

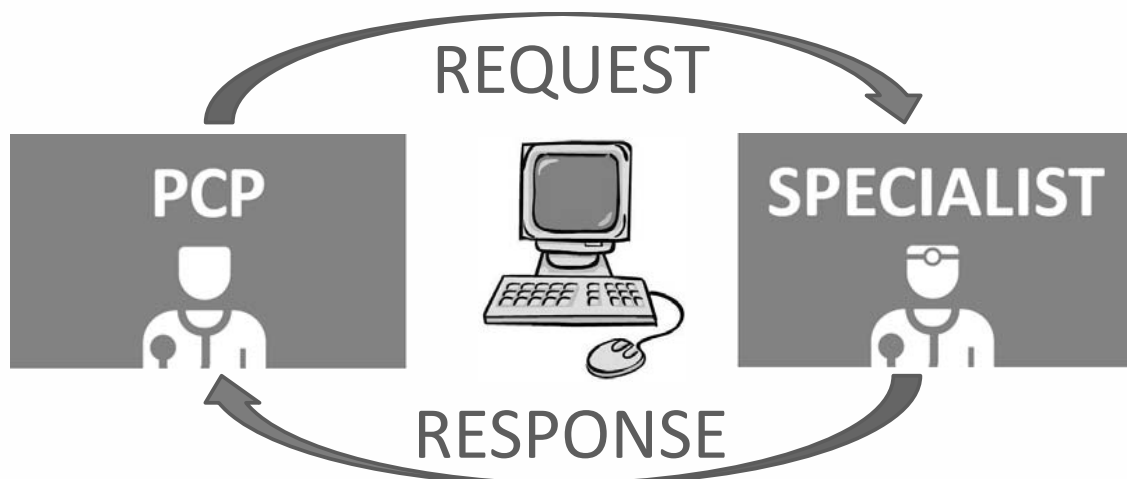
eConsult Program: A Custom-Built Solution Leading to Successful Implementation and Outcomes

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INTRODUCTION

Electronic consultations (eConsults) allow primary care providers (PCPs) to receive timely specialist recommendations on lower-complexity referral problems that do not require an in-person evaluation of the patient by the specialist.



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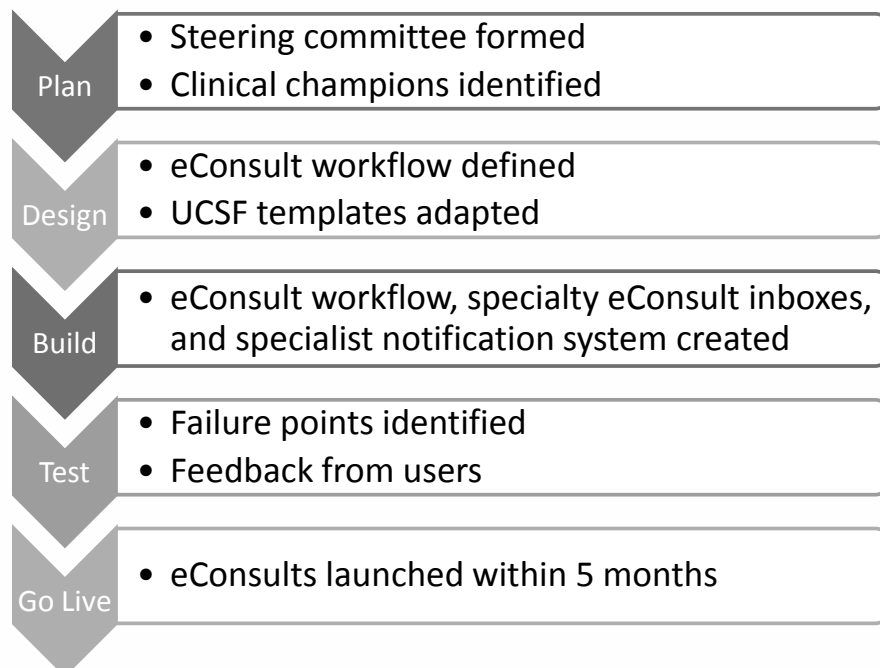
BARRIER TO IMPLEMENTATION

UCSF pioneered an eConsult model using Epic. We developed a custom solution to integrate eConsults into the Allscripts electronic health record (EHR) system.



