



UC Medical Centers (UC-Davis, LA, SF, SD and Irvine), Epic, Allscripts and California Smokers Helpline

Update Date: October 2014

eReferral Project Summary

Please describe the purpose / goals for your eReferral project. Give a description of the health care provider/system, why/how they were selected, and other relevant information. What outcomes are you seeking to achieve through this project?

The goal for our eReferral project is to integrate a proactive, two-way eReferral to the free California Smokers' Helpline (Helpline) into the electronic medical record workflow across the 5 University of California health systems. In March 2013, University of California, Davis in Sacramento was the first California health system to implement a two-way eReferral with the Helpline. Annually, UC Davis has 945,961 clinic visits, 33,685 hospital admissions (619 beds), and 67,537 emergency room visits. UCD was initially selected as its EMR was at an advanced stage (HL7-level with all go-lives completed) and it had a tobacco physician champion. UCD has since shared the technical build with its sister campuses that will go-live with the eReferral in November 2014: UC Los Angeles, UC San Francisco, UC San Diego, and UC Irvine. Together known as "UC Health", this is the fourth-largest health care delivery system in California with 10 hospitals, 147,000 inpatient admissions, and 4 million outpatient visits, including 297,000 emergency room visits annually.

Type of Project

Is this project for inpatients, outpatients, or both? Please describe the characteristics of the health care system / provider you are working with. Is it an acute care hospital, a specialty hospital, an ambulatory clinic, or a physicians group? Does the clinic have any special attributes, such as a behavioral health clinic or a federally qualified health center? Is the physicians's group multispecialty, single specialty or primary care?

This project is for all ambulatory settings within 5 academic medical centers. This includes outpatient, inpatient (at discharge), and emergency room settings.

Dates

Please note the date started and completed. If the project is still ongoing, please include the expected date of completion.

Start Date	March 2013
Expected Complete Date or	Feb 2015
Actual Complete Date:	

Key Players

Provide a list of the key organizations responsible for planning, implementing and funding your eReferral project.

Partner	Name	Location	Key Roles and Responsibilities for eReferral Implementation
Health Care System	University of California, Davis	Sacramento, CA	IT group built and implemented two-way eReferral into EPIC with Helpline
	UC Los Angeles		IT group build based on UCD build



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	UC San Francisco UC San Diego UC Irvine	LA, CA SF, CA San Diego, CA Irvine, CA	IT group build based on UCD build IT group build based on UCD build IT group adapting UCD build for Allscripts
Quitline Service Provider	California Smokers' Helpline	La Jolla, CA	Recipient of initial pilot funding Working with UC IT groups to accept and deliver messages
Key Quitline Funder(s)	California Department of Public Health	Sacramento, CA	Funds Helpline services that are free to the California population
eReferral Funding	CDC (UCD) UC Office of the President	Atlanta, GA Oakland, CA	Funded pilot eReferral at UCD, Helpline Funded scale-up to the 4 other UC medical campuses
EHR Vendor	Epic	Madison, WI	Created Clinical Programs Document that includes UCD eReferral (In 2015, Allscripts will participate in the project at the UC Irvine site.)
HIE Vendor			
Other			

Technology

Provide a list of the key technology vendors and resources used to build your eReferral system. Note whether you are using HL7 2.x or HL7 3.x (cCDA) as your interoperability standard. Describe your HIE framework.

Technology	Vendor Name	Software Description (eg, name, version, type)
EHR	Epic	Epic EHR
Quitline System	Mirth	Interface Engine, Mirth Connect version 3.03
Interoperability Standard	Industry Standards	Connection / Encryption Standard – VPN Data Transport Standard – HL7
Interface Engine	For UCDHS Intersystems	Ensemble
Health Information Exchange (HIE)	N/A	
Other	HIE Content	Order going out and Narrative Results coming in

Key Work

Please breakdown the project into key areas of work or milestones that must be completed so that readers have an understanding of the project framework and complexity.

