest Risk (1 of 2 - PCV13).
- Specialty Comments:** No comments regarding your specialty.
- Family Comments:** None.

Buttons at the bottom left: Upload document, Change patient. Footer: Logged in as: EPICCARE LINK, PHYSICIAN. Healthy Planet® Link, EpicCare® Link, and PlanLink™ licensed from Epic Systems Corporation. © 2018 Epic Systems Corporation.

Chart Review

- ✓ Find the specific information you are looking for faster
- ✓ Organizes chart entries by topic
- ✓ Allows filtering

Chart Review - Loaded:21, Filtered count:21

Search Chart

Encounters Notes Labs Meds Imaging Card Enc Procedures Media Letters Referrals Episodes Other Orders

Start Review Refresh Filters Default filter Encounter Flowsheets

Filters: Default filter

<input type="checkbox"/>	When ▼	Type	With	Description
3 Years Ago				
<input type="checkbox"/>	08/20/2013	Admission (Current)	Inpatient, A	Essential hypertension
<input type="checkbox"/>	01/09/2013	Office Visit	Fam Med - Family Medicine, P	Screening for condition (Primary Dx)
<input type="checkbox"/>	05/16/2012	Office Visit	Fam Med - Family Medicine, P	Essential hypertension (Primary Dx)
<input type="checkbox"/>	04/11/2012	Procedure visit	Pulmonology - Pulmonary, P	
5 Years Ago				
<input type="checkbox"/>	05/19/2011	Office Visit	Fam Med - Family Medicine, P	Acute bronchitis (Primary Dx)
<input type="checkbox"/>	05/05/2011	Office Visit	Fam Med - Family Medicine, P	Acute bronchitis (Primary Dx)
<input type="checkbox"/>	04/16/2011	Office Visit	Derm - Dermatology, P	Nevus, non-neoplastic (Primary Dx)
<input type="checkbox"/>	03/28/2011	Office Visit	Fam Med - Family Medicine, P	Back strain (Primary Dx)
<input type="checkbox"/>	01/27/2011	Office Visit	Fam Med - Family Medicine, P	Pure hypercholesterolemia; Essential hypertension; GERD (gastroesophageal reflux disease); Tobacco use disorder; Unspecified hypothyroidism

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Order Entry

- ✓ Available to users with ordering security
- ✓ Directly place orders to Epic host for your patient
- ✓ Results available in ECL

Order Entry ▶ Edit Order

X-ray Abdomen 1 View

Status: Normal Standing Future

Expected Date: 2/22/2018 Today Tomorrow 1 Week 2 Weeks 1 Month 3 Months Approx. 6 Months

Expires: 2/22/2019 1 Month 2 Months 3 Months 4 Months 6 Months 1 Year 18 Months

Priority: Routine [6] Routine STAT

Class: Ancillary Performed [44] Ancillary Pe... Clinic Perfo... Hospital Per... Third Party

Reason for exam:

Reason for Exam (Free Text): (300 char max)

Scheduling instructions:

Comment:

