



CASE STUDY

Palo Alto Medical Foundation is part of the Sutter Health family, which serves more than 100 communities in Northern California. The Foundation has three health care divisions: Palo Alto, Camino and Santa Cruz.

Situation

Two of Palo Alto Medical Foundation's divisions, Santa Cruz and Camino, were planning to convert their electronic health record systems to EpicCare Ambulatory EMR in order to align with the Palo Alto Division and Sutter Health. It was important that historical patient data not be compromised during this transition. Hayes was chosen to design and manage the data conversions.

Our Approach

The Santa Cruz Division project consisted of converting three years of patient demographic and visit data plus three years of clinical transactions for Radiology, Laboratory and Transcription.

The Camino Division project included converting 12 years of data covering 250 providers, 650,000 patients, 4.5 million visits and 28 million clinical records.

There were two parts to the Camino conversion: a bulk conversion prior to the first go-live site and a rolling conversion which occurred throughout the rollout of Epic to all sites.

At both sites, Hayes:

- Designed the conversion approach
- Assisted with demographics and EMPI cleanup prior to the demographic conversion, managing multiple MRNs and duplicate patient records
- Designed approach to convert arrived visits to Epic encounters and perform encounter matching of clinical transactions
- Drafted the HL7 specs based on Epic's guidelines for its Bridges HL7 software
- Performed code mapping, extracting Epic Master File content and Identity mapping for Procedures, Lab and Radiology tests, Medications, Allergies and Immunizations. Assisted with cross maps from the legacy system to Epic. Final Identity mapping in Epic was verified prior to running conversions.
- Managed testing

Results

Patient and visit data were successfully transferred from the legacy systems to EpicCare Ambulatory EMR. First pass error rate for the bulk conversion was .4% and the final error rate was less than .04%. The divisions continued to use the rolling conversion interfaces between the legacy system and Epic during the year-plus Epic rollout.

About Hayes

Hayes works with healthcare organizations to solve mission-critical operational challenges by providing strategic services and software solutions that improve quality and efficiency with the ultimate goal of improving the patient experience. For more information, visit www.HayesManagement.com or call 617-559-0404.

**Palo Alto
Medical
Foundation**

EMR Data Conversion