

# CEO NEWS & VIEWS



University of Colorado Hospital  
ANSHUTZ MEDICAL CAMPUS

Dear Colleagues:

Last week we embarked upon our Epic journey – literally! On February 1 we went live with Wave 1 of our Epic Conversion, which consisted of 9 outpatient clinics, our outpatient pharmacies, HIM, lab express, and the Revenue Cycle for those clinics. At the end of that first day, we were a bit bruised here and there, but we were still standing; by week’s end, we were rallying as the cold weather and relatively light clinic scheduling helped us get through the initial launch. While we still face some real issues, without a doubt our planning over the past 18 months is paying off.

I spent a lot of time walking around last week—paying special attention to the areas implementing Epic. And while I know we had some hurdles—which I will talk more about in a moment—I found that overall, the morale and energy was good. I was impressed with our performance, and I was just downright proud of everyone.

On Launch Day, we achieved 100% proficiency across the board, including faculty and residents. Helping us every step of the way were the ubiquitous “Red Shirts” -- Epic project team members, dressed in red vests, hustling around the place helping where needed. They have been putting in lots of long days to help get us through the go-live process, and their contributions cannot be overstated.

Over and over I heard people talking about the team, teamwork, collaboration—how could a CEO *not* be proud? These were people who were truly walking the walk last week, and all I could think of was that we may be pushing string uphill, but at least we’re pushing it together.

**The glass is half full, but...**The launch was not without issues and I want to talk about them in a bit more detail than I typically address in my CEO News and Views.

At a high-level, we have had a lot of what we can categorize as little issues over the first few days, mostly focused around security and configuration setups and printing. While we still have a few issues of that sort to be resolved, we are now working on more difficult challenges, such as the Advance Beneficiary Notice (ABN) workflows, charging and revenue, resident workflows, and intra-practice workflow/workload items.

As many of you know, the first day was an extremely difficult day for the outpatient pharmacies. Between system issues, data entry workload, and significant workflow change, it was just plain rough. We got significantly behind on that first day and are now almost completely caught up. But the real test will come over the next couple of weeks, as our clinic volumes begin to go back to their pre-Epic levels. There's a lot of heavy lifting yet to be done and a lot of work to do to continue to prepare for our future waves.

**The "best go-live"**....Several of our partners from Epic, in town last week from the relative balmy climes of Verona, Wisconsin, stated this is the "best go-live they have been a part of." And they should know! Epic estimates that more than 50 academic hospitals have gone through a conversion similar to ours. But, as they would acknowledge as well, we continue to have considerable workflows to tweak, and plenty more go-lives in our future.

Thank you to all of our "pioneers" and the entire Epic team.

**The Awards Season is in full swing**....We've had the Screen Actors Guild awards; the American Film Institute; the Golden Globes; and soon the Oscars will be upon us. But last Wednesday evening, we gathered to honor our own at the Medical Staff Awards Dinner. This is always a special dinner for me since it provided me nourishment and friendship that was much needed a day after my arrival five years ago! This year surely did not disappoint! There was a great feeling of camaraderie, collaboration, admiration and esteem in the room. Our new Medical Staff President, Rob McIntyre, M.D., did a great job as our Master of Ceremony.

I want to congratulate all our winners, listed here [2010 Medical Staff Award Winners - UCH Intranet](#)

**Have a Heart**....When I started at the University of Colorado Hospital in 2006, we knew we wanted to create and host an annual event that would raise our profile as well as money. I disliked the thought of doing a stuffy, black tie gala in some non-descript hotel ballroom. Enter Pete Coors and a vision to do an event on Valentine's Day for the entire family and you have the makings of our annual "Hearts of All Ages" benefit.

Next Monday, we'll celebrate our 4<sup>th</sup> annual Hearts event at Wings Over the Rockies. We are on-target to have more than 1,000 friends with us that evening—all to benefit our Transplant program. It's not too late for you to join us, too. Just go to [Hearts of All Ages 2011 - University of Colorado Hospital](#) to purchase your tickets. There will be plenty of fun for the entire family!

Have a great week!

Bruce

Your feedback is important, so if there's something on your mind, write to me at [talktome@uch.edu](mailto:talktome@uch.edu)

