

The CAMINO DE SALUD NETWORK: eConsult Pilot



November 5, 2012
Alameda Health Reform Hearing
Charlene Chen, MHS

Presentation Topics

Background

eConsult Overview

Preliminary Findings

Lessons Learned

Next Steps

Background: Camino de Salud Network

- ❖ The Camino de Salud Network (CDSN) was launched in 2004 to address the fragmented, silo-ed approach to safety net care in Los Angeles
- ❖ Public-private health care partnership:
 - Anchor hospital: LAC+USC
 - 14 community health centers (over 50 clinic sites)
 - Network manager: COPE Health Solutions
- ❖ CDSN builds relationships between PCPs and specialists to:
 - Facilitate mutual trust and confidence
 - Open avenues of communication
 - Create an environment conducive to learning

*Sponsored by Kaiser Permanente Southern CA Community Benefit for past 3 years

Why eConsult?

- eConsult emerged out of a need to connect LAC+USC specialists with primary care providers for the purpose of:
 - Co-management of patients
 - PCP capacity building
 - Timely access to specialty care
 - Reduction of unnecessary referrals to LAC+USC specialty clinics and to the ED

The eConsult Solution

- Initially, consultations occurred via phone
 - Time intensive
 - Difficult to get both parties on phone at the same time
 - Couldn't be done easily from home or in the "margins" of the workday
- eConsult was devised to offer:
 - Web-based access
 - Flexibility/convenience – "asynchronous"
 - Security
 - Ability to share files (e.g., labs, images)
 - Documentation/organization of consults
 - Standardization of process
 - Diffusion of clinical guidelines
 - Ability to track and monitor utilization and other measures

eConsult: Begin a New Consult


CDSN Camino de Salud Network *eConsult System* [Edit My Profile](#) | [Logout](#)
Welcome > Sarita Mohanty

[Inbox](#) | [New eConsult](#) | [In Progress](#) | [My Resources](#) | [Closed eConsults](#)

New eConsult

Begin | Patient Identification | Medical Info | Attachments | Summary

Please click "Begin eConsult" button to proceed.

Payer: Public-Private Partnership (PPP) Organization: LAC+USC CHP Clinic
Specialty: Cardiology Physician: Sarita Mohanty
Cardiology Guidelines: [LAC+USC Healthcare Network](#) 

*Requested Specialist Physician:

[Begin eConsult](#) [Cancel](#)

*Optional

[Privacy Policy](#) | [Reports](#)

Copyright © 2010 Camino de Salud Network

Enter Patient Identification

The screenshot shows a web browser window with the URL <https://cdsdemo.netchemistry.com/pom/apps/newReferral.mpl>. The browser's address bar also shows the user's name, "noahs bagels". The page title is "Camino de Salud Network eConsult S...".

The main content area features the "CDSN Camino de Salud Network eConsult System" logo on the left and navigation links on the right: "Edit My Profile | Logout" and "Welcome > PCP Champion". A dark blue navigation bar contains the following links: "Inbox | New eConsult | In Progress | My Resources | Closed eConsults".

The "New eConsult" section is active, with a sub-header "Patient Identification" highlighted in red. Below this are five tabs: "Begin", "Patient Identification", "Medical Info", "Attachments", and "Summary".

The "Patient Identification" tab contains the following text: "Find your patient in the system. If your patient is not found, you may enter the patient's information." Below this text are several input fields:

- First Name:
- Last Name:
- Middle Name:
- SSN:
- Alien ID:
- Date Of Birth:
- Address:
- Gender: Male Female
- City:
- Zip Code:

At the bottom of the form, there is a "Next" button and a link: "Not the correct patient? [Search again](#) or [add a new patient](#)".

Enter Medical Info

The screenshot shows a web browser window titled "Camino de Salud Network eConsult System - Mozilla Firefox". The address bar shows the URL "https://cdsdemo.netchemistry.com/pom/apps/newReferral.mpl". The user is logged in as "noahs bagels".

The main header features the "CDSN Camino de Salud Network eConsult System" logo and navigation links: "Edit My Profile | Logout" and "Welcome > PCP Champion". A secondary navigation bar includes "Inbox | New eConsult | In Progress | My Resources | Closed eConsults".

The "New eConsult" section has five tabs: "Begin", "Patient Identification", "Medical Info" (active), "Attachments", and "Summary".

Under the "Medical Info" tab, there is a text area for the message to the specialist. The message reads: "Hello Enrique, I have a question regarding this patient. He has severe chest pain and an abnormal echocardiogram. His EF is 20% - what would you suggest?".

Below the message, there are fields for "Procedure" and "Diagnosis". The "Diagnosis" field contains "chest p" and a dropdown menu is open, showing "OTHER CHEST PAIN (786.59)" and "UNSPECIFIED CHEST PAIN (786.50)".

There are also fields for "CPT Code:" and "ICD-9 Code:". A "Next" button is located at the bottom right of the form.