Key Area / Milestone	Description of Project Steps
Health Systems Change	Secure approval of project with EMR medical director (who assigns an EMR interface project manager) Convene project team with EMR analyst/project manager, physician champion to discuss project with Helpline. Review build with physician champion and secure approval of EMR



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	physician champion groups if required Go-live outreach: ordering provider inbox messages, outreach to physicians and health professional teams
EHR Integration	Infrastructure Connectivity Build - Network Team will build the VPN connection and Validate it is working EMR Build - Build Epic Orders and Results Component & perform workflow Testing Interface Build - Build the HL7 2.x or 3.0 format.connection between the sites and Test the connection
Health Information Exchange	Helpline messages about patient's encounter with the Helpline sent back to ordering provider's Results inbox, like a lab result, and stored under "Other Orders" within patient chart Helpline provides an aggregate report about encounter data for institutional feedback
eReferral Program Funding	After initial implementation, no further eReferral program funding required.
Privacy/Security	Met with legal counsel to find out what documentation is required for patient consent and to examine HIPAA considerations. If research is being done with the Helpline, legal counsel advised an agreement needs to be set.
Other	

Project Outcomes

Please note progress to date on project implementation and outcomes. If eReferrals are being made, please describe whether they are bi-directional and whether information is being passed as discrete data or unformatted text. How many eReferrals are generated in a given timeframe?

eReferrals are bi-directional.
Information being passed back from Helpline to health system is unformatted text.
UCD outcomes: March 2013-March 2014 had 437 e-referral orders placed.

Key Challenges / Lessons Learned

- 1) IT build of eReferral: funding helps prioritize build; build with technical documentation does not take much time ~40 hours and ~1.5 months
- 2) Defining workflow processes/alerts with eReferral build may increase utilization, but takes longer

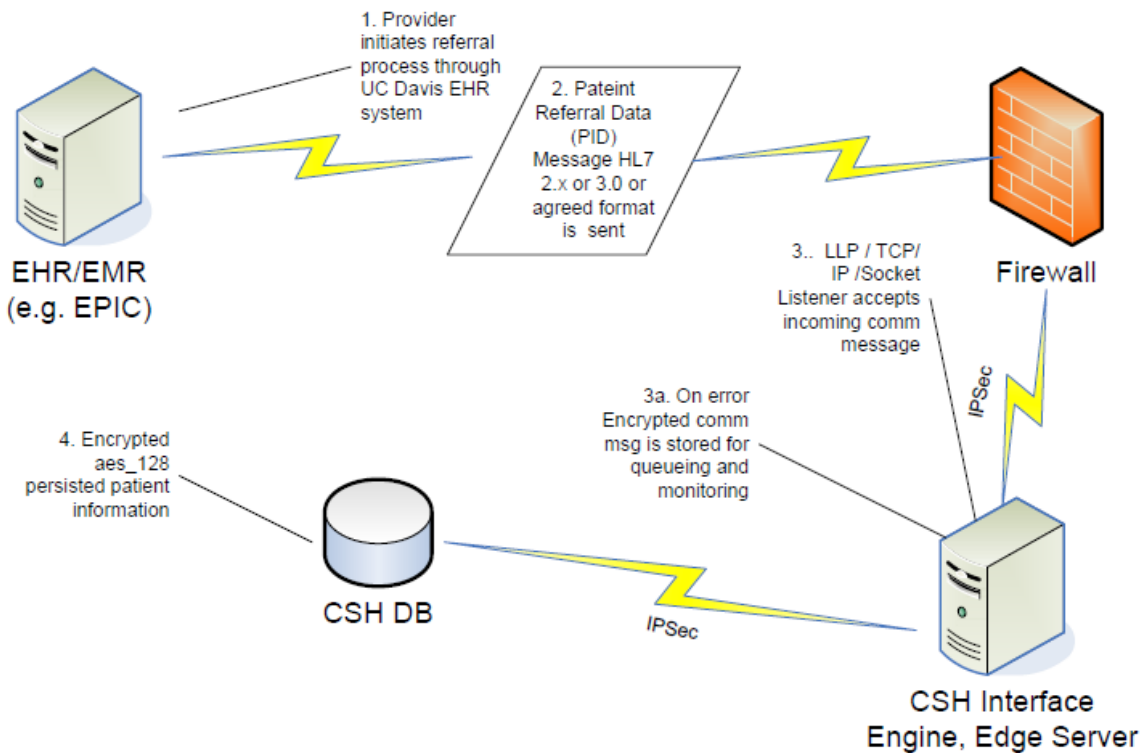
Attachments

Please include any supporting documentation that will help others to learn from your eReferral project. Examples include practice workflows, technology diagrams, order sets, discharge instructions, EHR screen shots, and other practical applications of your eReferral process. List below:

