

## Continuing Care Collaborative

### *July 21, 2020 Meeting Follow-Up*

#### **Thank you!**

First off, we want to thank everyone for attending the first Continuing Care Collaborative meeting of 2020. Your ongoing involvement in the collaboration is both appreciated and contributes to our main goal of creating a community for networking.

#### **Going forward...**

We would like to continue the momentum and efforts for this collaboration. We feel that your feedback is essential and we would like to expand our invitation to all of our continuing care customers. Please take a minute to respond to the following survey regarding the details of our next meeting.

#### **Project Share**

Thank you for your willingness to share and network with one another during this section! It's always wonderful to hear what you are accomplishing within the MEDITECH system. In the section below, I've noted the customers who shared during this session.

#### **Michelle Martin, IT Applications Supervisor, Hebrew Senior Life, Client Server 5.67:**

- Have plans to migrate over to Expanse in the coming months
- Doing a lot of optimization/learning, tips and tricks within the system

#### **Candis Deruchia, VP Info systems/Quality Metrics, Northern Montana Hospital, 6.15:**

- Implementing SUR and moving to Expanse in January 2021.
- Keeping up with federal mandates and reporting
- Doing a lot of work with telemedicine and implementing secure messaging, patient messaging and reminders.
- Started a Chronic Care management program to help better learn how to monitor patients at home.

#### **Todd Walters, Director, Lane Regional Medical Center, Expanse:**

- An acute care hospital that has a few outpatient clinics and one nursing home
- Did not use telemed for nursing home facility but did use it for outpatient clinics.
- Utilized video conferencing and dedicated devices so patients could interact with their families both in the acute and nursing side.
- Upgraded to Expanse in February 2019. Spent a lot of time ramping up the patient portal to do telemed visits through it.

#### **Interested in joining us?**

- We shared some current, scheduled and future initiatives for MEDITECH Continuing Care. We are always looking to gain your feedback. Are you interested in joining us? Would you like to participate in sprint reviews? Would you be interested in being available for workflow questions and or usability testing? If so please let us know and we will forward your contact information to our development counterparts.

#### **Roundtable Recap**

##### **We polled... You answered!**

- Covide Creativity- We opened up discussion about different success stories and challenges with navigating COVID-19. Michelle Williams from Citizen's memorial kicked off the discussion about how they implement virtual

visits for a number of clinics prior to COVID-19 and went ahead to implement virtual visits using portal functionality for long term care. They utilized DoxyMe to perform rounds with LTC residents. Citizens utilized iPhones, tablets, and laptops along with dashboards to help assist with the number of changes pertaining to COVID regulations. Candice Deruchia from Northern Montana noted that they too used patient portal, virtual visits and mobile devices to assist with communication during this time. The mobile devices were crucial to residents as they were still able to connect with loved ones during facility lockdowns due to COVID-19. Providers also found these virtual tools helpful to meet with patients and keep them safe from potential exposures.

- Proactive Preparedness- Leah Fungi, our senior continuing care specialist discussed some upcoming projects to assist with reporting (From/Thru date reporting as well as the ability to print assessments from the EMR). We then heard from Therese Walsh from Hebrew Senior Life who spoke about the intensive work done on building custom NPR reports to assist with Survey preparedness. Michelle Williams from Citizens Memorial mentioned that they stay up to date with the infection/prevention surveys and update reports needed for that. They also have custom report writers which are extremely helpful for survey compliance and preparedness.

### **Thank You**

As always, we value your feedback and find the comments, questions, and discussion during our meetings to be very helpful. As you can see from the follow-up outlined above, the success of these meetings rely heavily on your involvement so we appreciate your active participation and engagement.

At any time, please reach out to one of us with any questions, suggestions, or feedback. A copy of the presentation slides is also attached to this email. A recording of this event is also available on request.

### **Sincerely,**

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