Include Relevant Attachments

The screenshot shows a web browser window titled "Camino de Salud Network eConsult System - Mozilla Firefox". The address bar displays the URL "https://cbs.safetynetconnect.com/pom/apps/newReferral.mpl". The page header includes the "CDSN Camino de Salud Network eConsult System" logo and navigation links: "Edit My Profile | Logout" and "Welcome > Sarita Mohanty". A menu bar contains "Inbox | New eConsult | In Progress | My Resources | Closed eConsults".

The main content area is titled "New eConsult" and features a multi-step process with tabs: "Begin", "Patient Identification", "Medical Info", "Attachments" (highlighted in red), and "Summary".

Under the "Attachments" tab, the instruction reads: "Upload any applicable attachments including Laboratory Results, Radiology Results, or Physician Notes. Choose your file for each type below if applicable." Below this, there are four rows for file uploads:

- *Attachment(s):** Physician Notes. Choose File:
- Laboratory Results. Choose File:
- Radiology Results. Choose File:
- Other . Choose File:

A "Next" button is located at the bottom right of the attachment section. A footnote at the bottom left states "*Optional".

Engage in Clinical Dialogue with Specialist

The screenshot displays the Camino de Salud Network eConsult System interface. The main window is titled "eConsult Reply" and contains a form for sending a message to a specialist. The form includes a text area for the message, a rich text editor toolbar, an attachment field, a dropdown menu for "Close eConsult" (set to "- Choose Reason Code -"), and a checkbox for "Labs Required" (unchecked). Below the form are "Send Message" and "Cancel" buttons. The patient information section shows: Patient: John Doe, Physician: PCP Champion - COPE Health Solutions, Procedure: (blank), Specialty: GI, Specialist: LorenTest Laine - LAC+USC Healthcare Network, and Diagnosis: MALIG NEO ASCEND COLON. The history section shows two messages: one from LorenTest Laine asking "Has the patient been taking Tylenol already?" and one from PCP Champion asking "Patient is a 23 year old male. Patient has iFOBT and stomach pain. History of family colon cancer at a young age. What do you suggest?". The attachments section is empty. The interface also shows a "My Resources" sidebar with "My Templates", "My Links", and "My Documents". The taskbar at the bottom shows the Start button and several open applications, including "Sent Items - Microsoft O...", "E-Consult User Guide 10...", "E-Consult Screenshots - ...", "Camino de Salud Net...", and "3- Specialty Care Initiative".

Camino de Salud Network eConsult System

Welcome > PCP Champion

eConsult Reply

Message:

Attachment(s): [Add Attachment](#)

Close eConsult: - Choose Reason Code -

Labs Required: Requires labs, x-rays, or other diagnostics

[Send Message](#) [Cancel](#)

My Resources

- My Templates
- My Links
- My Documents

Patient: John Doe
Physician: PCP Champion - COPE Health Solutions
Procedure:

Specialty: GI
Specialist: LorenTest Laine - LAC+USC Healthcare Network
Diagnosis: MALIG NEO ASCEND COLON

History

05/24/2010 06:37 PM LorenTest Laine
Has the patient been taking Tylenol already?

05/24/2010 06:36 PM PCP Champion
Patient is a 23 year old male. Patient has iFOBT and stomach pain. History of family colon cancer at a young age. What do you suggest?

Attachments

Date	File Description
------	------------------

Done

Start | Sent Items - Microsoft O... | E-Consult User Guide 10... | E-Consult Screenshots - ... | Camino de Salud Net... | 3- Specialty Care Initiative

Preliminary Findings

- ❖ Testing phase (June 2010-May 2011)
 - 49% of eConsults resulted in an averted referral

Disposition of Closed eConsults

	Referred	Managed by PCP	Total
Cardiology	7	20	27
Rheumatology	31	17	48
Total	38	37	75

Lessons Learned

Challenges:

- IT challenges
- Provider time
 - It takes time to upload and post a consult (5-8 minutes)
 - Adoption can take time
- Lengthy process for County approval
- Concerns regarding liability

Lessons Learned

- Need to align incentives for all users
- Use of eConsult gained momentum as specialists and PCP's built relationships and trust
- More than “e-referral,” a key element of success has been the clinician to clinician dialogue
- Consider the role of support staff (e.g., referral coordinators, case managers, system administrator)
- Ongoing project management is critical for implementation, training, and adoption
- Need for workflow redesign at clinic sites to support the use of eConsult

Next Steps

- ❖ LA County-wide eConsult initiative led by LA Care Health Plan in partnership with LA County DHS, Health Care LA IPA, MedPOINT Management, and the Community Clinic Association of Los Angeles County
- ❖ eConsult will be implemented in 31 Community Partner Sites, 22 DHS Sites and 7 Referral Centers - for a total of 60 sites
- ❖ Utilizes an innovative workflow methodology to ensure eConsult integration and long term adoption
- ❖ Timeline for deployment: June 2012 to May 2013

Contact Information

Allen Miller, CEO

amiller@copehealthsolutions.org

Evan King, Vice President of Business Solutions

eking@copehealthsolutions.org

Charlene Chen, Director of Clinical Integration and Translational
Research

cchen@copehealthsolutions.org