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Buddying up to be Champions – Engaging the Entire Team in the EHR Journey



May 30, 2014

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Workshop Outline

- **PARKER Overview**
 - Gloria Zayanskosky, Chief Quality and Community Services Officer
- **Parker's EMR Journey – Pre-Buddies**
 - Rick Mallia, Sr. Director of Support Services
- **Parker's EMR Journey – Post-Buddies**
 - Linda Patron, Director of Nursing – Nursing Home
 - Gloria Zayanskosky, Chief Quality and Community Services Officer
- **Q&A**



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Parker's History & Mission **A Not-For-Profit Long -Term Care Community**

Over 100 Years of Providing Transformative & Charitable Long-Term Care Services in Home-like Settings

- Founded in 1907 by Henrietta Parker in honor of her husband, Francis
- Supported during the early years with help from the local community and volunteer nurses
- Later supported with gifts from General Robert Wood Johnson

Tradition of Advancing Learning Opportunities for Nurses, other Health Care Professionals and Caregivers

The Parkers & General Robert Wood Johnson





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Services and Locations

Parker at Stonegate



Parker at the Pavilion





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Services and Locations

Parker at Stonegate



Parker at the Pavilion





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Parker at Monroe: Long-Term Living Community – Opening Oct 2014





Planning the Journey

- **Strategic Technology Roadmap**
 - Board Task Force, Senior Leadership Team, Consulting Firm
 - **Capital Initiatives**
 - Technology Infrastructure
 - Software Initiatives
 - **Operating Initiatives**
 - IT Department
 - Increased Operating Costs
 - **Governance Structure**



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Journey – Year 1 - 2010

- **Clinical Vendor Selection**
- **Technology and Telecomm Infrastructure Foundation**
- **ADP Portal**



Journey – Year 2 - 2011

- **Implementation – IT Leads**
 - Marketing / Admissions / Census
 - GL / AP / AR / Billing
 - Clinical Phase I – EMR
 - IDCP Notes, MDS, Care Plans, Braden, Vitals, Weights, 24 Hour Report, Alerts



Journey – Year 3 - 2012

- (3) Electronic Forms
- Activities / Events
- AL EMR Implementation
- Nursing Home and AL Point of Care



Journey – Year 4 – 2013 ☹️

- Dashboard
 - (2) Electronic Forms
 - **STALLING!!!**
 - IT / Clinical Relationship
 - Lack of Training Structure
 - No Fun!



"We have lots of information technology. We just don't have any information."



Journey – Year 4 – 2013 ☺

- **AOD Conference – May 2013**
- **Team Re-engineered – June 2013**
 - Clinical Leader – Linda Patron, DON – Empowered!
 - (15) Champions & (33) Buddies - Empowered!
 - (4) Task Forces – Empowered!
 - Exciting / Fun Meetings!

Hard at Work!





Team Composition

Staff Level	Discipline
(5) Senior Executives	(1) COO
(4) Executives	(3) Administrators
(6) Managers	(3) DONs
(20) Staff	(4) Nurse Managers
	(1) MDS Coordinator
	(10) Nurses
	(5) CNAs
	(1) Social Worker
	(2) Quality
	(3) Support / IT
	(1) Education
	(1) Recreation



Buddy System – The Key to Results!

- Survey Results – June 2013
 - 17% Nursing had high confidence in AOD skills
 - Champions trained in meetings, train buddies following week
- Buddies ask questions, champions bring back feedback, collaborate in meetings
- Survey Results – December 2013
 - 40% Nursing had high confidence in AOD skills
- Training and Champion/Buddy System will never end!



Task Forces – (June 2013 – Apr 2014)

- Physician
 - (18) Physicians, (23) Consultants trained with EMR access. All agreeable – NO resistance!
- Electronic Forms
 - (5) Completed before / (14) Completed since restructure / (1) Remaining
- POC
 - Streamlining POC – eliminated redundancies, improved language. Compliance and Accuracy improvements.
- WorkFlow / PowerChart
 - PowerChart implementation, laptops on all med carts, workflow programming.



Parallel Team in Assisted Living

- Electronic Evacuation and Emergency Reports
- All forms except Pre-Admission moved to AOD
- Assessment / POC Improvements
- Pilot for new initiatives
- PowerChart Implementation
- eMAR and Physician Order Prep
 - All physicians using AOD
 - Attaching lab and x-ray reports
 - Laptops on Med Carts
 - Electronic Med Lists
 - Pharmacy Interface



How???

- This is a clinical project!!!
- Structure – Charter, Agenda, Minutes
- Empowering / Delegating
- Collaborating
- Accountability
- Motivating



What Motivates People?

