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Provider, Nursing, and Pharmacist Champions

Leading Healthcare Transformation in the Federal Domain

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Health Office
2/14/24

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Introduction

Clinical Champions in the Federal Domain

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Presentation Overview

We will explore the transformative power of leadership within federal healthcare organizations, and:

1. Discover how Provider, Nursing, and Pharmacist Champions serve as clinical integrators, leading the charge towards improved adoption and efficiency in healthcare delivery, with a specific focus on the federal domain.
2. Understand the impact of leadership to success of Clinical Champion Programs
3. Gain insights into their strategic initiatives and innovative approaches that optimize clinical processes in this unique context.
4. Explore real-world examples of how Clinical Champions are spearheading change to enhance patient care and streamline operations within Veteran's Administration.
5. Understand how the use of real time pre-deployment and post-deployment provider performance data drives success

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The Role of Clinical Champions

Clinical Champions in the Federal Domain

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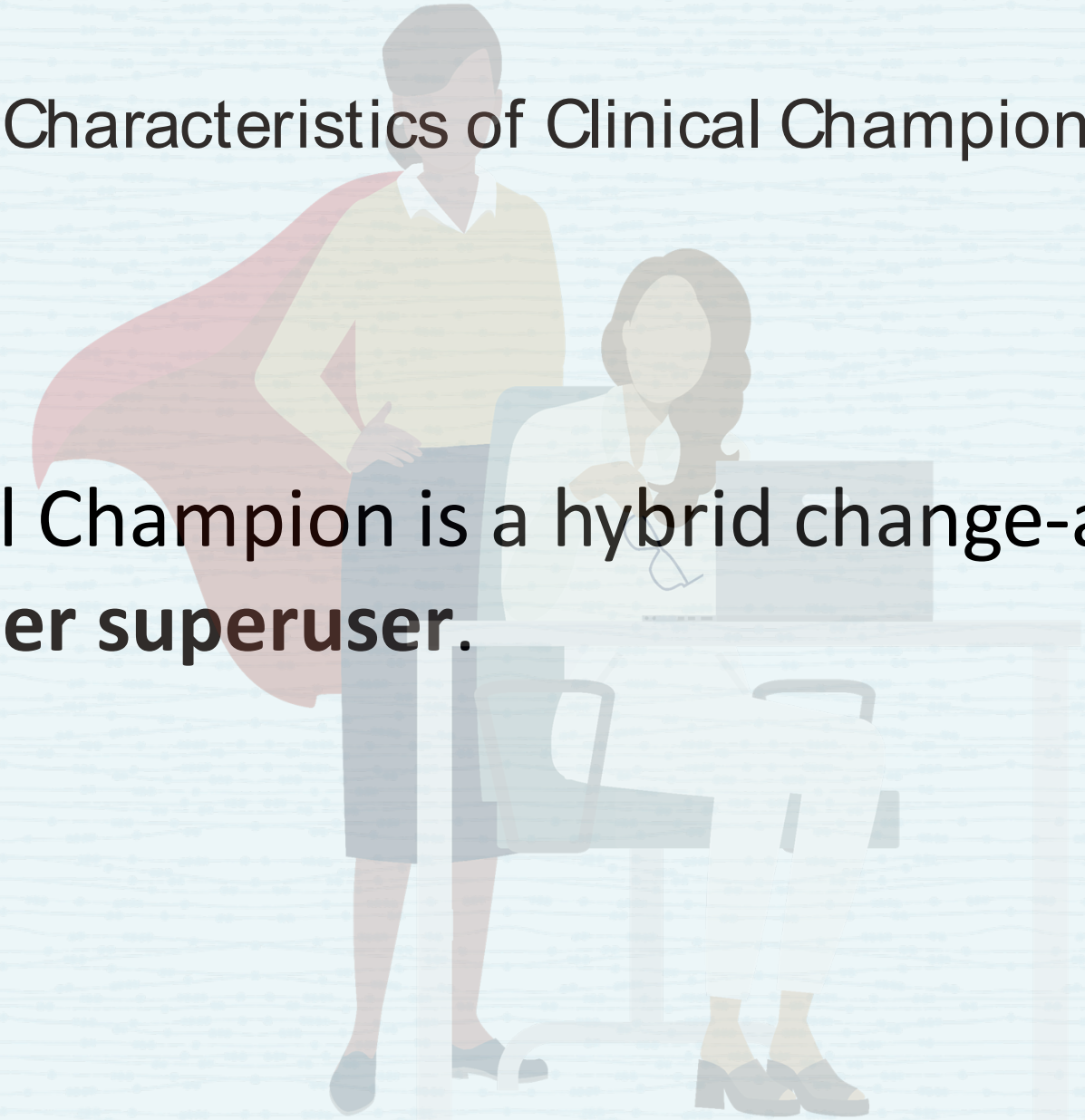
Definition and Characteristics of Clinical Champions



The Clinical Champion is a hybrid change-agent and a **peer-to-peer superuser**.

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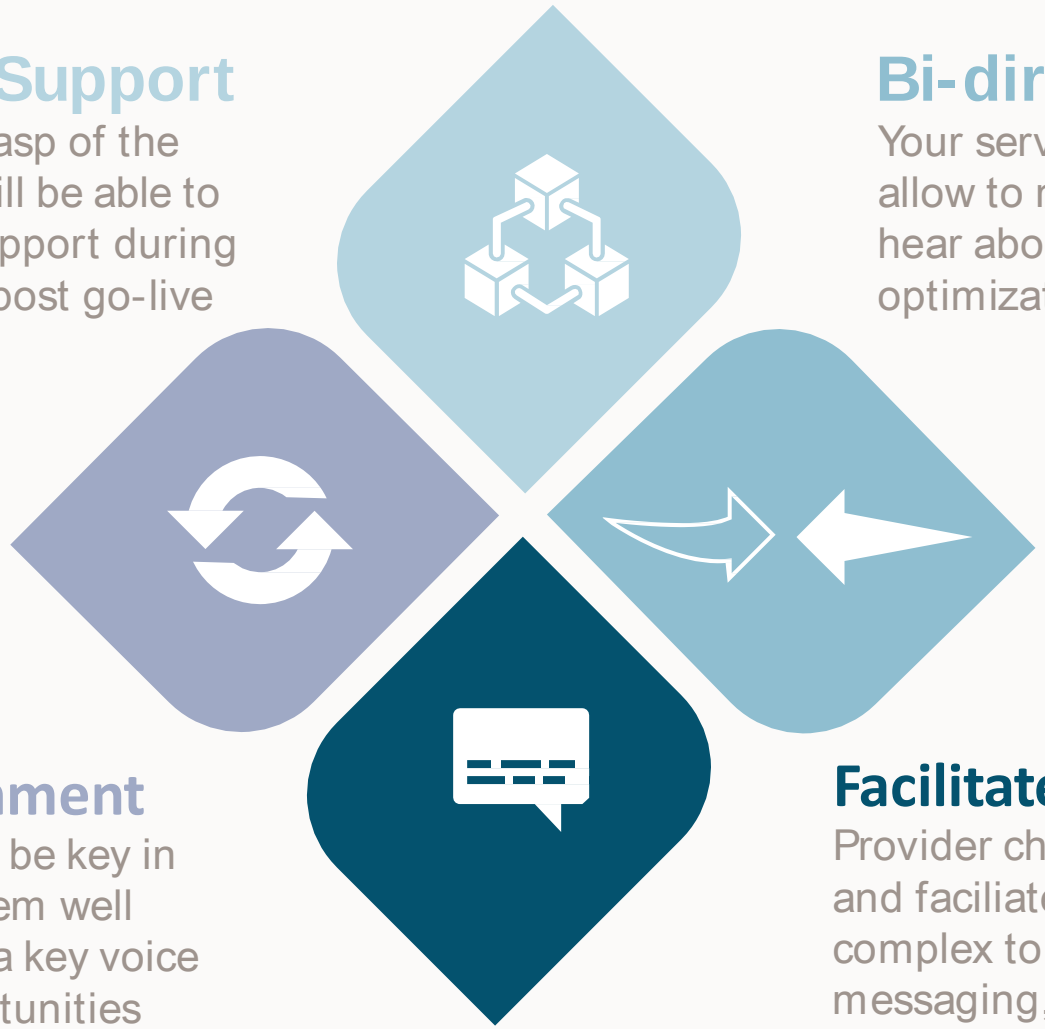
Their Pivotal Role in Driving Healthcare Transformation

Peer-to-Peer Support

By having a strong grasp of the Cerner system, you will be able to provide your peers support during training, go-live, and post go-live

Bi-directional Communication

Your service as a provider champion will allow to not only provide support but also hear about concerns and requests for optimization



Model for Sustainment

Provider champions will be key in sustaining the new system well past go-live and will be a key voice for future change opportunities

Facilitate EHRM Adoption

Provider champions will also be able to clarify, and faciliate some of the hot-button and complex topics (ie medication reconciliation, messaging, or clinical documentation)

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Clinical Integrators

In the Veterans Affairs (VA) healthcare system, Provider Champions are pivotal in leading the implementation and optimization of Electronic Health Records (EHRs), ensuring these systems enhance clinical workflows, improve patient care, and foster seamless integration across clinical, provider, and specialty roles. Their involvement is crucial in leveraging EHRs to facilitate greater coordination and patient care.

1. Leadership in Adoption and Integration
2. Comprehensive Training and Support
3. Optimization for Collaborative Care
4. Integration of new technology and expertise in clinical workflows
5. Advancing Interoperability for Comprehensive Care Coordination
6. Promoting Data-driven, Patient Centered Care

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Healthcare Transformation in the Department of Veterans Affairs (VA)

Clinical Champions in the Federal Domain

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Unique Challenges & Opportunities in Federal Healthcare Domain

Government vs Commercial

Unique External Stakeholders

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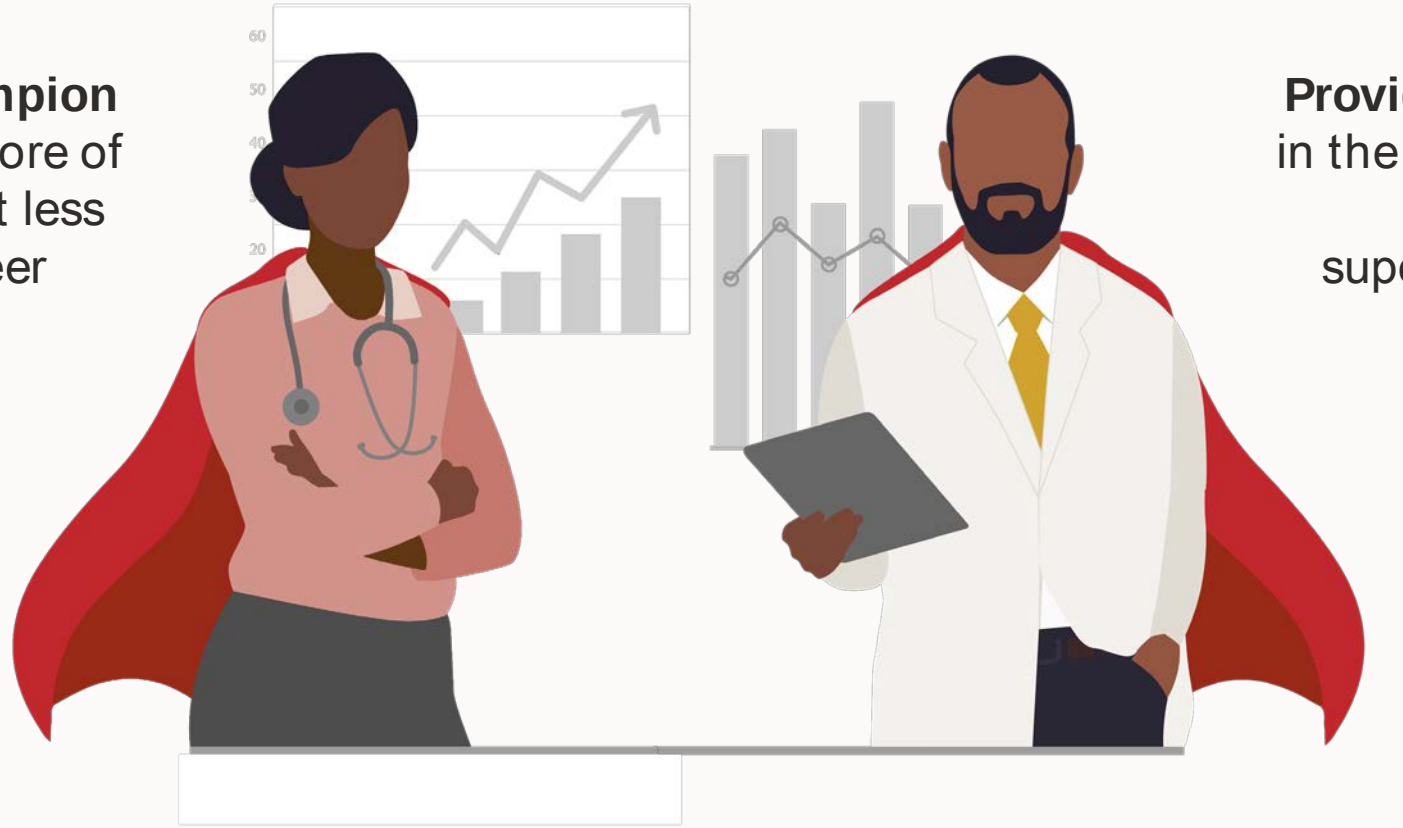
Federal Health Care Center – Provider Champions in the DoD and VA

