

# **Epic Electronic Medical Record System: An Online Outpatient Surgical Scheduling Improvement Plan**

**Nataly M. Estrada**

M.S. in Healthcare Management

Fall 2020

Granite State College

# Epic Electronic Medical Record System: An Online Outpatient Surgical Scheduling Improvement Plan

**Situation** *Presently, no consistent process exists for surgical schedulers to organize outpatient surgical appointments.*

- Redundancies in scheduling process
- Reduce the time in scheduling
- Training for all HAC's and providers

**Background** *The goal of this quality improvement project is to add an additional protection to patient information while improving the surgical specialties department.*

- *Hospital Admissions Coordinator (HAC)*
- *Issues with payments, finance, delays*
- *EPIC (EMR system)*

**Recommendations** *This project aims to develop an outpatient surgical scheduling improvement plan for Atrius Health, Harvard Vanguard Medical Associates using the Epic electronic medical record (EMR) system.*

- *Make scheduling seamless for stakeholders*
- *Continuously analyze process*

# Epic Electronic Medical Record System: An Online Outpatient Surgical Scheduling Improvement Plan

Plan

- Developing process for all stakeholders
- Training materials resources
- Collaboration for access all in one dashboard/platform

Do

- Pilot with test patients
- Standardize communication
- Update access to stakeholders

Study

- Analyze data
- Input communication from stakeholders and training
- Summarize Improvement quality change

Act

- Make any adjustments to process if needed
- Communicate to Stakeholders go live date
- Fully Implement new Process

# Questions?

Hope you had a great Thanksgiving!

Granite State College