

# CEO NEWS & VIEWS



Dear Colleagues:

As I was thinking about this edition of CEO News and Views, my challenge wasn't *what* to write about but rather how I would fit all of this into something that didn't feel like a tome! As I ticked through the list in my head, I was struck yet again by all that we have on our plates. I have a lot of updates to share so let me dive right in.

**Yet Another Big Bang...**Last week, we successfully converted our Ambulatory scheduling, registration, health information management (HIM) and billing functions from IDX to Epic. Given the size of the conversion/go-live, we expected a number of issues, but both the operational and project teams solved many of them much more quickly than during the first go-live. We logged lots of long hours to make the go-live successful; for example, some 250 Ambulatory staff spent two solid Fridays and the following weekends converting more than 50,000 referrals from IDX to Epic. And the work continues. The red-shirted Epic support teams in the clinics and command center staff continue to provide support through this week.

The next go-live is Tuesday the 26<sup>th</sup>, as Boulder Family Medicine, Park Meadows Family Medicine, Westminster Family Medicine, and the Seniors, WISH, OB/GYN, and Cardiovascular clinics convert to the EpicCare electronic medical record. There is still a long way to go before we declare victory, but we have certainly had a great start on this massive project. We should be proud of where we are in the journey, even as we start heating up the planning for the inpatient conversion to Epic in September.

**Another Incredible Journey Begins...**With construction getting into full swing the last two weeks, you've probably noticed that parking on this campus is at a premium. And nowhere is this more evident than in our patient and valet parking lots and at each of our front doors. As I've said before, we must all remain flexible during this challenging period in our growth. I cannot stress strongly enough that our patients are our most precious resource. They are why we are here and why we are growing, and we must do everything we can to ensure that we give them the high-quality service and care they deserve.

To that end, we continue to adjust parking configurations to make things easier, faster and safer for our patients and visitors. Plans are in the works to revamp the lot immediately south of the Anschutz Cancer Pavilion into a valet-only lot. The driveway will have a dedicated lane for valet parking as well as patient drop-off. This will allow patients to drop off and pick up their cars more quickly. In turn, more patients and visitors will be able to utilize the valet service because our attendants will be able to turn vehicles around rapidly.

We will also install new banners along 16<sup>th</sup> Avenue, Aurora Court and Quentin Street that provide better directions for patients and visitors to valet parking and to self-park lots. For those who elect

to self-park, we will erect four “courtesy shuttle stops” along 16<sup>th</sup> Avenue that will provide seating and shade while folks wait for our golf cart service.

In a further effort to shorten turnaround times at the valet station in front of the Anschutz Inpatient Pavilion, we will soon convert reserved parking spaces on the first two levels in the Leprino Garage to valet patient and visitor parking. Many of you, of course, have already shifted temporarily to different parking lots to help ease the patient parking crunch. I – along with all the vice presidents, directors and managers – will be making the same necessary sacrifice by moving to the Henderson Garage for the short term. Parking Services will be in touch very soon with those of us receiving new access cards.

We expect that our current patient parking crunch will be somewhat alleviated by the end of 2011 when the new patient and visitor garage opens up at the corner of Aurora Court and 16<sup>th</sup> Avenue. It’s worth saying again: thank you for making more things possible.

**A salute to a great group of partners...**This is also the time of year that Dean Krugman and I team up to do evaluations for all of our department chairs. During our meetings we discuss with chairs their department plans and goals for the future, as well as the different types of relationships with physicians and other hospitals that we may have to explore for a successful future. Far from being a stressful process, with each meeting I am reminded of what a great team we have. The Dean and I have both been in this business long enough to know that’s not the case at many academic centers around the country. We have come away from each of these meetings impressed by the thoughtfulness and perseverance of the chairs. It helps make us all more successful.

Especially at a time when we are dealing with such a dynamic agenda, I feel very fortunate to have the leadership and the relationships we have with our faculty.

**Good news and some not so good news...**First, the good news: Employee Health has completed more than 1,000 biometric assessments as a part of the Health Risk Assessment procedures.

The not so good news is that on Monday of this week, we were alerted to a situation that affected 17 of the 1,000 employees who participated in the assessments. Inadvertent clerical errors lead to the biometric results for those 17 patients getting mixed up. All of the errors occurred within one group, all of whom were all seen on the same day in the same clinic. To date, Employee Health has spoken by phone or left messages for all affected patients/employees. They have requested the incorrect results be returned to Employee Health so those records can be properly shredded and disposed. In addition, no critical health results were disclosed, nor were any social security numbers compromised.

We took swift action and conducted a review of the process to ensure this error is not repeated. Going forward, we will notify employees that they can see their results on My Health Connection – yet another great reason for our Epic conversion. Employee Health will also provide copies of all measurements, including height, weight, blood pressure, waist circumference, and body mass index at the time of service.

As someone who personally urged all of you to participate, I want to assure you that your privacy remains of the utmost concern to us. We are committed to ensuring this type of mistake does not happen again.

I feel like I can't thank you all enough for all that you are doing to help our patients and each other get through these challenging times.

Have a good rest of the 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)