Provider Champion in the DoD – More of a change agent less of a peer-to-peer superuser



Provider Champion in the VA – More of a peer-to-peer superuser less of a change agent

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Provider Champions (VA)

Clinical Champions in the Federal Domain

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Provider Champion Program

Provider Champion Program takes each of its constituents through a methodical journey exploring all aspects of the Oracle Cerner Millenium EHR software.

- Approximately **40 weekly virtual sessions** are performed in real-time, and delivered typically at a time of the day when most providers have free time available, such as the 12-noon hour.
- These last for approximately **45 to 60 minutes**, allowing the return of providers to their duties afterwards.
- Topics range from basic system navigation, through elements of order placement, documentation, telehealth, messaging and communication, service connectivity, referral management, and a varied host of other components of this comprehensive software.
- Sessions are presented by members of the **physician executive team at Oracle Health**, so that intricate medical complexities related to the EHR can be sufficiently addressed when questions arise during these presentations.
- The program employs **state-of-the-art audiovisual methodologies**, and typically include additional pre-recorded vignettes highlighting the material covered in the session, to offer confirmation and clarity with duplicity. All Provider Champion **presentations are recorded**, such that those provider champions who are not able to attend can review the sessions at their convenience.
- **House calls** are provided by the Physician Executive to provider support where the provider is and give **face-to-face support** to the practice of skills.

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Provider Champion Program

In addition to guiding attendees through the various facets of the Millenium system, this distinctive program helps to transition its constituents from the existing EHR to the new Oracle Cerner system by offering a host of other unique methodologies.

- A "**crosswalk**" teaching is given at each presentation, whereby terms and processes utilized in the old system are compared to their new manifestations in the Millenium realm.
- **Fundamental concepts** that highlight broad cognitive shifts in the new EHR are part of every session as well.
- A mock EHR domain called the **Sandbox** is an artificial EHR environment in which users can hone their skills by logging in and exploring the multiple functionalities of the real-life EHR without involving actual patients. The Provider Champion series uses this Sandbox technology by giving **content-specific exercises** to every attendee, thus providing a substrate for experiential learning and affirmation of material learned in the program sessions.
- Data is used to **monitor the progress** of the individual provider champions, the utilization of the Sandbox and its exercises, and the feedback obtained from constituents to determine areas for program improvement.

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PC AMB/INPT Track

T-Minus Weeks	Session Topics	Week of
43	CLT Kickoff	9/12/2022
42	Provider Champion Kickoff	9/19/2022
41	Schedule 1 Ambulatory Organizer	9/26/2022
40	Schedule 2 Telehealth	10/3/2022
39	Message Center 1 General Communication	10/10/2022
38	Message Center 2 Pools	10/17/2022
37	Message Center 3 Between Visit Encounter	10/24/2022
36	Message Center 4 Patient Results Notification	10/31/2022
35	Message Center 5 Patient Portal	11/7/2022
34	Documentation 1 Dynamic Documentation	11/14/2022
33	Documentation 2 Quick Visits	11/21/2022
32	No Session	11/28/2022
31	Documentation 3 PowerForms	12/5/2022
30	Documentation 4 Immunization Query	12/12/2022
29	No Session	12/19/2022
28	No Session	12/26/2022
27	Documentation 5 Service Connection/Special Authority	1/2/2023
26	Documentation 6 Social Work	1/9/2023
25	Orders 1 Orders	1/16/2023
24	Orders 2 Quick Orders	1/23/2023
23	Orders 3 Medication Renewal and Reconciliation	1/30/2023
22	Orders 4 Prescription Drug Monitoring Program PDMP	2/6/2023
21	Orders 5 Refills, Duplicate orders and Supply Ordering	2/13/2023
20	Orders 6 Laboratory	2/20/2023
19	Orders 7 Prosthetics Sensory Aids Service PSAS	2/27/2023
18	Orders 8 Referral Management	3/6/2023
17	Population Health 1 Recommendations	3/13/2023
16	Population Health 2 Registries	3/20/2023
15	Surgery 1 In Office Procedures	3/27/2023
14	Surgery 2 Surgery	4/3/2023
13	First Net 1 LaunchPoint	4/10/2023
12	First Net 2 Orders and Documentation	4/17/2023
11	First Net 3 Team Workflow Integration	4/24/2023
10	Acute 1 PowerPlans	5/1/2023
9	Acute 2 iPass	5/8/2023
8	Acute 3 Discharge	5/15/2023
7	Team Based 1 Med Renewal and Reconciliation	5/22/2023
6	Favorites 1 Message Center	5/29/2023
5	Favorites 2 Orders and Documentation	6/5/2023
4	Review/TBD	6/12/2023
3	Data Migration	6/19/2023
2	Go-Live Prep 1	6/26/2023
1	Go-Live Prep 2	7/3/2023
T-0 Weeks	Go Live	7/15/2023
1	Go-Live Week 1	7/17/2023
2	Go -Live Week 2	7/24/2023

Provider L&L AMB/INPT Track

T-Minus Weeks	Session Topics	Week of
43	CNT Launch	9/12/2022
42	CNT Launch	9/19/2022
41	No Session	9/26/2022
40	No Session	10/3/2022
39	Provider Champion Kickoff	10/10/2022
38	Schedule 1 Ambulatory Organizer	10/17/2022
37	Schedule 2 Telehealth	10/24/2022
36	Message Center 1 General Communication	10/31/2022
35	Message Center 2 Pools	11/7/2022
34	Message Center 3 Between Visit Encounter	11/14/2022
33	Message Center 4 Patient Results Notification	11/21/2022
32	No Session	11/28/2022
31	Message Center 5 Patient Portal	12/5/2022
30	Documentation 1 Dynamic Documentation	12/12/2022
29	No Session	12/19/2022
28	No Session	12/26/2022
27	Documentation 2 Quick Visits	1/2/2023
26	Documentation 3 PowerForms	1/9/2023
25	Documentation 4 Immunization Query	1/16/2023
24	Documentation 5 Service Connection/Special Authority	1/23/2023
23	Documentation 6 Social Work	1/30/2023
22	Orders 1 Orders	2/6/2023
21	Orders 2 Quick Orders	2/13/2023
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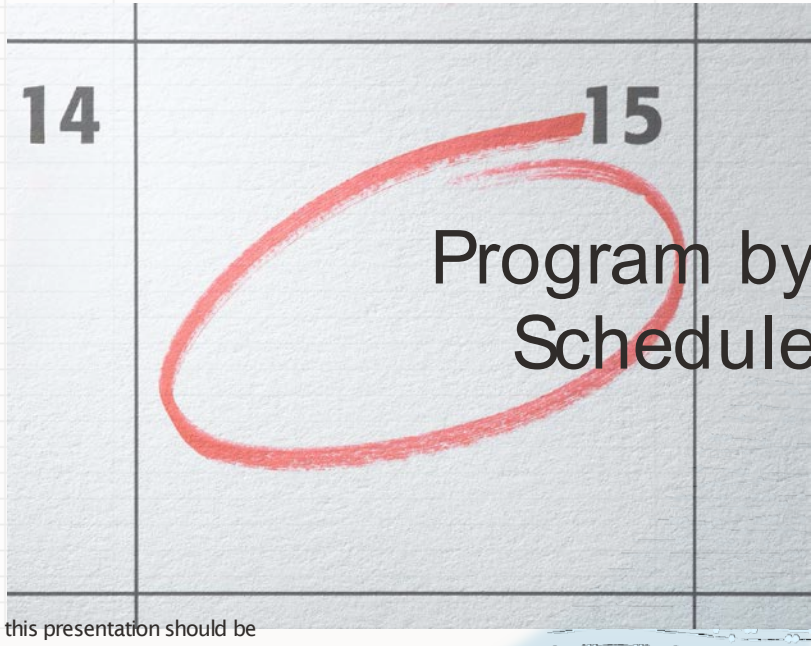
4	Review/TBD	6/12/2023
3	Data Migration	6/19/2023
2	Go-Live Prep 1	6/26/2023
1	Go-Live Prep 2	7/3/2023
T-0 Weeks	Go Live	7/15/2023
1	Go-Live Week 1	7/17/2023
2	Go -Live Week 2	7/24/2023

Post Go-Live Review

T plus days	Session Topics	Date
0	Go Live (Saturday)	7/15/2023
1	(Sunday)	7/16/2023
2	Go Live Week - No Session	7/17/2023
3	Go Live Week - No Session	7/18/2023
4	Go Live Week - No Session	7/19/2023
5	Go Live Week - No Session	7/20/2023
6	Go Live Week - No Session	7/21/2023
7	Saturday - No Session	7/22/2023
8	Sunday - No Session	7/23/2023
9	Post Go-live Review 1 - Between Visit Encounter	7/24/2023
10	Post Go-live Review 2 - Medication Reconcilliation	7/25/2023
11	Post Go-live Review 3 - Referrals	7/26/2023
12	Post Go-live Review 4 - Prosthetics and Sensory Aids	7/27/2023
13	Post Go-live Review 5 - Pharmacy and Medications	7/28/2023
14	Saturday - No Session	7/29/2023
15	Sunday - No Session	7/30/2023
16	Post Go-live Review 6 - Video Visits	7/31/2023
17	Post Go-live Review 7 - Pools	8/1/2023
18	Post Go-live Review 8 - Proposed Medication Renewals	8/2/2023
19	Post Go-live Review 9 - Service Connection	8/3/2023
20	Post Go-live Review 10 - Lab	8/4/2023

Schedule
Message Center
Documentation
Orders
Population Health

FirstNet Acute Favorites Go-live Prep



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PROVIDER CHAMPION SESSIONS

Session Structure – Provider Champion

- Agenda
- Role of Provider Champion
- Review of Previous Session
- Overview of Topic
- Terminology Crosswalk
- Stop, Start, and Continue
- Basics Demonstration
- Review
- Provider Perspectives
- Provider Strategies
- Questions

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Current and Future Crosswalk

Current State	Future State	Definition
Order Set	PowerPlans	A collection of standardized orders to streamline patient care activities.
Delayed Orders	Planned Orders	Signed orders that are awaiting activation by clinical staff to become actionable.

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New Terminology

New Terminology	Definition
Multi-Phase	Multiple sections of orders that are grouped together and can be activated at different times.
Sub-Phase	A sub-group of orders embedded within a phase.
Plan for Later	Places orders in the PowerPlan in a planned state, for the nurse to initiate the orders at a later date/ time
Initiate Now	Allows you to activate orders immediately
Clinical Category	Orders are grouped under these headings for easier navigation.