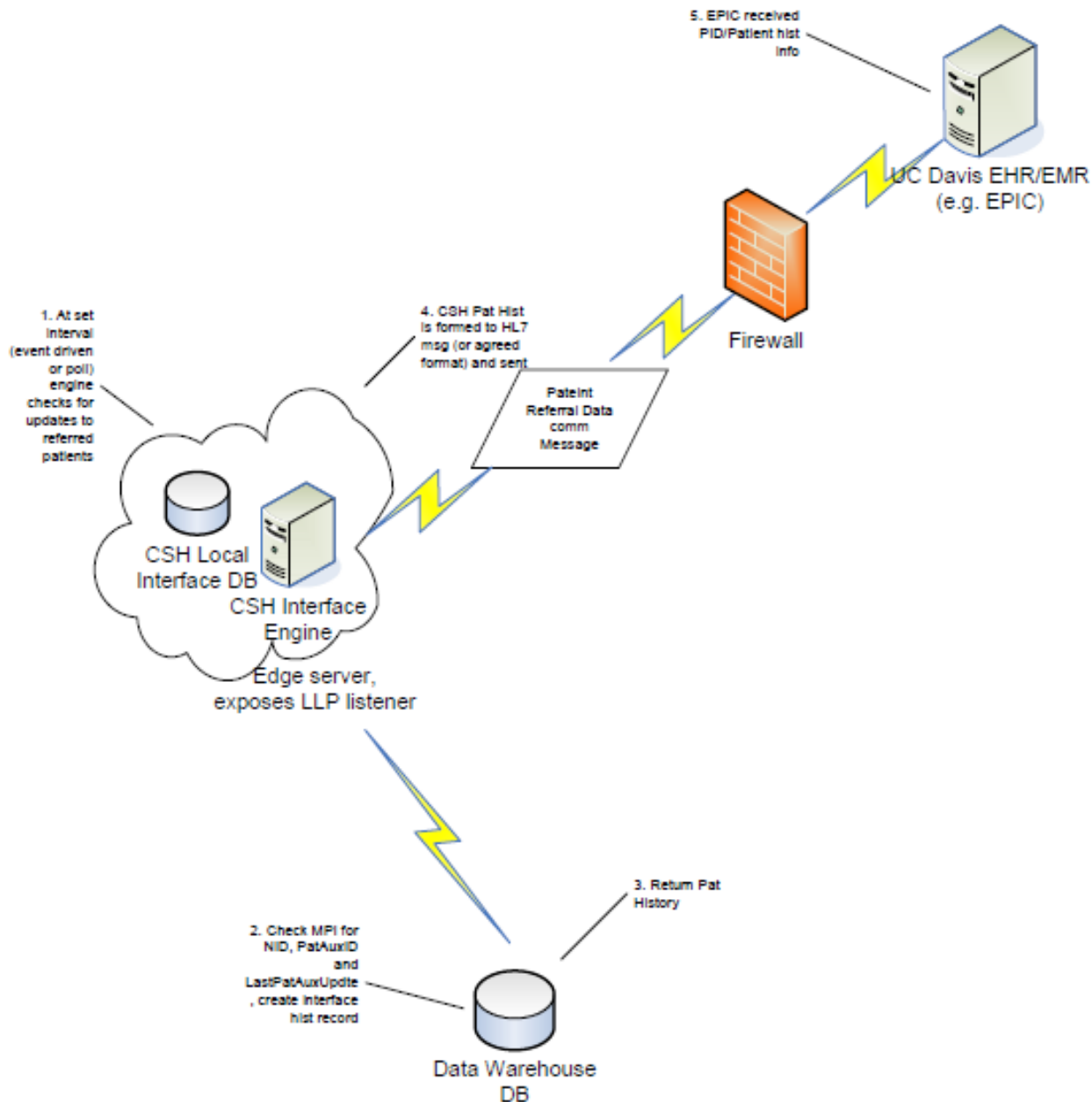
1. Technology diagram of two-way eReferral interface
2. UCD eReferral screenshots in Epic: order and results message

