Path to Sutter EHR
Sutter EHR is a comprehensive, integrated system. Every aspect of the delivery of care – from scheduling services, tracking patients within hospitals, ordering tests and procedures, documenting clinical progress, storing results to billing and collection – will be handled through our EHR. To make sure Sutter EHR is designed to support how we care for patients, the next phases on our Path to Sutter EHR, including orienting Subject Matter Experts, preparing for site visits and initiating domain group meetings are crucial.

Subject Matter Expert (SMEs) Orientation—Dec. 4!
Across our region we have identified more than 500 Subject Matter Experts (SMEs) who represent specific departments, services or roles for our region. SSR SMEs will meet for the first time on Dec. 4 to get started.

SMEs play an important role in reviewing and enhancing the clinical content (information we put in the technology) and design/configuration (how you navigate the technology) to make sure that the Sutter EHR meets the needs of patients, providers and staff.

Finally, some SMEs will participate in specific work groups for systems that will share information with the Sutter EHR (for example, integration and reporting workgroups).

SMEs also will be involved in an important milestone called “gap analysis sessions.” During gap analysis sessions, SMEs will help identify which work processes and workflows will need to change to accommodate the EHR, and how the EHR should be built to support more safe and efficient care processes. Stay tuned for future updates on gap analysis sessions that will occur in Spring 2014.

Site Visits
Preparations for site visits from Sutter EHR implementation team are underway. In the upcoming weeks, the implementation team will be on-site visiting various departments at each of our facilities.

Site visits are a key milestone. During site visits, we get the opportunity to share with the EHR implementation team what we do and how we do it. Sutter EHR implementation team then documents our “current state” workflows based on their observations and discussions with us. The implementation team will be guided by questionnaires that are specific to each application in Sutter EHR.

What are Domain Groups?
Over the next few weeks our region’s Sutter EHR team will begin the process of initiating governance of the domain groups. What are domain groups and what role do they play in our Path to Sutter EHR?

• Domain Groups form during the implementation phase of Sutter EHR to serve as work teams assisting with decision making, workflow reviews, and providing subject matter expertise for their area.

• They are led by Operations with the support and integration of Training, Quality, and EHR team.

• During go-live, domain groups may meet daily to address and assist with issues reported during the go-live that need group direction for their area, decisions made, and/or assistance with training and communication reinforcement.

• Domain Groups continue to serve beyond the go-live for ongoing workflow design, key decisions, and prioritization of requests to improve the Sutter EHR system.
Through this process, teams will begin to identify how the Sutter EHR-established workflows will be incorporated in our “future state” on the EHR or recommend a new build in Sutter EHR to accommodate the work we do. This effort includes taking a close look at how new EHR workflows differ from how work is being done today. Changes and improvements to workflows will be one of largest areas of transformation with the arrival of Sutter EHR.

Your input may be needed on short notice. The Sutter EHR implementation team will need the help of department staff and managers to be available to answer questions regarding current workflows, including major clinical functions such as changes in patient level of care, documentation, orders, case management and discharge planning. It also will include answering questions about revenue cycle major functions like admitting, scheduling and charge capture to determine how workflows need to change to support Sutter EHR.

Site visit information also will be used to prepare teams for the gap analysis sessions. Please note that follow-up site visits and shadowing might be required for some unique and/or complex workflows and this work may be ongoing.

**Continuing Along Our Path**

Over the next several months, the key activities of the EHR teams will be the continuation of the site visits activities. **Many departments will be visited up to four times.** Work will continue with the Facilities Organization (FacOrg) analysis. This is the validation of all departments, locations and specific rooms/areas that patient care is delivered. The goal is to make sure the names and room designations are accurate for each facility. This information is the foundational build within Sutter EHR for our region. Domain Groups will become established and start working on those complex workflows within their areas and determine what will be the future state. Many of the Domain Group topics will be generated from discoveries made during the site visit work.

*November 2013*