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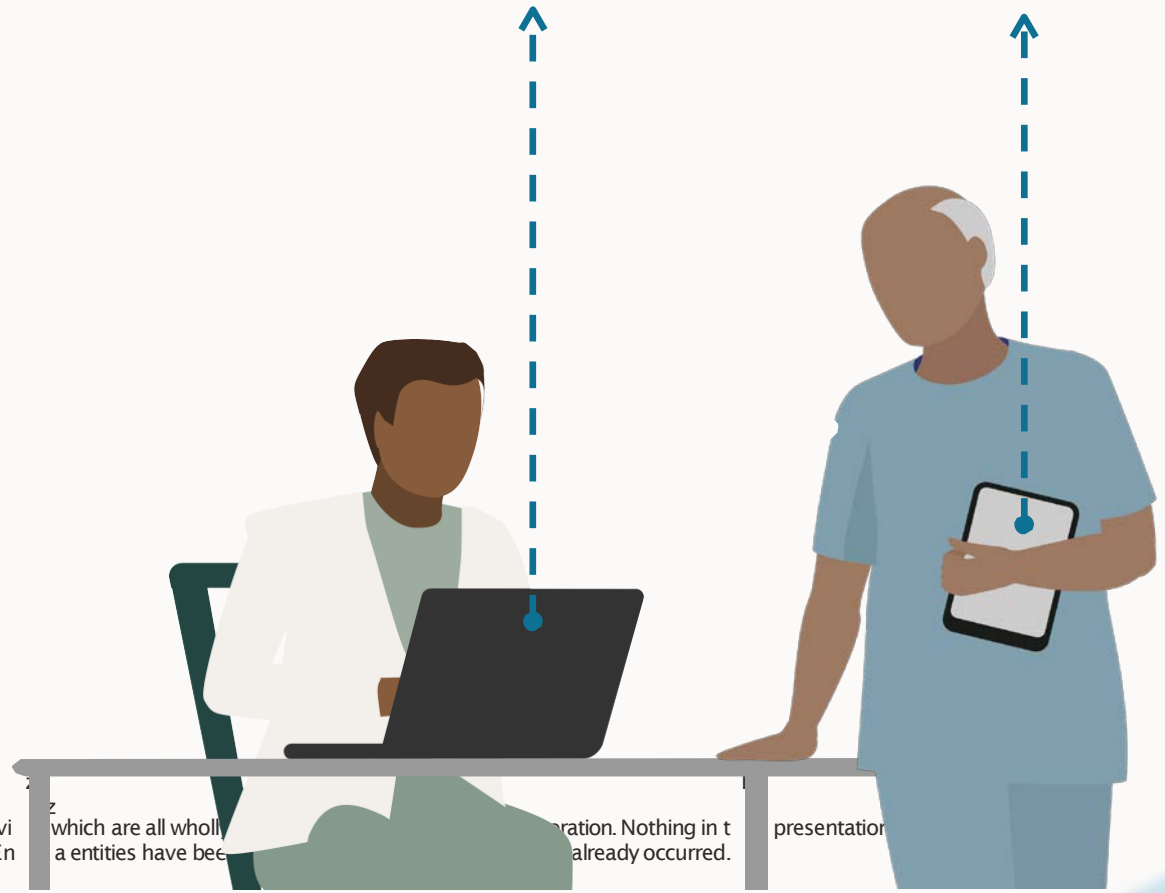
Fundamental Concepts

Message Center 4 – Patient Results Notification

Fundamental concept

All lab and test results are posted to the patient portal



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Start, Stop and Continue – Acute 1- PowerPlans

- Placing PowerPlans on your patients when appropriate for setting of care.
- Select “Plan for Later” to place PowerPlans in a “Planned” state for nursing to initiate on the medical ward.
- Select “Initiate Now” to put PowerPlans in an “Initiated” state to be immediately actionable.

- Using “order sets” in VistA/ CPRS.
- Using the term “Delayed Orders”

- Placing appropriate orders on your patients for the setting of care.

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Where is my Workflow Efficiency?

Robust catalogue of PowerPlans for a variety of clinical scenarios / needs.

Developed with input from national councils and SMEs to reduce need for order searching.

MultiPhase PowerPlans allow certain groups of orders to be **initiated** at different times.

Reference text assists in providing guidance during the ordering process.

Favorites can be leveraged to save PowerPlans prefilled to match your practice style.

You can add individual orders to a PowerPlan and **save as a favorite.**

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Responding to a Message on a Between Visit Encounter (BVE)

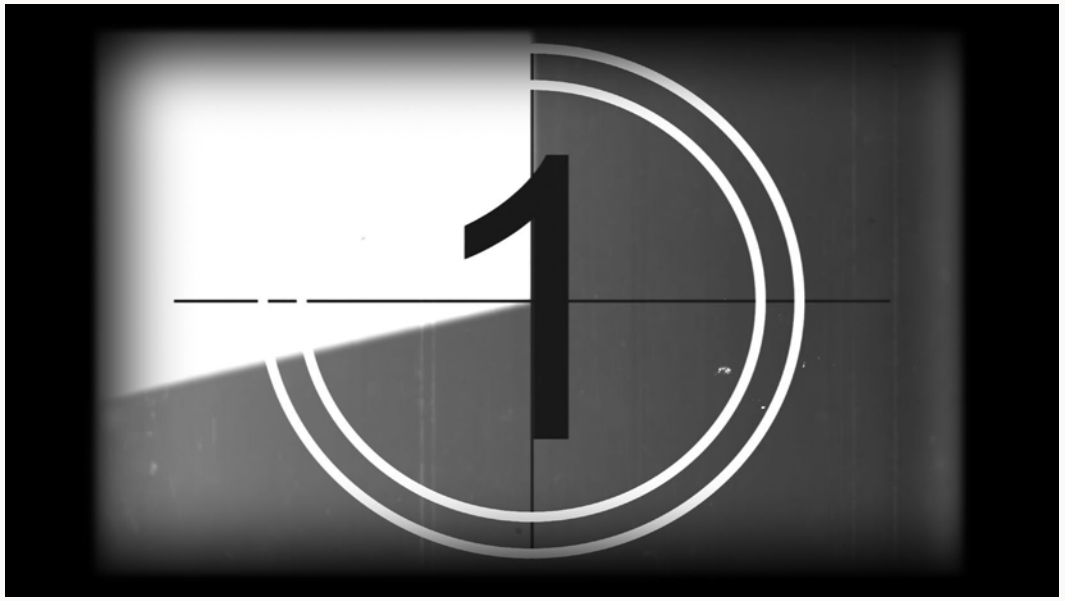
Mark Puglisi, Jr. M.D

Lead Physician Executive

Program by Schedule

Provider Champion Sessions

- Sessions are recorded and posted to VA SharePoint
- Watch counts are monitored for engagement purposes
- Feedback request is sent out at the end of the session
- Lunch and Learns are pared down versions of the Provider Champion Sessions
- Later sessions will prepare Provider Champions for go live support



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Practice, Preparation, and Nudging

Clinical Champions in the Federal Domain

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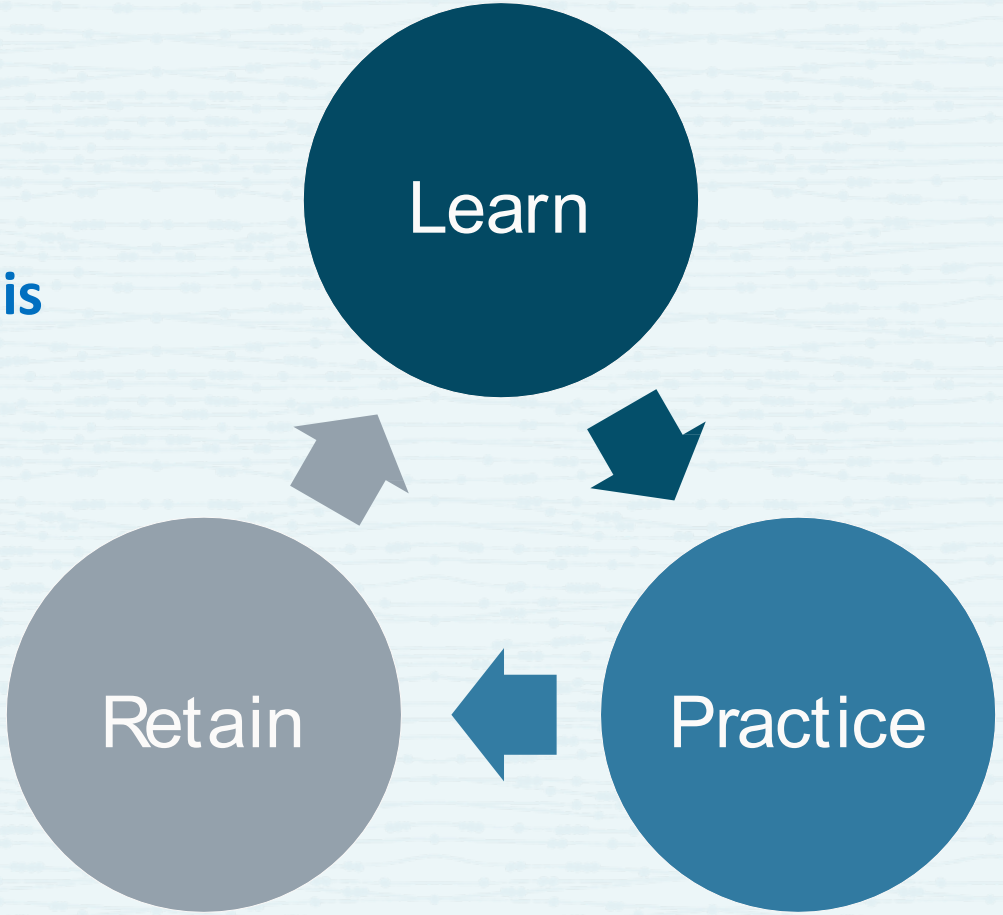
Benefits of Practice

Making a commitment to practice is essential to maximize the impact of training. After all, **practice is the only way to become proficient in a new skill or behavior**. As leaders, we need to embrace the discomfort of being beginners in order to continue to grow and improve.

J. Long, HBP, 2016



. . . results showed that amount of practice per se did not affect learning and retention of the task. Rather, **distribution of practice over several days was the most important factor** affecting learning and retention. (Savion-Lemieux T, Penhune VB. 2010)

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Benefits of Practice – The Expert's Dilemma

"Josh Kaufman, author of *The Personal MBA*, writes that to go from "knowing nothing to being pretty good" actually takes about **20 hours** of practice – that's 45 minutes every day for a month. So, whether you aspire to "**pretty good**" or "expert," **practice is essential**. Yet practicing can be difficult and painful when we're used to having a high degree of competence." Long, HBP, 2016.