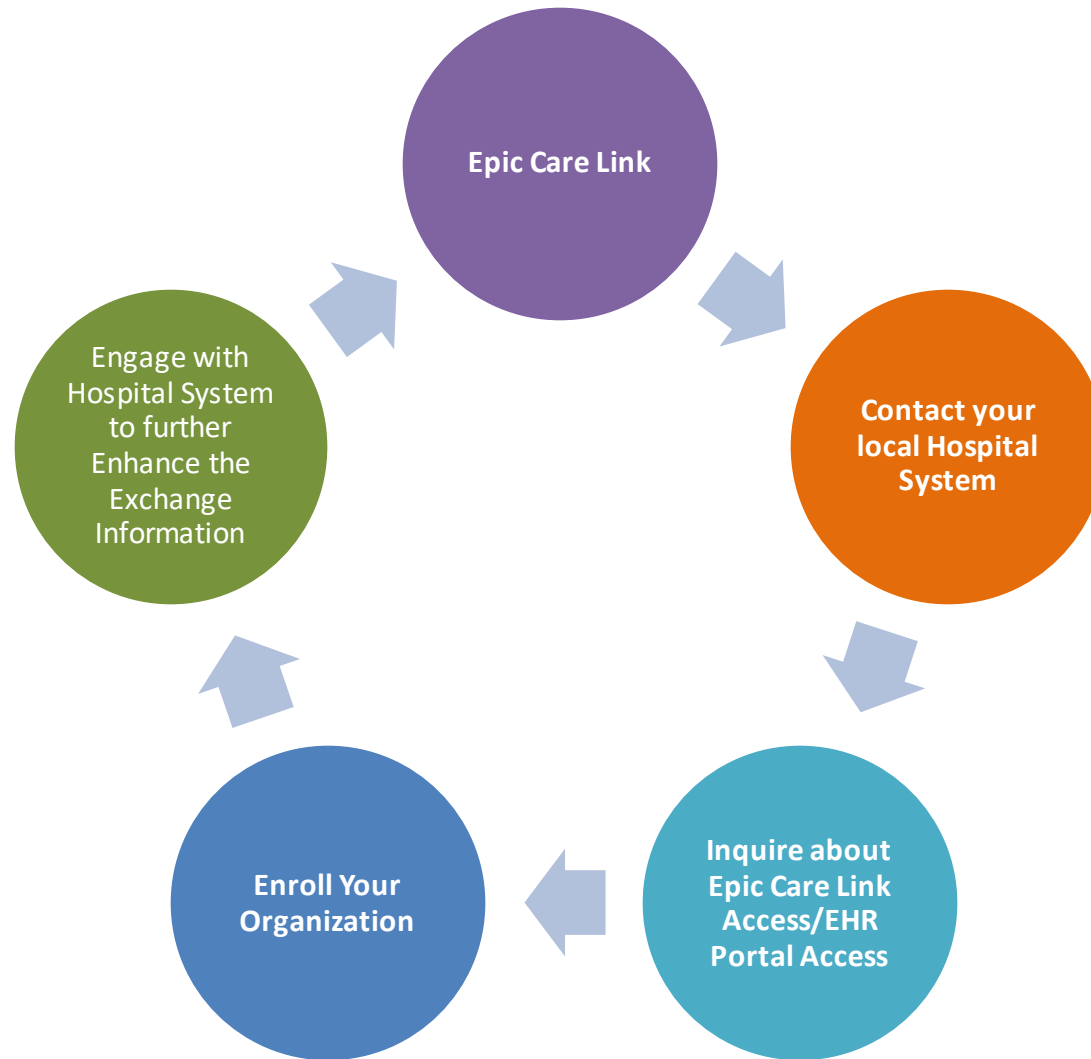
CC Results:

Attach files:

10.0 MB Total Allowed 0 Files

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Next Steps





Willamette Health Council Presents

EpicCare Link: Guide to Community Connections

What is EpicCare Link?

EpicCare Link is a tool that provides real-time web-based access to patient information contained within partnering hospitals' Epic electronic health records (EHRs).

With EpicCare Link, you can access the same information that Epic users within the hospital can see, via a secure, community-endorsed method.



Access to Critical Patient Care Information, including:

1. Medications
2. Gaps in Care
3. Historical Information and Demographics
4. Visit Summaries
5. Discharge Instructions
6. Progress Notes
7. Hospitalization Records

How EpicCare Link Can Improve Effective Care:

1. Enhances provider-to-provider communication by providing parallel access to information
2. Provides reliable data by letting providers view a version of the record directly
3. Supports transitions of care and the ability for community providers to follow up after hospital care
4. Reduces administrative burden by eliminating most requests for medical records from hospitals using Epic EHR (which includes the vast majority of Oregon hospitals)

EpicCare Link in Marion/Polk Counties

The Marion/Polk region has identified increased adoption of EpicCare Link as an important strategic objective for health IT. Without a robust centralized health information exchange in the region, EpicCare Link can function similarly to provide local community providers with the information they need to better follow up with patients post-hospitalization and eliminate timely and burdensome medical records requests. Signing up is free for community providers!



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"We use EpicCare Link to look at the medical records of people referred to any of our programs. This helps us to provide better care and coordination of services."