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PATH TO SUCCESS

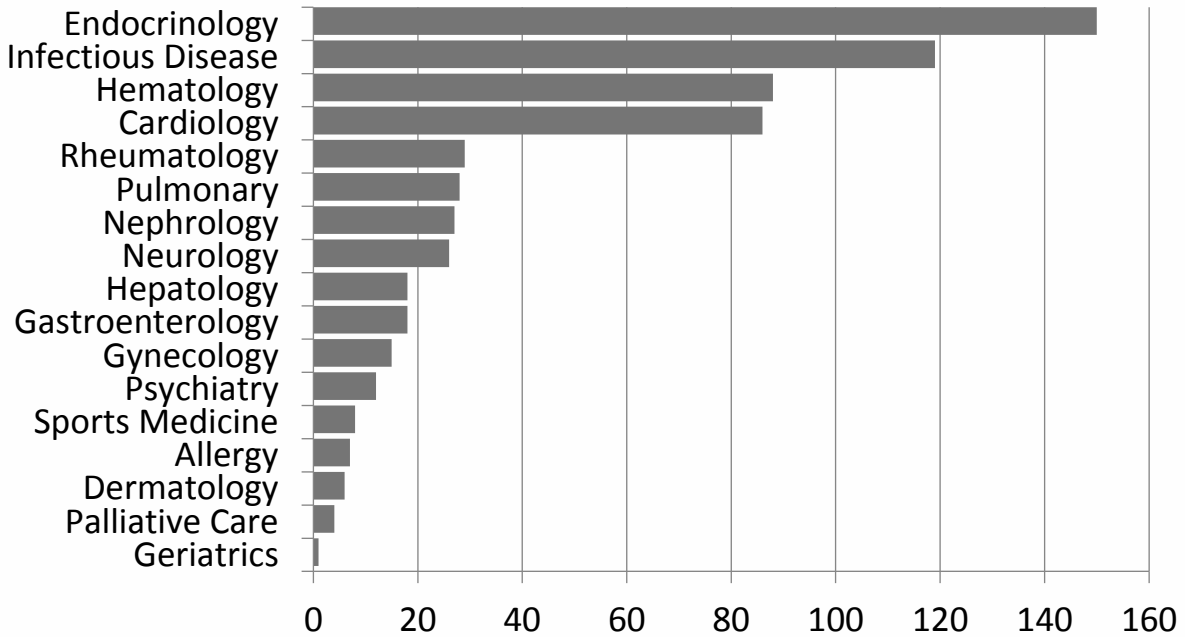


Incentive Payments/Compensation: The referring PCP and responding specialist were each credited \$50 for every completed eConsult that did not result in a new-patient office visit to the specialty practice.

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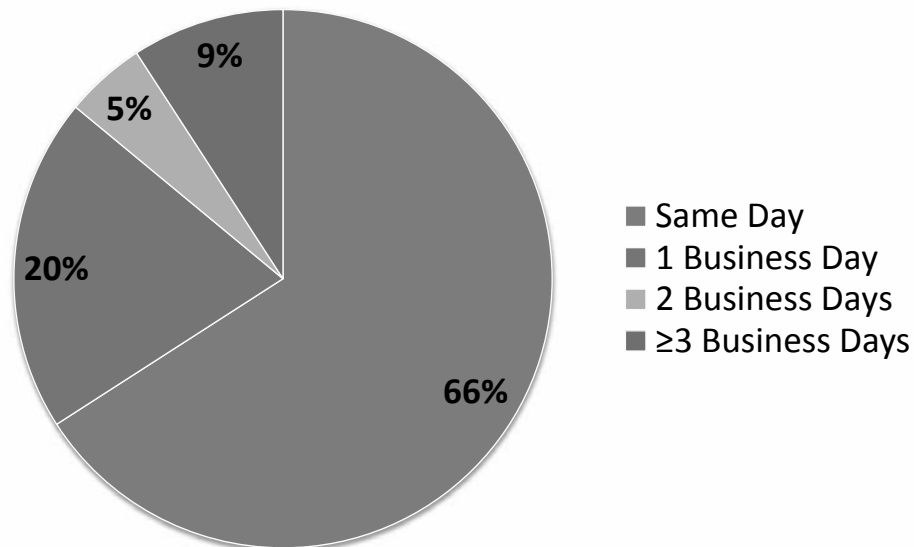
OUTCOMES

642 eConsults Completed Across 17 Specialties



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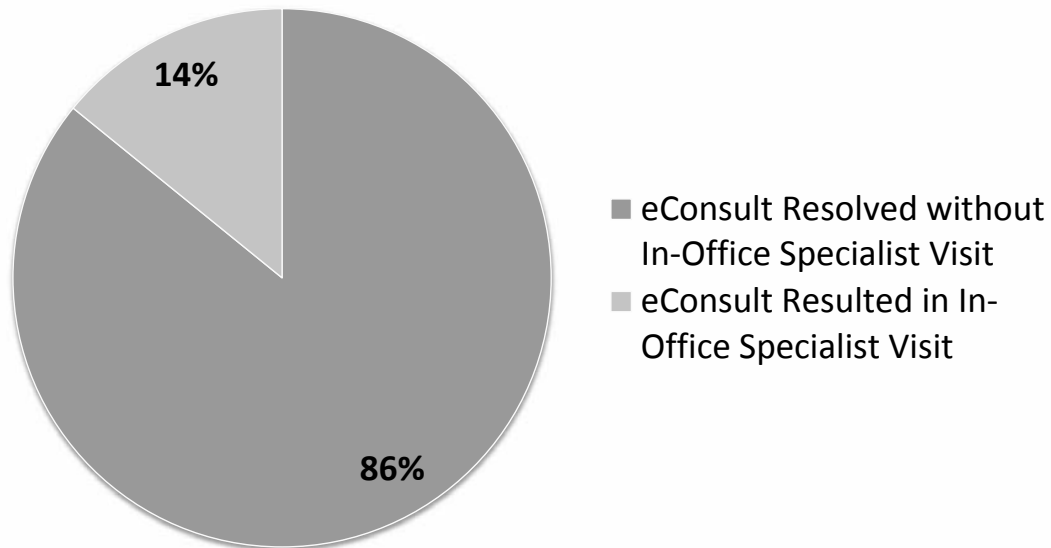
Rapid Turnaround for eConsult Response