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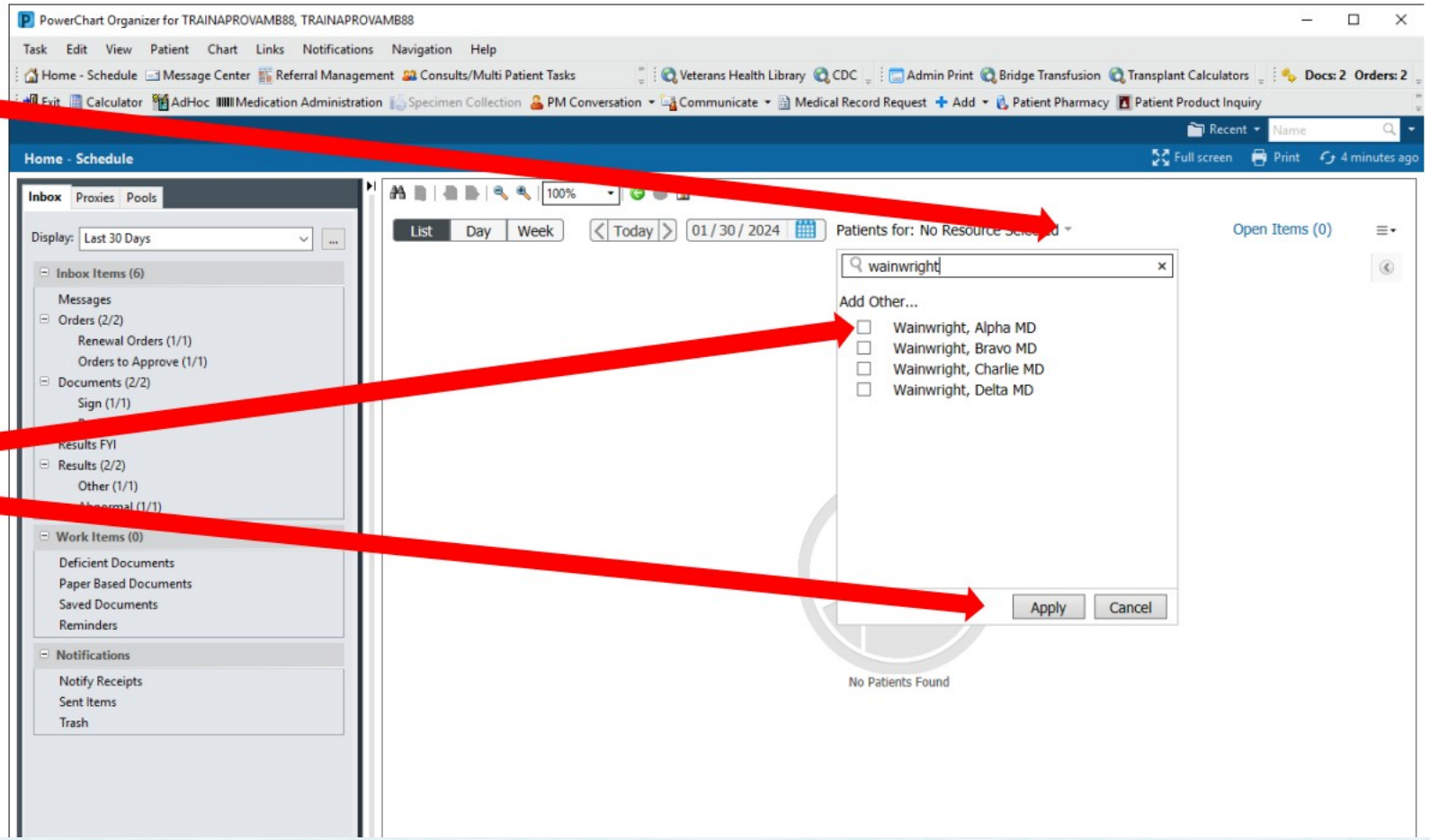
PROVIDER SANDBOX STAGING/PREPARATION STEPS

Step 1. Log in to the **Sandbox** and **click** on the "Patients for:" drop-down caret to **add a resource.**

Step 2. Select "Wainwright, Alpha" and click **apply.**

NOTE: If your tent card is for the Bravo resources (e.g. TRAIN**B**PROVAMB##), then you will want to pick "Wainwright



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“You can’t manage what you can’t measure.”

Peter Drucker

Management Consultant and Educator

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The Plural of Anecdote is evidence

While anecdotal evidence is generally limited in value due to several types of bias, **scientific evidence relies on more rigorous methods**.

Raymond Wolfinger

Anecdotal evidence reliable? One man says "yes".

A STUDY CONDUCTED YESTERDAY by a man on himself concluded that self-reported anecdotal evidence is, in fact, both reliable and relevant.

The landmark study, conducted by Mark Mattingly of Virginia Beach in his apartment, concluded with 100% accuracy that data collected from personal experience can disprove other data conducted by reputable scientific institutions, thereby proving once and for all that "statistics can't be trusted".

In a press release Mr. Mattingly took aim at his detractors saying that "…this study shows what I've been telling people on the internet for years: all your fancy evidence and statistics don't mean nothing in the real world.".

A frequenter of internet forums, comment sections, and social media, Mr. Mattingly recounts that he was inspired to

in his apartment looking all smug.

has responded saying that this is just the first of
e intends to conduct, and that a meta-analysis
o have opinions and anecdotal experiences
f controls, methodological rigor, blinding and
soon to be published, adding further weight to
ngs.

tal

Photo: Weasello

Sara
@pikelet

"They're not anecdotes, that's small batch artisanal data"

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Anecdotal Data

- **Based on Personal Stories**: Derived from individual experiences, observations, or reports, not systematically collected.
- **Subjective**: Reflects personal opinions, biases, or perspectives.
- **Qualitative**: Provides insights into feelings, perceptions, and motivations.
- **Not Generalizable**: Cannot reliably predict outcomes or trends beyond the specific instances described.
- **Useful for Hypothesis Generation**: Can highlight areas for further investigation but requires validation through systematic research.

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Measurable Data

- **Systematically Collected**: Gathered using structured methods and tools, ensuring consistency and reliability.
- **Objective**: Based on observable, quantifiable facts and figures.
- **Quantitative**: Can be measured, counted, and statistically analyzed.
- **Generalizable**: If properly collected, can be used to make predictions or draw conclusions about larger populations.
- **Foundation for Evidence-Based Decision Making**: Provides a solid basis for making informed decisions, assessing impact, and implementing policy.

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Measurable Data and Analytical Maturity

- **Foundation for Growth**: Measurable data serves as the foundation upon which organizations can build and enhance their analytical capabilities.
- **Progression Path**: As organizations evolve from basic data collection to advanced analytics, the complexity, and value of measurable data increase, driving analytical maturity.
- **Enables Advanced Analysis**: High-quality, structured, and measurable data allows for sophisticated analytical techniques, including predictive analytics, machine learning, and AI, moving an organization up the maturity scale.
- **Informed Decision-Making**: The depth and reliability of measurable data directly influence the ability to make evidence-based decisions, a hallmark of analytical maturity.
- **Continuous Improvement**: The cycle of collecting, analyzing, and acting on measurable data fosters a culture of continuous improvement and innovation, essential for maintaining and advancing analytical maturity.
- **Strategic Asset**: Organizations with higher analytical maturity recognize measurable data as a strategic asset, integral to achieving business goals and maintaining competitive advantage.

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Pre-Go-Live End-user Data

Clinical Champions in the Federal Domain

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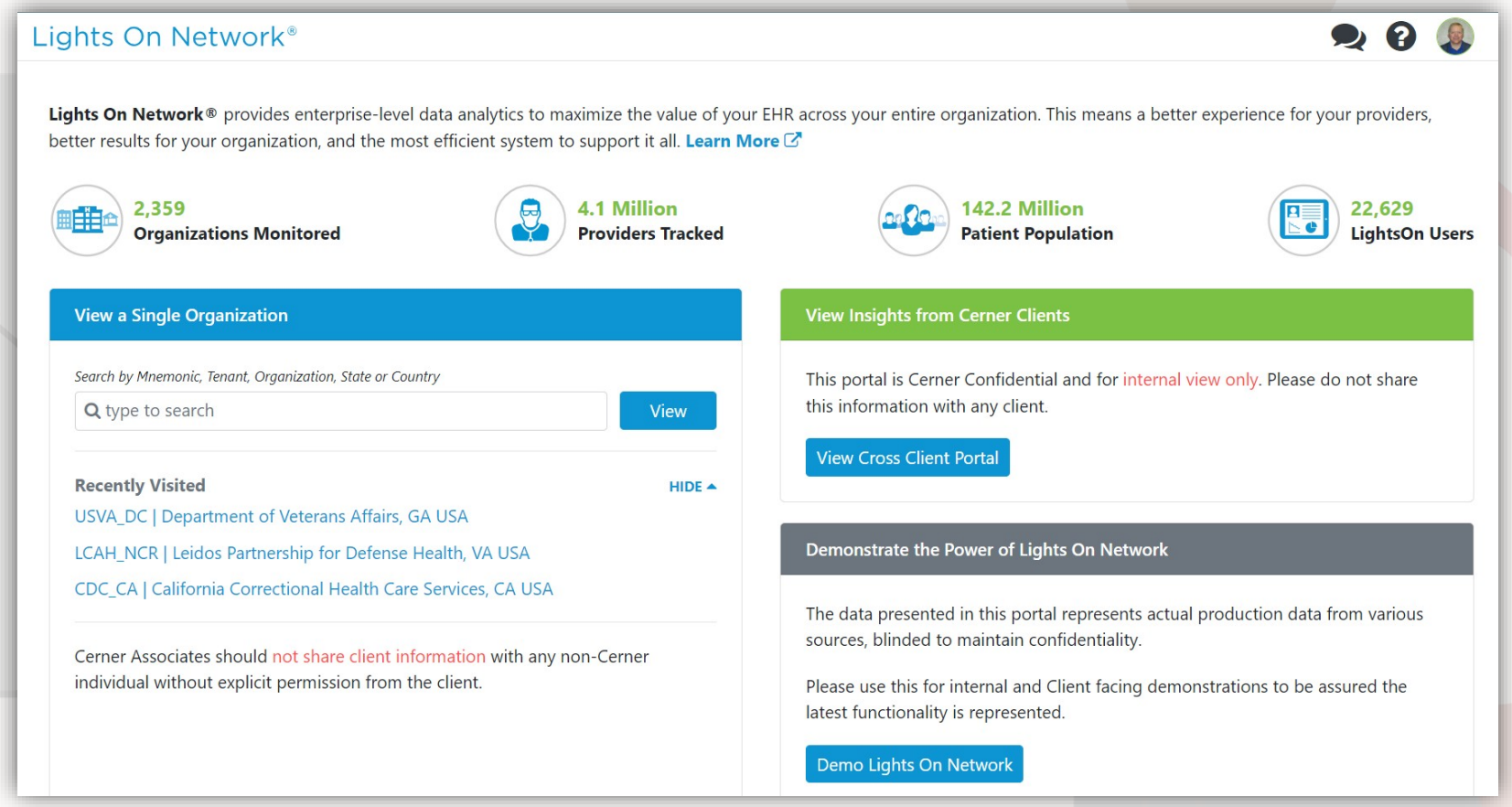
Specific Initiatives and Innovations

Analytics



Provisioned Sandbox Users

Account and Provisioning Details | Past 13 Months

Select Account Active / Inactive	Select Site	Select Account Creation Date Month	Select Password Reset	Select Provider Name
(All)		(All)	(All)	(All)

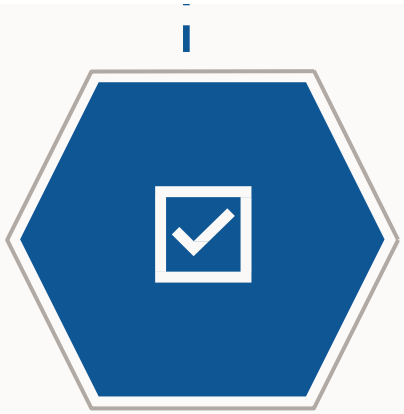
44
Active Accounts Where Password **Has Been** Reset

89
Active Accounts Where Password **Has Not Been** Reset

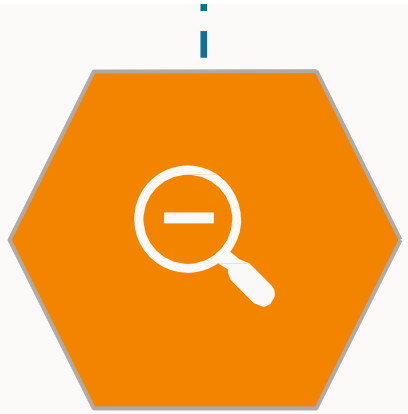
133
Total Accounts

Active Accounts | by Site

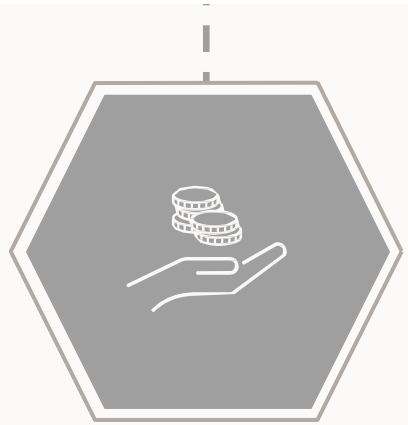
Select a site to filter the rows below to only that site.