3. UCD workflow to order eReferral or outpatient class
4. More info will be posted at www.ucquits.com

UC Davis to Helpline: Patient Referral Interface



1) Helpline to UC Davis: Patient History Update





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2) Step 1: Provider Enters Order

Association CodeSearch PrefList OP Pharmacy Providers References Open Orders End Orders Sign Orders Calculator Routing Interactions

New order: Search Next Edit Mut

New order defaults: Not using defaults

Procedures (1 Order)

SMOKING CESSATION - QUIT LINE Accept Cancel Remove

Patient consented for this Referral? Yes
Patient Preferred Language? English
Patient or patient's guardian (if under 18) has agreed to have California Smokers' Helpline contact him for help with a quit plan or more information about quitting smoking. Patient or Patient's guardian (if under 18) has also agreed that the California Smokers' Helpline will provide his health care provider with the result of his participation. The California Smokers' Helpline (1-800-NO-BUTTS) is a free statewide quit smoking service operated by the University of California San Diego's Moore's Cancer Center. The Helpline offers self-help materials, referral to local programs, and one-on-one, telephone counseling to quit smoking. Helpline services have been proven in clinical trials to double a smoker's chances of successfully quitting. Specialized services are also available for teens, pregnant women, and tobacco chewers. The Helpline also provides information to friends and family members of tobacco users. More information can be found on the website: <http://www.californiasmokershelpline.org/> Contact phone number: 1-800-NO-BUTTS

Questions:

Prompt	Answer	Comments
1. Patient consented for this Referral?	<input checked="" type="radio"/> Yes <input type="radio"/> No	
2. Patient Contact Phone #	<input type="text"/>	
3. Best Day/Time to Reach	<input type="radio"/> Morning <input type="radio"/> Afternoon <input type="radio"/> Evening	
4. Patient Preferred Language?	<input checked="" type="radio"/> English <input type="radio"/> Spanish <input type="radio"/> Chinese (Mandarin)	

Single response

Comments (F6):

Insert SmartText ↩ ↪ ↺ ↻

Patient or patient's guardian (if under 18) has agreed to have California Smokers' Helpline contact him for help with a quit plan or more information about quitting smoking. Patient or Patient's guardian (if under 18) has also agreed that the California Smokers' Helpline will provide his health care

Previously Signed Orders (3)

Diagnoses Associate Associate All Level of service:

Step 2: Provider Gets Results Message

Message

Forwarded Results

SMOKING CESSATION - QUIT LINE Status: Preliminary result MyChart: Not Released Next appt with me: None Dx: Needs smoking cessation education

Notes Recorded by Quang Ngo, MD on 3/12/2013 at 1:52 PM
Forwarded Results

Result Narrative

3-12-2013 -
The patient has scheduled a counseling session for 03-15-2013
3-12-2013 -
The patient completed the initial intake procedure on 03-12-2013

