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

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Epic Electronic Medical Record System: An Online Outpatient Surgical Scheduling Improvement Plan
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M.S. in Healthcare Management
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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
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**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

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Questions?

Hope you had a great Thanksgiving!

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