Logged In



Not Logged In



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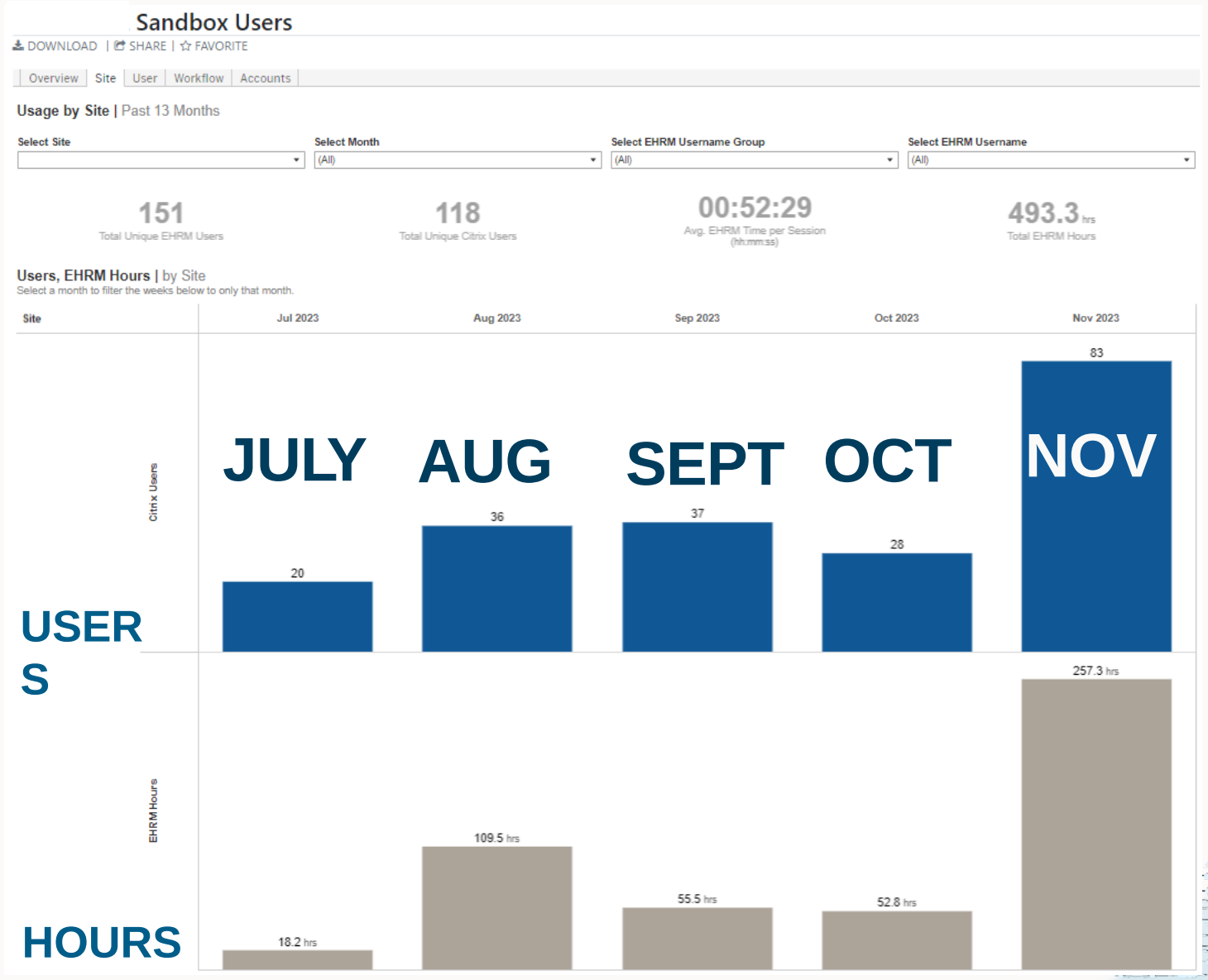
Sandbox Usage Data

- **If you have any trouble accessing the Citrix Storefront with your credentials, contact:**

Physician.Executive @oracle.com



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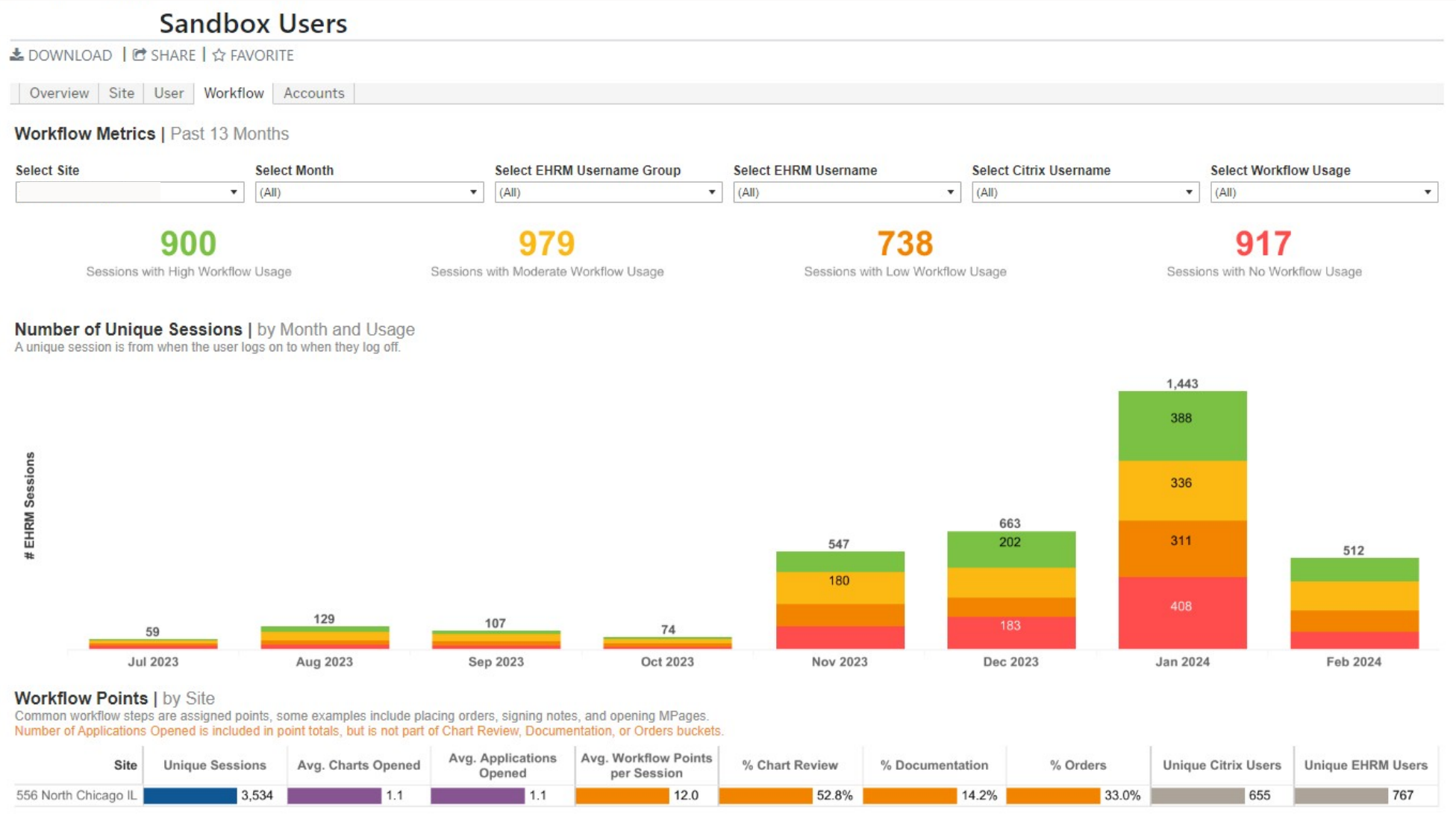
Solution Practice Analytics



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Nursing Knowledge Transfer Program (VA)

Clinical Champions in the Federal Domain

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Nursing Knowledge Transfer Program (VA)

The Nursing Leadership/ Clinical Informaticists Sessions address the high-level workflows and topics that will allow them to support their staff and understand more of the "why" behind some the functionality and elements that necessitate the processes in place.

Ambulatory and Inpatient Nursing Knowledge Transfer series have been created to covers topics, giving all nursing staff the opportunity to see the new electronic health record system and their future state workflows. They can ask questions and start to build some muscle memory around the EHR and the steps they will take prior to attending formal EUT. The Ambulatory series has 25 sessions covering key functionalities and workflows for clinic RNs. The Inpatient series has 22 sessions covering key functionalities and workflows for the Inpatient RNs. The sessions allow all RNs to gain knowledge and decrease mental overload prior to training and at Go-Live.

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Contributions to Healthcare Efficiency

During the inaugural deployment of the Nursing Leadership series and the full Nursing Knowledge Transfer sessions there has been positive feedback to receiving the building blocks of clinical workflows earlier and visibility to high impact areas in the EHR deployment timeline. The leadership series initiates conversations sooner for improved facilitation of administrative and clinical decisions as well as leadership buy-in.

Early visibility and practice demonstrations of clinical workflows within the Nursing Leadership series and Knowledge Transfer sessions has empowered dialogue around workflow efficiencies, standardization, user roles, scopes of practice, and operational policy.

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Innovative Approaches to Streamlining Clinical Processes

Aligning the vast array of the VA Healthcare Network under one Federal Domain has contributed to the promotion of modernizing clinical processes and standardization.

The Nursing KT Program provides opportunities to enhance that mission through early workflow review, practice demonstrations, open dialogue, and end user buy-in.

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Feedback From Nursing Knowledge Transfer Sessions within VA

"The consistency will avoid situations of nurses' documenting in different ways. This was **such a needed session, so appreciated** and vital to our success.'"

"Good afternoon Koby, I just wanted to say that I have seen different folks try to explain IPOCs in its entirety and struggle. It is a difficult workflow to understand and explain, **You made it look easy!** I think you did a fabulous job! I know from experience that I too forget about those filters every once in a while! But wow, great job."

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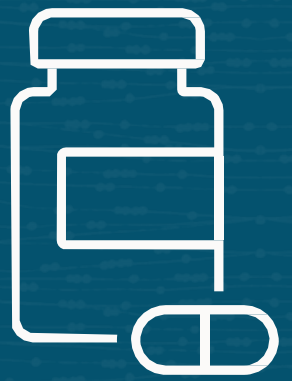
Pharmacist Champions (VA)

Clinical Champions in the Federal Domain



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Strategic Initiatives in Optimizing Pharmaceutical Services

Full PYXIS Implementation

Pharmacy Executive recommended Lovell FHCC move to full PYXIS implementation on inpatient units prior to go-live. We worked with the Chief Nursing Officer who became a **full PYXIS champion**, achieving full implementation in ICU prior four months prior to go-live and Medsurg to follow once PYXIS equipment arrives.

Joint Commission Preparation

Pharmacy Executive worked with Patient Safety Pharmacist to prepare for Joint Commission visit in January 2024. Hands on exposure in the build domain with that pharmacist made him a **Patient Safety Champion** as he learned about the variety of ways the Federal EHR increases patient safety including:

- Trackable medication order history
- Medication reconciliation pulling in comprehensive medication history
- PowerPlans for consistency and completeness of therapies
- Allergy, drug-drug, duplicate therapy interactions

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Strategic Initiatives in Optimizing Pharmaceutical Services

Outpatient and Inpatient Workflow Exercises

Informal workflow exercise sessions were designed to encourage every staff member to individually get their hands on the system with the Pharmacy Executives guiding their workflow learning.

