



HAYES

MANAGEMENT CONSULTING

Optimizing the business of healthcare

CASE STUDY

Palo Alto Medical Foundation

Hayes Drives Seamless Conversion of EMR Data for Palo Alto Medical Foundation



The Palo Alto Medical Foundation (PAMF) for Healthcare, Research, and Education, a not-for-profit healthcare organization founded in 1930, is part of the Sutter Health network of care. PAMF is a pioneer in the multispecialty group practice of medicine, health innovation, and patient-centered care as well as a regional leader in cardiac care and care of women and children. PAMF's more than 1,200 affiliated physicians and 5,400 employees serve nearly 850,000 patients at its medical centers and clinics in Alameda, Contra Costa, San Mateo, Santa Clara and Santa Cruz counties.

The Santa Cruz and Camino divisions of PAMF were converting their electronic health care record systems to EpicCare Ambulatory EMR to align with the Palo Alto Division and Sutter Health.

Complete data conversion crucial

A critical component of the conversion was the transfer of data from PAMF's legacy systems into EpicCare. The Santa Cruz division project required converting three years of patient demographic and visits 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. This required both a bulk conversion prior to the first go-live site as well as a rolling conversion to occur throughout the rollout of EpicCare to all sites.

Hayes designs and directs conversion process

The Hayes team developed the conversion approach that began by cleaning up the demographics and EMPI data. They also helped manage multiple MRNs and duplicate patient records. Hayes led the rest of the project by:

- Designing the approach to convert arrived visits to Epic encounters and perform encounter matching of clinical transactions
- Drafting the HL7 specs based on Epic's guidelines for its Bridges HL7 software
- Performing code mapping, extracting Epic Master File Content, and identifying mapping for procedures, lab and radiology tests, medications, allergies, and immunizations
- Assisting with cross maps from the legacy system into Epic
- Verifying final identity mapping in Epic prior to running conversions
- Managing all testing protocols

Successful conversion leads to low error rates

With the Hayes and Palo Alto teams working effectively together, the conversion to Epic was a success. Patient and visit data was accurately transferred to EpicCare EMR ensuring a nearly flawless transition.

The 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 throughout the year-plus Epic rollout.

About Hayes Management Consulting:

Hayes Management Consulting is a leading, national healthcare consulting firm that partners with healthcare organizations to streamline operations, improve revenue and enhance technology to drive success in an evolving healthcare landscape. To learn how Hayes Management Consulting can help you, call 617-559-0404 or contact us at requestconsultant@hayesmanagement.com.

Palo Alto Medical Foundation

- 1,200 affiliated physicians
- 5,400 employees
- 850,000 patients
- Regional leader in cardiac care and care of women and children

Challenge

- Looking to transition to EpicCare Ambulatory EMR
- Required accurate conversion of all historical patient data
- Needed both a bulk and rolling conversion to accommodate a yearlong Epic rollout

Solution

- Designed and managed the entire data conversion process
- Coordinated data prep process prior to conversion
- Performed all coding mapping for data extraction

Results

- First pass error rate for bulk conversion of .4%
 - Final error rate less than .04%
 - Data interfaces used throughout yearlong conversion to Epic
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