Duke Ortho Bones Implementation

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Some of the Biggest Advantages of Bones

- Relevant Summary (which will put all relevant history related to patient problem on one screen- reducing time searching chart)
- ProcDoc (build a macro and then all casting and procedures can be ordered/documentated/charged with a few clicks- reducing your clicks and areas of the chart you need to visit)
- Express Lanes (to reduce clicks in charting)
- Radiology images for every Ortho site (PDC/CPDC/HB) will be available in Epic through a link in patient chart
- eCheckin (patients can checkin/pay co-pay/complete PMH questionnaire and HPI/complete assigned PROs all in advance of their visit through My Chart- reducing staff charting burden and improving cycle time)
- Improved functionality to view chart on iPad (increase efficiency/reduce paper and toner costs)
- Improved ability to view all PRO data in patient chart through Synopsis
Goals after Implementation

Timeline for Short and Medium Range Goals

Short Range Goals
• >30% of clicks while charting for providers and staff (Nov 2019)
• Reduce paper by 25% from the clinics (Jan 2020)
• Improve cycle time for patient visits (Jan 2020)
• Offer Fast Tracking through clinics for patients who complete their part of the charting prior to the visit (Feb 2020)
• Capture rate of >50% PRO data and be able to analyze the data (Jan 2020)
• >20% of patients completing all visit documentation through eCheckin (April 2020)
• Share data with AJRR (April 2020)
• Reduce time staff spend printing paper >50%. (Feb 2020)

Medium Range Goals
• Reduce paper by >50% from the clinics (Sept 2020)
• >40% of patients completing all visit documentation through eCheckin (Sept 2020)
• Cycle time by clinic is improved by >15% (Sept 2020)
## Work To be Done

<table>
<thead>
<tr>
<th>Tasks</th>
<th>Responsible Party</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>List of all minor procedures</td>
<td>Clinic Ops Management Team</td>
<td>4/30/2019</td>
</tr>
<tr>
<td>List of all injection medication orders</td>
<td>Clinic Ops Management Team</td>
<td>4/30/2019</td>
</tr>
<tr>
<td>Verify ProcDoc SmartForms and Identify build</td>
<td>Clinic Ops Management Team</td>
<td>5/3/2019</td>
</tr>
<tr>
<td>HPI by Division</td>
<td>Division Chiefs / Designees as assigned</td>
<td>5/15/2019</td>
</tr>
<tr>
<td>SmartLanes by Division</td>
<td>Division Chiefs / Designees as assigned</td>
<td>5/24/2019</td>
</tr>
<tr>
<td>PROs by Division and Triggers</td>
<td>Division Chiefs / Designees as assigned</td>
<td>6/7/2019</td>
</tr>
<tr>
<td>List of images resulted in Radiant</td>
<td>Brenda Boardwine/ John Bonini</td>
<td>6/7/2019</td>
</tr>
<tr>
<td>Radiology Workflow Build</td>
<td>Clinic Ops Management Team / Brenda Boardwine</td>
<td>6/14/2019</td>
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</tbody>
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Challenges

• Timeline- I would suggest a longer timeline than we utilized to obtain clinical content feedback you need
• Keeping “Clinical Project Leads” (providers) on task to meet deadlines.
• Converting all Ortho sites to the Radiant workflow in advance of implementation
• Planning to go live with eCheckin on the same date as Bones
• Planning to go live along with scheduled Epic upgrade (limiting support resources)
• Logistics of training all faculty and clinical staff
• Testing all feature functionality and charge capture workflows
• Go Live support across all our sites
Training

Lesson plans were created for core training for providers and clinical staff:

All Providers require live training at training center for 2 hours to include:
• Widescreen View training
• Bones Features- Relevant Summary, ProcDoc, Radiant, Custom Content
• Synopsis
• Personalization Lab

All Clinical Staff require live training at training center for 2 hours to include;
• Widescreen View training
• Bones Features- Relevant Summary, ProcDoc, Importing Patient Hx and HPI
• eCheckin
• Personalization Lab

All Front Desk Staff will receive eCheckin training through Webex for 45 minutes
Go Live Support

- Clinic Operations Management Team had their own training sessions and assisted with hands on support during Provider and Staff training to gain proficiency in the software updates. They will be primary support at each of the sites during go live.
- A few Epic Concierge staff will rotate through the sites over the first week to assist with resolving issues.
- We will have a Command Center with an open webex Monday-Thursday the week of go live to resolve issues real time.