Inpatient Workflow Exercises

- **2 hour sessions** with 2 Pharmacy Executives for 3 days working through a typical inpatient pharmacy day
- 21 inpatient Pharmacists and Pharmacy Technicians attended.
- **100% of respondents said they learned something new and felt the sessions were valuable.**
- All participants asked for additional sessions to focus on more complex scenarios

Outpatient Workflow Exercises

- **3.5 hours long each** as 2 Pharmacy Executives worked for 4 days to personally walk each staff member through a typical day in outpatient pharmacy.
- 30 outpatient Pharmacists and Pharmacy Technicians attended.
- **95% of respondents said they would recommend this training to others.**
- 10 inpatient Pharmacists were additionally given hands on exercises to understand after hours outpatient dispensing processes.

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Strategic Initiatives in Optimizing Pharmaceutical Services

Learning Lab

Learning Lab was created by the VA to augment End User Training with scenarios based on real world practice. Pharmacy Executives proctored the sessions that were tested on SuperUsers. The SuperUsers felt confident about the material and could easily teach the class to end users which is the intention for following sites. This will be an excellent addition to cultivating Pharmacy Champions out of Super Users.

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Success Stories of Pharmacy Champions within the VA

Oft times there are staff who may not have been designated as official champions but who, through their inquisitiveness and persistence display a desire to learn and to share what they learn. **Sleeper Champions** were identified as Pharmacy Executives worked with end users 1:1 in the Workflow sessions. We found staff who have taken what they learned and reached out via email, text or even in person after trainings to ask questions, ask for more information and to learn what happens next.

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Collaborative Efforts

Clinical Champions in the Federal Domain

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Team based exercises

In the Clinical Champion team-based sandbox activities, healthcare professionals across disciplines engage in an **end-to-end workflow simulation**, focusing on the entire patient care journey. **Emphasizing the practice of handoffs ensures smooth transitions of care**, minimizing errors, and improving patient outcomes. This practical experience prepares them for real-world clinical practice, enhancing patient care across specialties.

Team Based Sessions		
T minus	Session Topics	Date
T-9	Team Based 1 Proposed Med Renewal on BVE	1/11/2023
T-8	Team Based 2 Medication History and Reconcilliation	1/18/2023
T-7	Team Based 3 Patient Visit	1/25/2023
T-6	Team Based 4 In-Office Medication	2/1/2023
T-5	Team Based 5 Patient Status Order	2/8/2023
T-4	Team Based 7 PSAS Outpatient	2/15/2023
T-3	Team Based 9 Admit to Hospital from ED	2/22/2023
T-2	Team Based 8 Mental Health Long Acting Injectables	3/1/2023
T-1	Team Based 9 Pharmacy Prior-Authorization/ Formulary	3/8/2023

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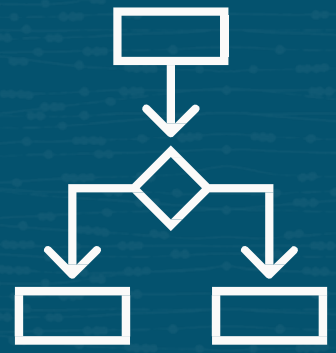
Outcomes

Clinical Champions in the Federal Domain



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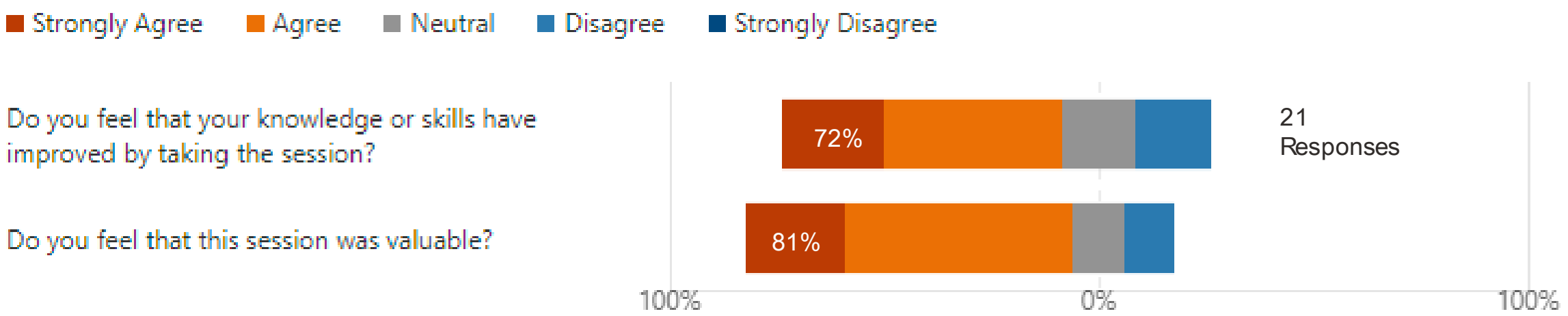
Results for Provider Champions

Value

1. Please rate the statements below based on your experience from the session.

More Details



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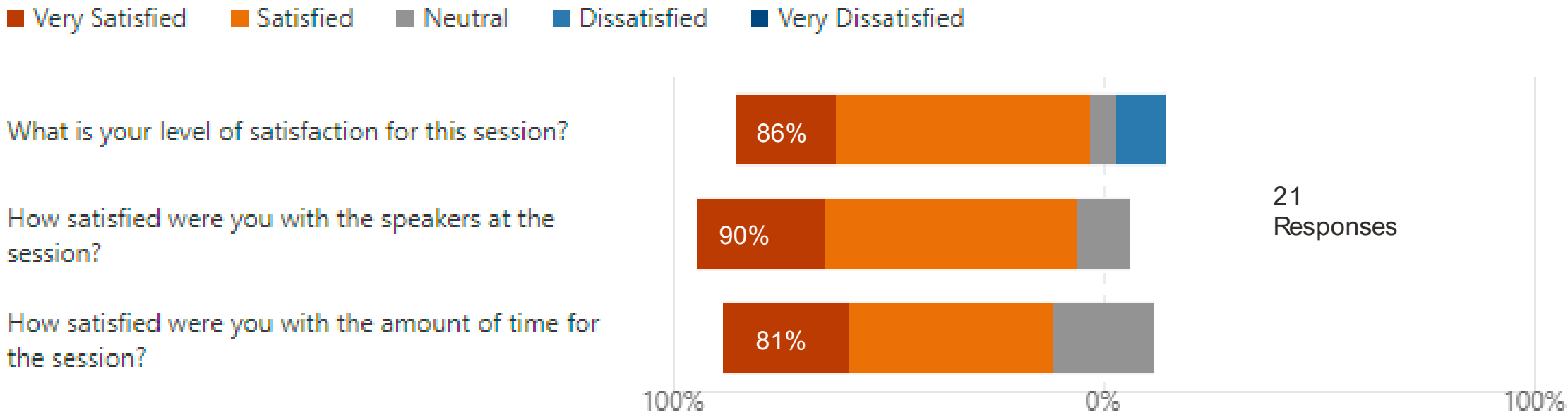
Results for Provider Champions

Satisfaction

2. Please rate the statements below based on your satisfaction from the session.

More Details



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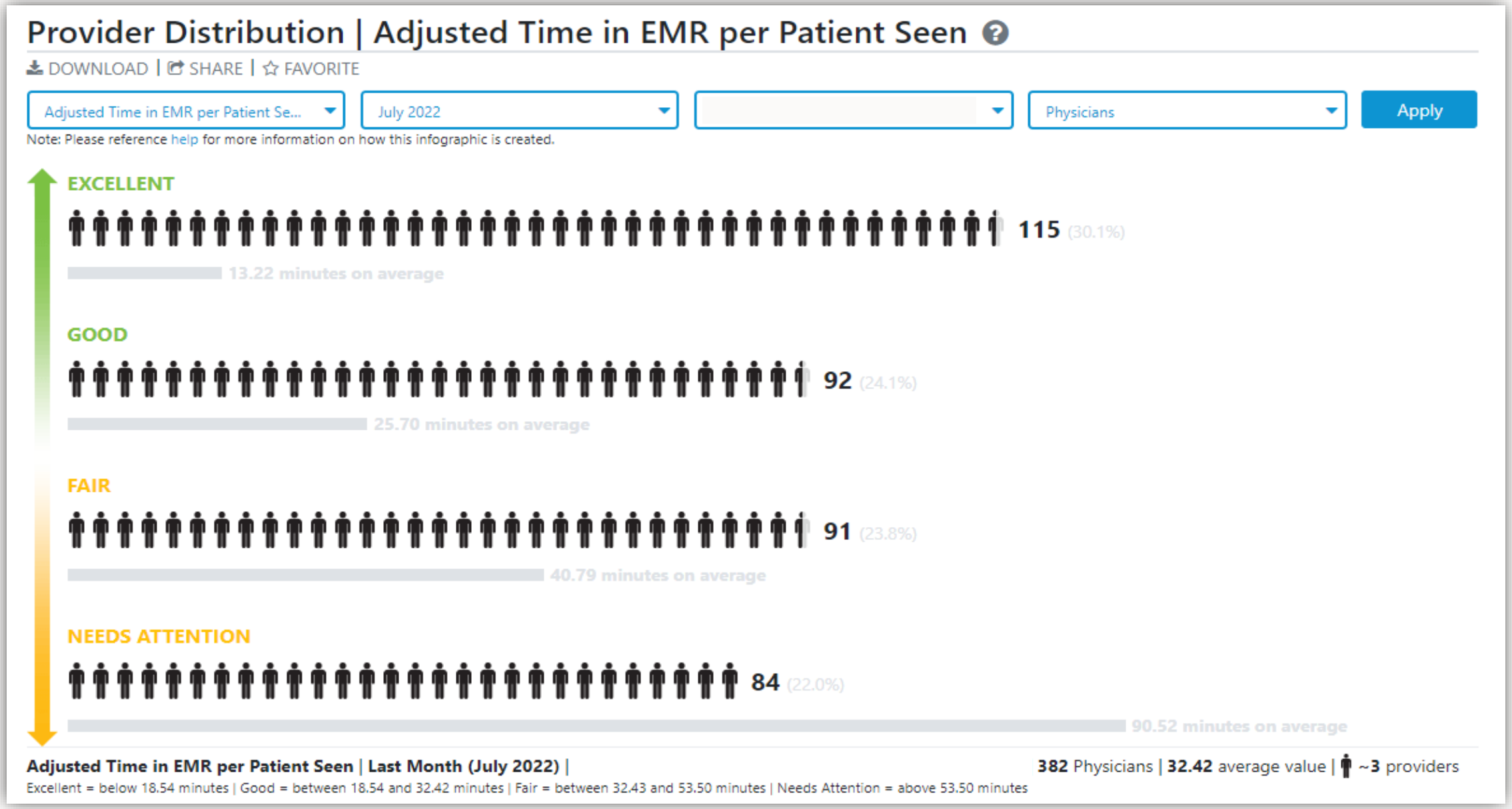

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Measurable Outcomes of Clinical Champions' Efforts

Eye-Care at Columbus VA – "All In"

- The Service Line Chiefs were provider Champions
- All providers added as Provider Champions
- Practice encouraged
- Independent End-to-End workflow practice in the Sandbox