Lavinia Goto NWSDS



Willamette Health Council Presents

EpicCare Link: Quick Start Guide



Providers can quickly look at all EpicCare instances available across the country by clicking this link: [Epic CommunityLink](#). For signing up for Epic instances in Marion/Polk Counties, look below.

Getting Started

See below for specific instructions and next steps on how to sign up for EpicCare Link in Marion/Polk Counties for the various hospitals that operate in our region. In addition, we are providing the following information to help explain key terms you should expect to hear:

Healthy Planet Link: Healthy Planet is an Epic product that focuses on population health uses of health information contained in the EHR. Some health systems in Oregon, including Legacy Health, refer to EpicCare Link as Healthy Planet Link. Consider the terms synonymous.

Happy Together Link: This is Epic's product for acting as a single sign-on solution for various instances of EpicCare Link. If your hospital partner supports Happy Together Link, you can access this via a single log-in within EpicCare Link. Without Happy Together Link, a provider would need to log in to separate portals for each hospital's instance of Epic. Happy Together Link further removes burden for providers to access this information.

Salem Health:

Go to this URL to start the online application:
[EpicCare Link | Salem Health](#)
Call the Salem Health Solution Center: 503-814-5465 (503-814-LINK) if you need assistance



Santiam Hospital & Clinics:

For more information, contact Tiffanie Pye, COO
tpye@santiamhospital.org.
If you need to report an issue or need login assistance, call 503-769-2852



Legacy Health:

Access Link: [Access Legacy Systems | Legacy Health](#)
You then select "Request HPL Access" under the HealthyPlanet box to go to the application.
Email: legacyoutreach@lhc.org
Legacy IS Help Desk: 503-415-5888 (Oregon)



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For more information, please contact Lisa Parks:
Lparks@Willamettehealthcouncil.org



Group Discussion / Q & A

Reflections

One thing you learned:

One thing you would like to share with someone:

Health Information Technology: Tools for an Integrated Approach

Health Information Technology: Tools for an Integrated Approach

Interoperability at your fingertips

Users without an interoperable EMR can access relevant patient records from across the Epic community



Maintain continuity of care with your patients



See real-time clinical data like labs and test results



Communicate with staff and receive notifications



Use a secure, web-based platform with no software install required

Nationwide search site

- Go to Epic's URL to find local Epic sites with EpicCare Link:
- **<https://link.epic.com>**



Marion/Polk County Community Objectives 2024

1. Increase Community Adoption and Use of EpicCare Link

Short-term Idea:

- a) Develop a brief (1-2 page) guide that provides community providers with the following:
 - a) Direct links to request access to every EpicCare Link instance in Marion/Polk
a) Stretch goal: Include access to ALL ECL instances in Oregon
 - b) Quick-guide information about each ECL instance in terms of supporting:
 - a) Epic CareEverywhere Data
 - b) Carequality Data (hospital data from non-Epic EHR sites)
 - c) Happy Together Link (to link multiple ECL instances within one login)
 - d) Healthy Planet Link (to leverage population-level functionality)
 - c) Other information as identified by the community

2. Explore leveraging Healthy Planet Link for supporting community population health use cases

What Success Looks Like:

1. Increase in access to Healthy Planet Link for those ECL instances that support this module
2. At least one cross-organizational meeting with Epic about scope of Healthy Planet Link to support bi-directional data sharing with community providers
3. Delivery of guidance/education about Healthy Planet Link that is easily accessible by community providers

Organizational Benefits and Value: EpicCare Link

“If a client goes Inpatient, it is nice to be aware so we can look ahead for scheduled appointments and keep an eye on them. Are they recovering? Getting worse?”

Kaylan Jones
Operations Coordinator
New Perspectives Center

“We have some clients that are chronically/terminally ill, so it’s very helpful to be alerted to their comings and goings and to know that they may not make the scheduled appointment they have and be able to forgive that missed session.”

“Thank goodness for Epic Care Link. Because of it, the care we can provide to patients is so much better.”

Sarah Hadfield
Bridgeway Recovery Center

“We use EpicCare Link to look at the medical records of people referred to any of our programs. This helps us provide better care and coordinate services.”

Lavinia Goto
NWSDS



Empowering Health Care

2024 Forum on Rural Population Health & Health Equity



Thank you to our partners!