- Enrolling in a Clear Vision & Expectations
- Providing Structure, Tools and Support
- Keeping it Fast Moving & Challenging
- Regular Team and Individual Recognition/Rewards
- Building in FUN!!!



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AOD Champion Team





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AOD Re-Launch Party



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Monthly Luncheon



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Halloween Party



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Halloween Costume Winners

Holiday Party





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Holiday Party

Holiday Party





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Recognitions in AOD



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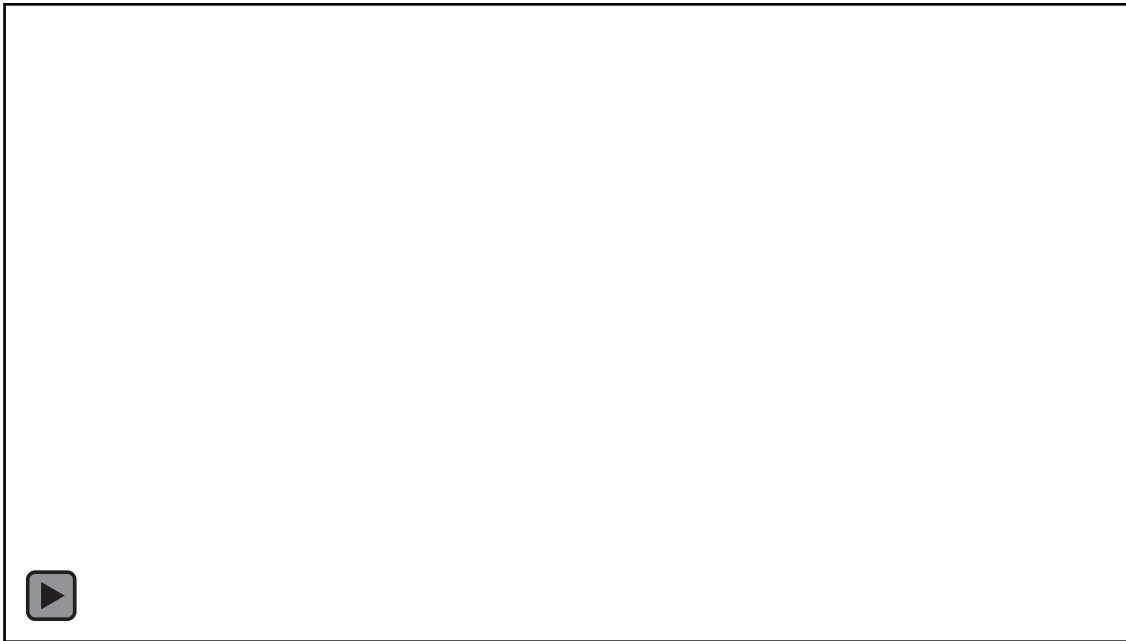
(1)Sr. Executive, (2) DONs, IT, (4) RNs / LPNs

AOD Conference Attendees



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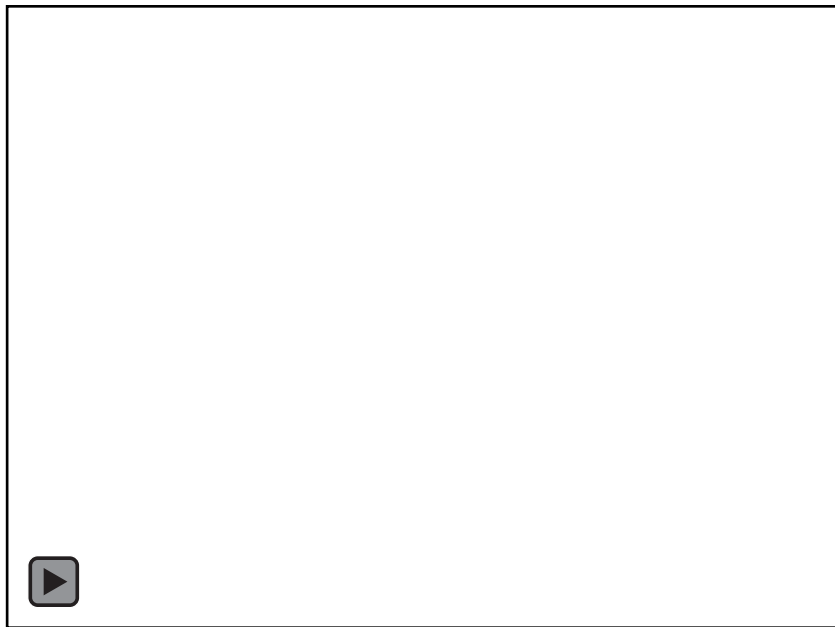
Zapruder Tapes – Part 1





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Zapruder Tapes – Part 2





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Thank you!