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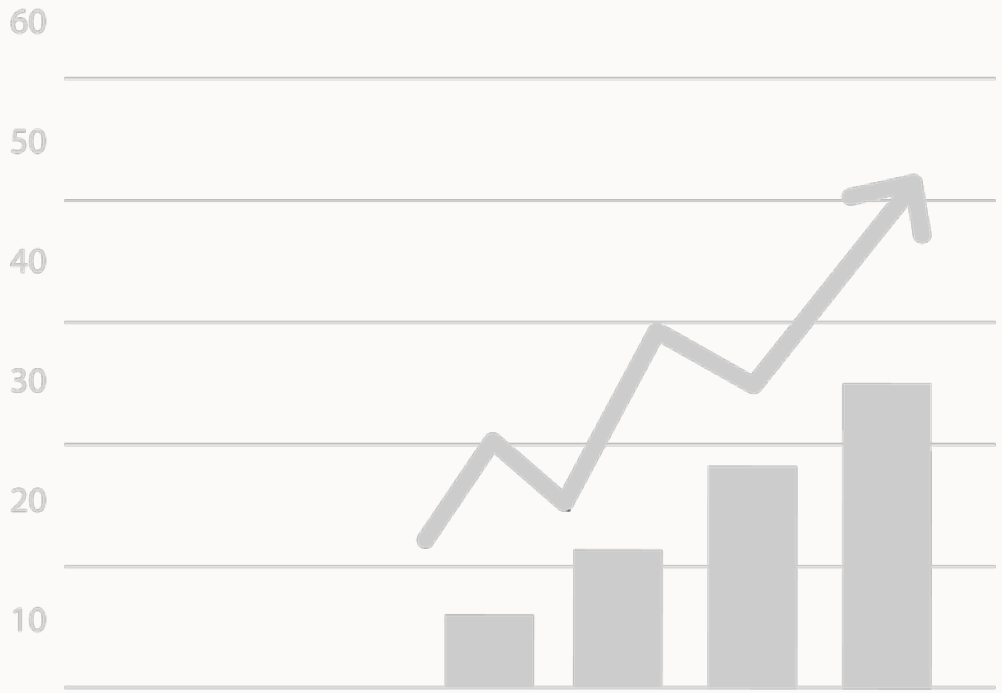
Measurable Outcomes of Clinical Champions' Efforts



Surgery at Columbus VA

- Chief of Surgery was an highly engaged Provider Champion
- Encouraged staff to attend Provider Champion and Practice
- Was able to educate staff on workflows during staff meetings

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Go-live Leadership and the data driven approach

The Evolving Role of Clinical Champions - Remediation and Optimization

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ORACLE
Health

Creating a data-driven culture

Understand your strategy and business initiatives
Choose from key performance indicators (KPI) that align to organizational strategic objectives

Single lens of transparency
Ensure joint accountability for achieving outcomes

Use data to drive the work
Generate actionable insights informed by objective data

Drive improvement and change management methodologies
Deliver change in consumable cycles
Learn quickly what works and iteratively improve

Create sustainable change
Proactively monitor to meet and exceed goals

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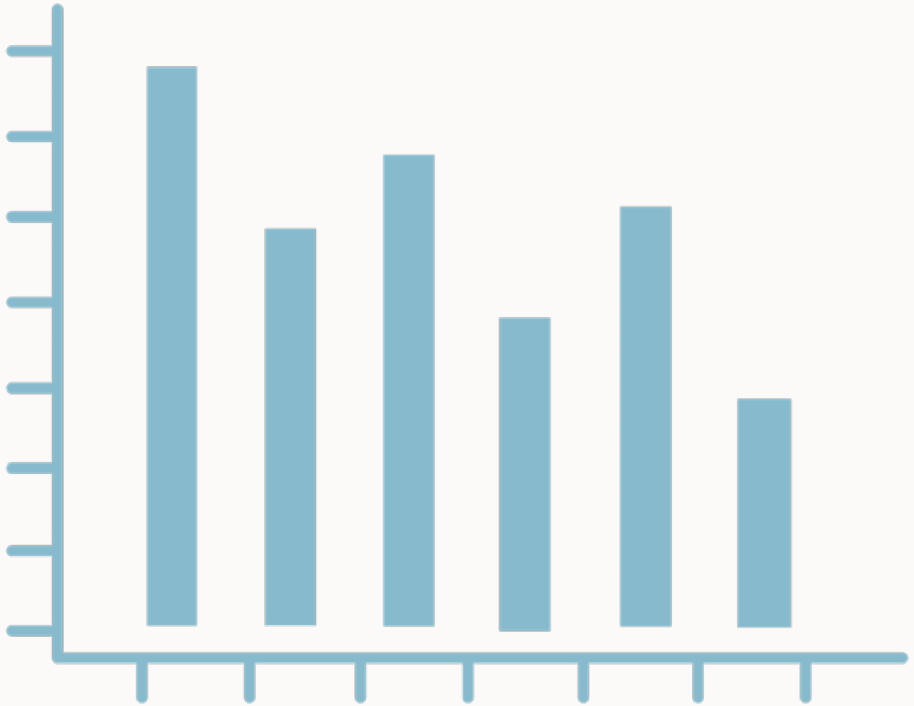
Clinical Champions and the Data Driven Approach

The use of these data-driven tools enables clinical champions to **tailor training, support, and interventions** more effectively. They can address the root causes of issues, rather than just the symptoms, leading to more meaningful and sustainable improvements. This proactive approach helps in fine-tuning the EHR system to meet the unique needs of the healthcare organization, ensuring that the technology complements clinical workflows rather than hindering them.

Through **continuous monitoring** and analysis, clinical champions can foster a culture of self-sustainment and ongoing improvement within the organization**. By empowering clinical staff with the knowledge and tools to utilize the EHR system to its fullest potential, they facilitate a cycle of positive change.**



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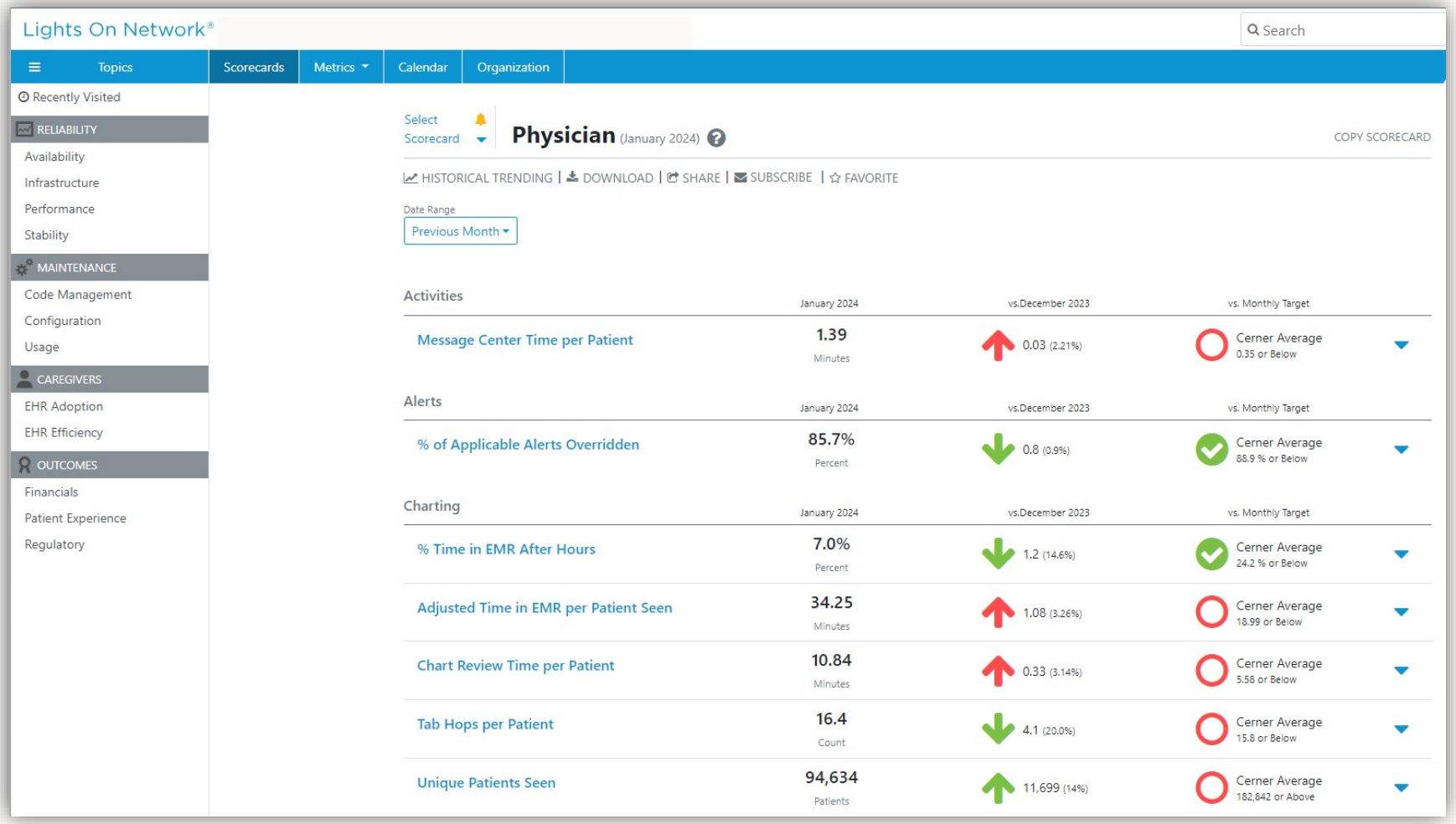
Lights On Network Scorecards



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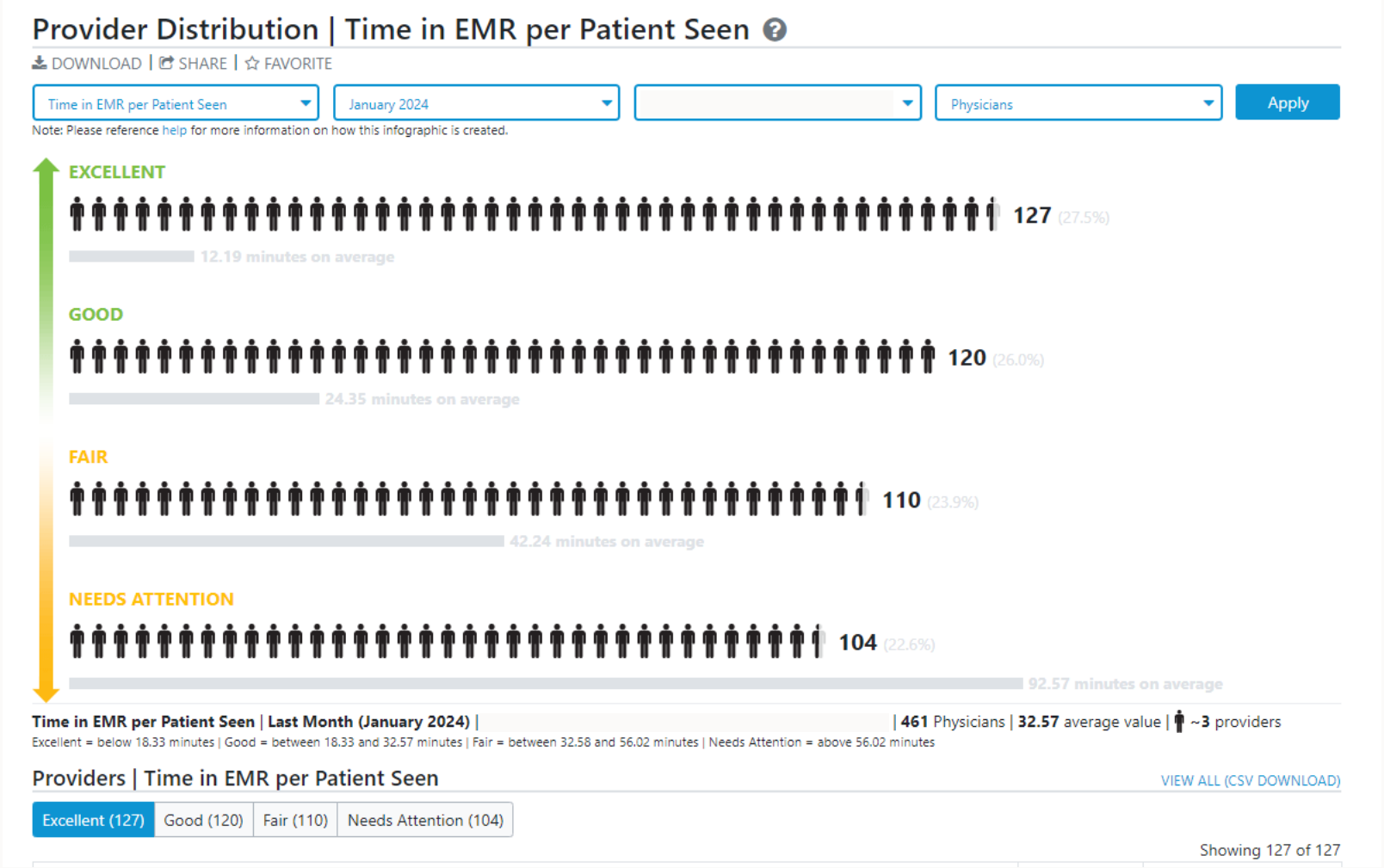
Provider Distribution – Time in the EMR