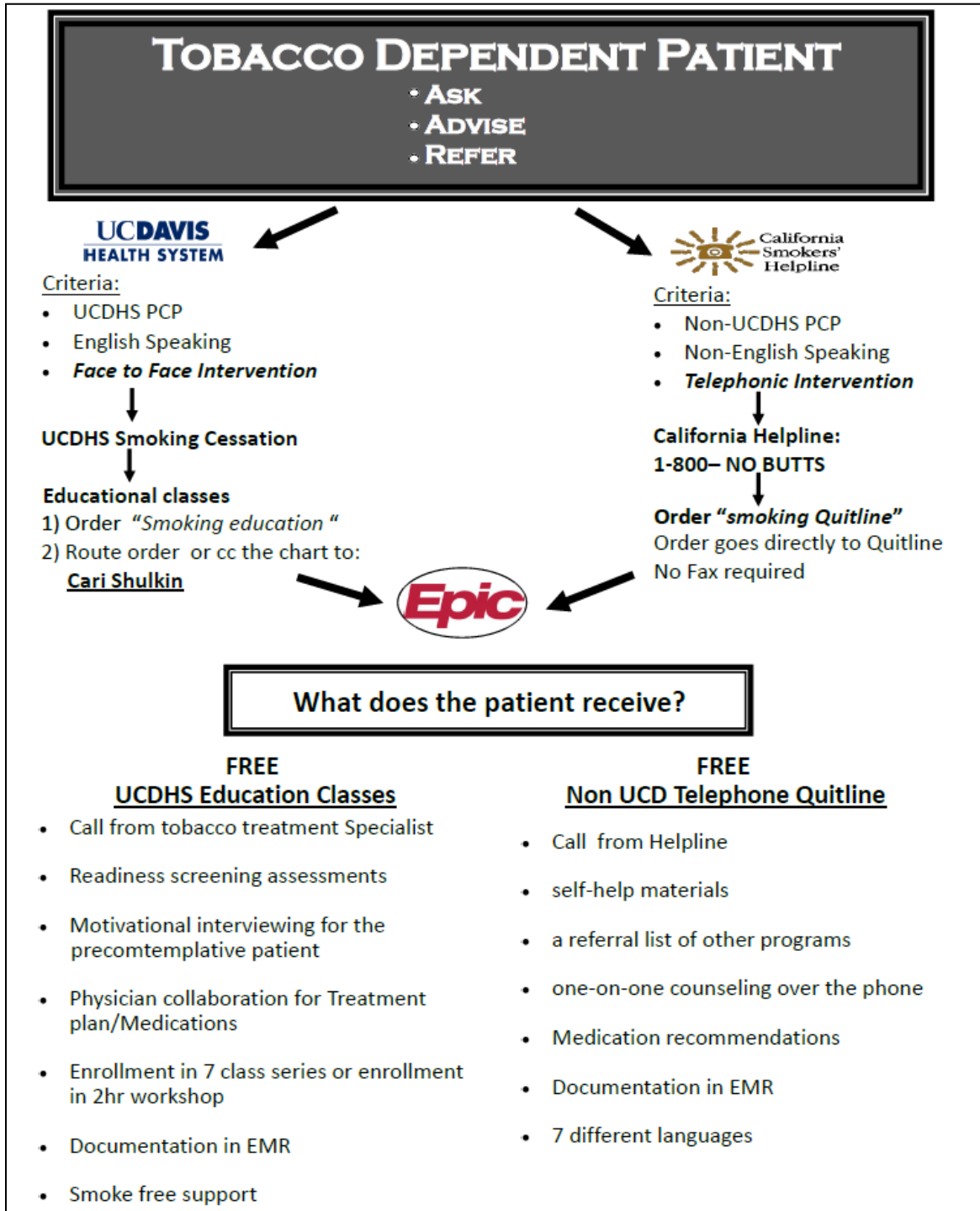
Specimen Collected: 03/15/13 12:00 AM Last Resulted: 03/12/13 1:06 PM

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9 Standard Results Messages from Helpline to Provider

- The patient completed the initial intake procedure on <date>.
- The patient has scheduled a counseling session for <date>.
- The patient completed a counseling session on <date>.
- The patient set a quit date of <date>.
- The patient was mailed educational materials on <date>.
- A certificate of enrollment was sent on behalf of the patient on <date>.
- The patient was mailed nicotine patch on <date>.
- The patient refused service on <date>.
- The Helpline was unable to contact the patient. The final attempt was on <date>.

3) UCD workflow to order UCD outpatient tobacco cessation class or eReferral





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- 4) UC Quits website with eventual links to eReferral info and training. www.ucquits.com



UC QUITs

Every smoker. Every encounter.

[Home](#) [Medications](#) [UC Workflow](#) [Talking to your Patient](#) [What is the Quitline?](#) [Provider Info](#) [About Us](#)

**Tobacco is the leading
cause of preventable
death and disability.**

University of California is taking action to address tobacco use and exposure at every UC clinical encounter. You can find tools on this site to help our patients be tobacco-free with improved efficiency at UC. The California Smokers' Helpline at UCSD offers free counseling and follow-up services, and each UC will be linked through the electronic medical record.

The UC Quits Network