Over 70% of responding specialists reported that completing eConsult response took < 20 minutes

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Most Cases Resolved Electronically



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PCP FEEDBACK

I love it. The biggest benefit is for patients who are not funded so they don't have to wait to see a free clinic. The responses are fast. I take care of many underserved patients at Anaheim with limited resources so the quick turnaround responses and helpful suggestions from the specialists are beneficial for my patients. I also enjoyed the additional references to certain articles and guidelines provided by the specialists.

I love the service! It lets me ask a very specific question of a specialist without making both the specialist and the patient wait for an in-person appointment. It addresses the patient's needs faster, and it allows the specialist more room in their schedule to see more complicated patients. I'm thrilled with the e-consult process thus far!

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SPECIALIST FEEDBACK

By allowing me great flexibility as to when I respond to queries and by its direct linkages to the electronic medical record and secure health messaging system, the eConsult system has proven to be a convenient and efficient means by which to provide consultative input into patient care. By making the consultative process relatively easy, I imagine that the eConsult service has great potential to reduce costs while increasing quality of care and convenience for both primary care providers and patients.

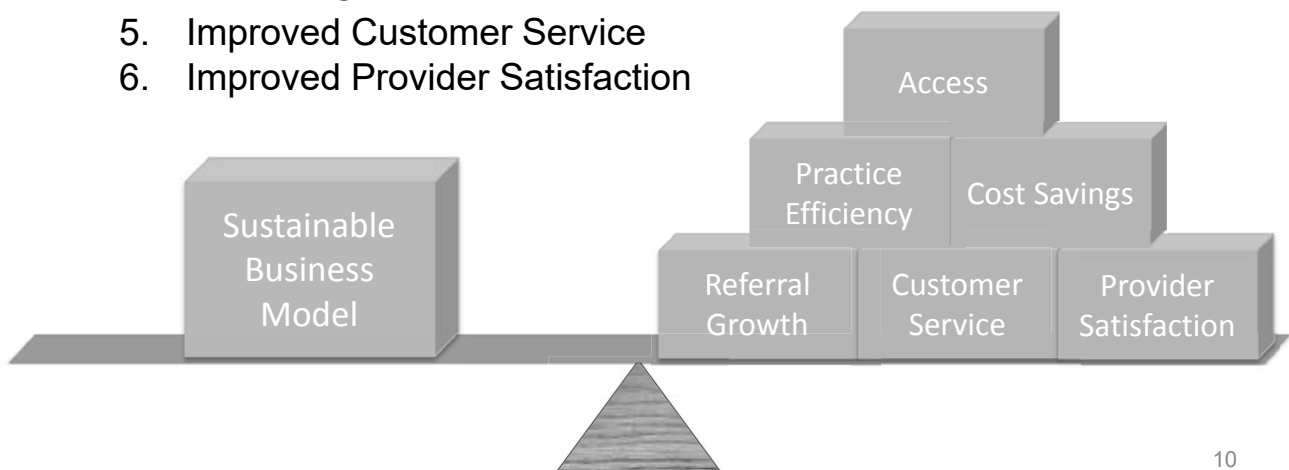
eConsults are a highly efficient way to provide quick responses to questions that primary care providers may have. This improves communication and collaboration among physicians, and also access to specialty care for patients. Ultimately, it improves the quality of medical care that patients receive.

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TRANSLATION

Leveraging the following, offers opportunities for translating eConsults to a sustainable business model:

1. Improved access to specialty care
2. Improved practice efficiency
3. Cost savings of eConsult
4. Referral Growth
5. Improved Customer Service
6. Improved Provider Satisfaction



ED/Ortho eConsults

10 requests submitted

<u>Date</u>	<u>Requested By</u>	<u>Response Time</u>	<u>Result</u>
8/11/2017	Nurse Practitioner	No response	Formal consult placed
8/21/2017	Resident	No response	Formal consult placed
8/31/2017	Nurse Practitioner	80 minutes	Formal consult placed
9/8/2017	Resident	16 minutes	Formal consult averted; follow-up scheduled with Orthopedic surgery clinic
9/29/2017	Nurse Practitioner	No response	Formal consult placed
10/10/2017	Attending	No response	Formal consult placed
10/11/2017	Nurse Practitioner	54 minutes	Too complex; Ortho recommended formal consult
10/16/2017	Attending	46 minutes	Formal consult averted; Ortho recommended splinting with outpatient follow up in 7-10 days
10/16/2017	Nurse Practitioner	22 minutes	Formal consult averted; Ortho recommended evaluation and splinting in hand clinic
10/17/2017	Attending	3 minutes	Formal consult averted; Ortho recommended splinting with follow up in 10-15 days