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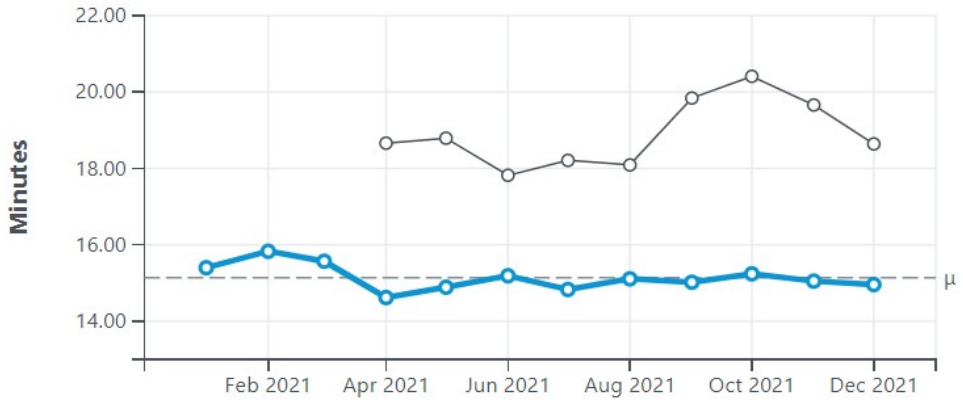
Time in EMR per Patient Seen

Options

Charting

14.96	-0.09 (0.6%)	15.14
Minutes December 2021	Change from November 2021	Monthly Average Custom By Month



Time in EMR per Patient Seen

Benchmark (2018.06 Clients)

Summary

Range Average	15.14
Minimum Value	14.62
Maximum Value	15.83
Months Received	12 of 12

Documentation Time per Patient Seen

Options

Documentation

5.31	-0.10 (1.8%)	5.47
Minutes December 2021	Change from November 2021	Monthly Average Custom By Month

View By: Aggregate

Documentation Time per Patient Seen

Summary

Range Average	5.47
Minimum Value	5.31
Maximum Value	5.73
Months Received	12 of 12

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Medication Reconciliation

Discovery and Remediation Example

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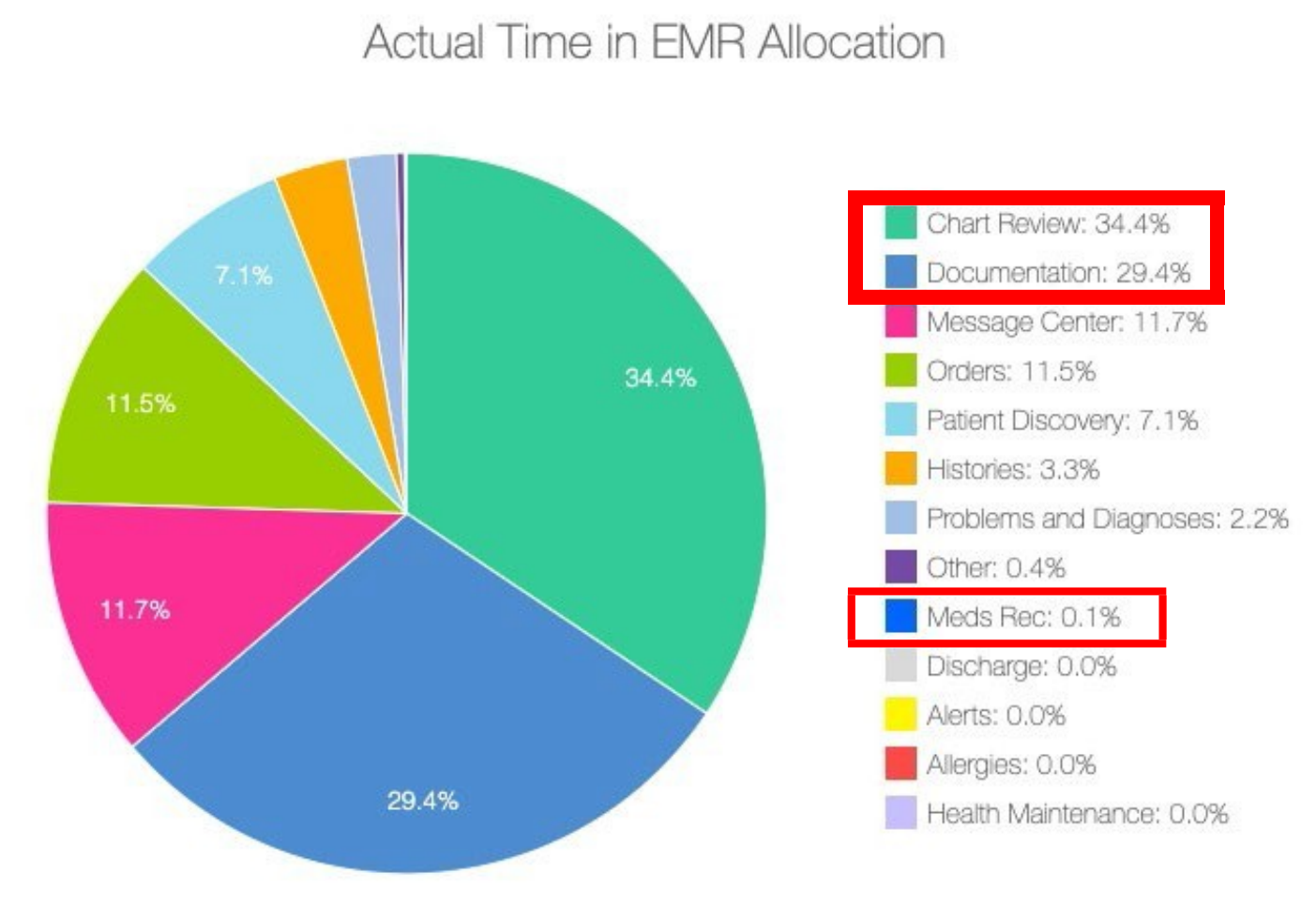
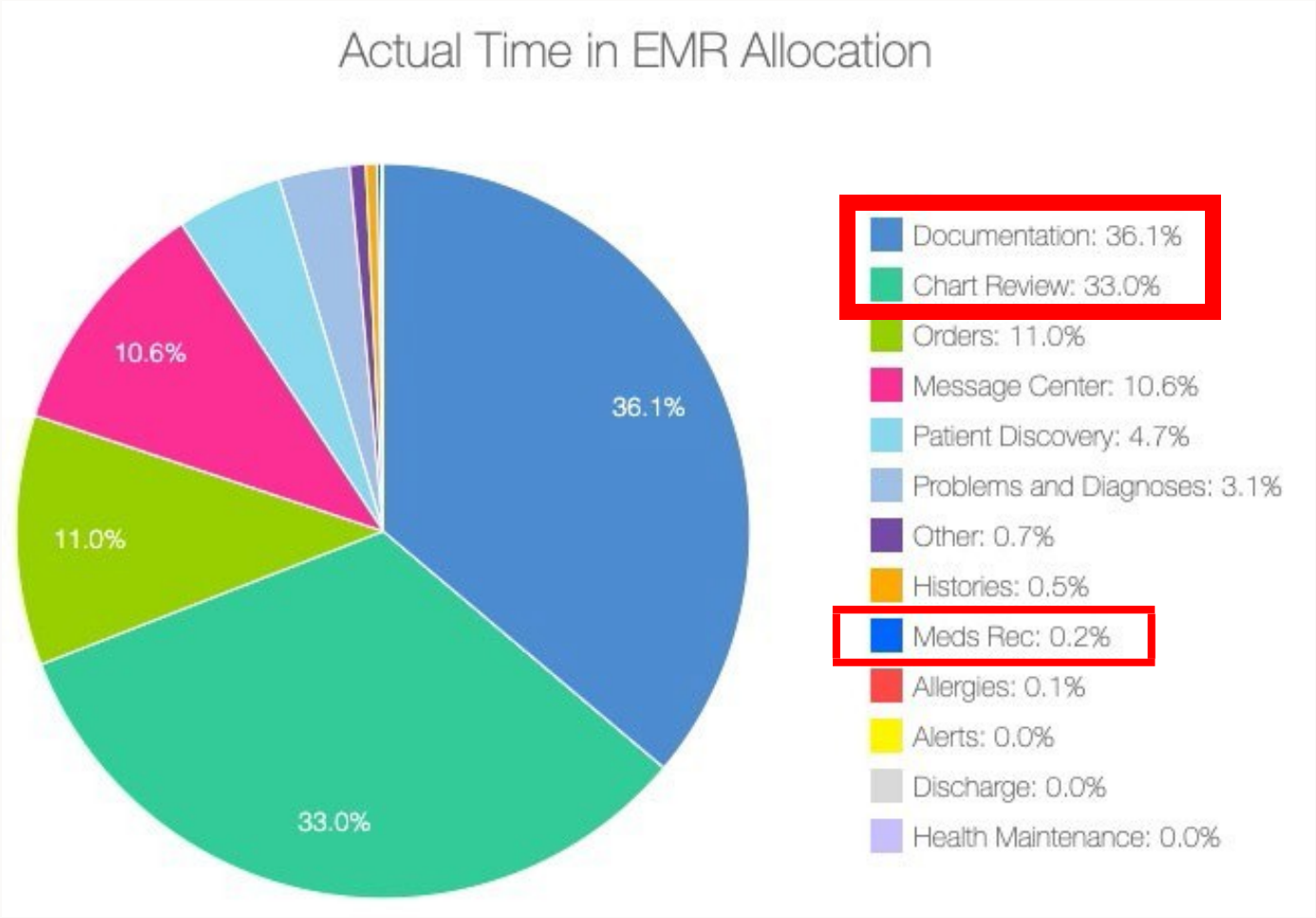
Advance Metrics – Provider A



Advance Metrics – Provider B



Potential for Broader Impact and Scalability

Clinical champions play a pivotal role in post Go-live, leveraging tools such as Lights On Network and Cerner Advance to **monitor, analyze, and drive improvements** in clinical performance and workflows. These platforms offer a wealth of data that, when effectively utilized, can pinpoint areas needing remediation and optimization.

In summary, the post-go-live use of clinical champions, in conjunction with analytical tools like Lights On Network and Cerner Advance, is essential for **transforming data into actionable insights**. This strategy drives the remediation and optimization of clinical processes, leading to improved clinical performance, patient care, and the achievement of a self-sustaining cycle of enhancement and innovation within healthcare organizations.

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Conclusion

Clinical Champions in the Federal Domain

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Recap of Takeaways

1) The program aims to show how healthcare professionals like Providers, Nurses, and Pharmacists, act as key **integrators of the technology and their clinical expertise**, specifically within the federal domain, to boost the adoption and efficiency of healthcare delivery.
2) It emphasizes the **crucial role of leadership** in the success of Clinical Champion Programs and seeks to provide understanding and insights into the strategic and innovative initiatives these champions undertake to improve clinical processes.
3) The program also includes real-world case studies demonstrating how Clinical Champions are **driving improvements in documentation and operational efficiency** at the Veteran's Administration.
4) Lastly, it highlights **the importance of utilizing real-time provider performance data**, both before and after deployment, as a metric of success.

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Questions

Clinical Champions in the Federal Domain

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Closing Remarks

Clinical Champions in the Federal Domain

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Thank you

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