

Creating value with a unified patient record

/Success Story

Rochester Regional Health is a non-profit health system of five hospitals and an extensive outpatient care network. Over the past few years, it has merged with and acquired organizations that use different electronic health record (EHR) systems including Cerner, NextGen, Epic, Meditech, NetSmart, Answers on Demand, Medent and others.

Rochester Regional uses the dbMotion Solution connectivity platform to create a longitudinal record for patients by aggregating data across all of its sites, as well as linking with the community and state through the Rochester Regional Health Information Organization (RRHIO) and Statewide Health Information Network of New York (SHIN-NY).

Textbook implementation

Rochester Regional Health has a strong interoperability team, led by Erik Jacob, Manager of Interoperability, that defines and executes complex projects to enhance the value of the Epic solution used by most of its providers. Rochester Regional Health works closely with consulting firm Strategic Interests, LLC, to develop strategies and deploy technologies that help reduce the cost and improve quality of care. "Strategic Interests' insight, professionalism and collaborative style help us define initiatives, evaluate technical options and establish governance to successfully buy, build and integrate solutions," Rochester Regional Health EVP & CIO John Glynn said. "We achieved HIMSS Level 7 partly because of the strength of our clinical data interoperability."

Strategic Interests helped Rochester Regional Health select technology to launch its own private health information exchange (HIE) that integrates with a local public HIE, the Rochester RHIO, with decision support and patient engagement technologies that leverage the comprehensive patient data. After conducting a thorough search, Strategic Interests recommended dbMotion Solution for the private HIE.

"We helped Unity Health system (now part of Rochester Regional) select Allscripts dbMotion for two reasons. First, we wanted to establish a single record by enhancing the organization's EHRs rather than replacing all of them, because of funding and time constraints," President Al Kinel explained. "The other reason was the semantic and normalization capabilities to classify and present data to enable dbMotion users to quickly find clinical data from within their core EMR."

The implementation began in January 2012 and, despite the complexity of the work, dbMotion was available to users within nine months. According to Strategic Interests Director of HIT/HIE Services Mark Muthig, it was a big task to connect multiple disparate clinical systems with various specifications.

"We used dbMotion to unify data and the patient record, and in parallel, we cleaned up all the source systems," he said. "We had our technical go-live in August and clinicians began using the system the first week of October."

Client Profile

Rochester Regional Health

Rochester, New York, U.S.A.

OVERVIEW

- Private, nonprofit health system with medical staff greater than 2500
- 5 hospitals
- 6 nursing and assisted living facilities and home health agency for aging population
- 90+ primary care locations

ALLSCRIPTS SOLUTIONS

- dbMotion™ Solution
- Allscripts EPSI™

"dbMotion is a critical part of our IT architecture that supports our providers, nurses and staff with the right information about the patient at the right time. dbMotion helps us utilize data from our entire network to better serve patients."

Erik Jacob, Manager of Interoperability, Rochester Regional Health



Connecting Disparate Systems

Created a single patient view from four internal EHRs, other clinical systems and the regional and statewide HIEs

14%

Improving Diabetes Care

Community Diabetes Collaborative reduced the number of patients with uncontrolled blood sugar levels by 14%



Reducing Readmission and Duplicate Services

Data from multiple EHRs—with labs, radiology and other RHIO reports—gives a comprehensive view



Allscripts®
All possible

Improving care for patients with diabetes

Rochester Regional won a grant to improve outcomes for patients with diabetes through the Community Diabetes Collaborative. Because diabetic patients often see multiple providers, some of which are not within Rochester Regional, dbMotion played a critical role in enabling clinicians to see a complete picture of the patient and effectively manage care. dbMotion semantically harmonizes the data, which means it collates data from various disparate sources and presents the information in one longitudinal patient record.

With these capabilities, this program helped reduce the number of patients with uncontrolled blood sugar levels by 14% and decreased the amount of time to get patients' blood sugar to target to an average of 56 days, compared with the national average of more than one year.

This program demonstrates Rochester Regional's commitment to helping patients achieve good outcomes and serves as a model for other diseases. "Learnings from the Community Diabetes Collaborative have morphed into tools and methods that are used across Rochester Regional Health for other population health initiatives," Kinel said. "The Allscripts dbMotion platform enables better transitions of care for these patients, especially for those who come in and out of the health system."

Connecting to the community

Rochester Regional Health participates in the Rochester RHIO (Regional Health Information Organization), a public health data exchange organization serving 13 counties serving more than 1.4 million people in western New York State.

"By using Allscripts dbMotion to integrate with a large RHIO, clinicians get data coming in from all over the community," Muthig said. "If someone has a lab done in one of the regional hospitals, it will show up in the longitudinal record."

Research¹ published in professional medical journals shows that improved provider access through the Rochester RHIO helps reduce hospital admissions and duplicate or unnecessary imaging tests.

1 Vest JR, Kern LM, Campion TR Jr, Silver MD, Kaushal R. Association between use of a health information exchange system and hospital admissions. *Appl Clin Inf* 2014; 5: 219–231 <http://dx.doi.org/10.4338/ACI-2013-10-RA-0083>, Vest JR, et al. *J Am Med Inform Assoc* 2014;0:1–6. doi:10.1136/amiajnl-2014-002760, Vest JR, et al *Am J Manag Care*. 2014;(11 Spec No. 17):eSP16-eSP24

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