

December 2019, *Special Edition*

Our Year In Review

Memory Lane
We've come a long way

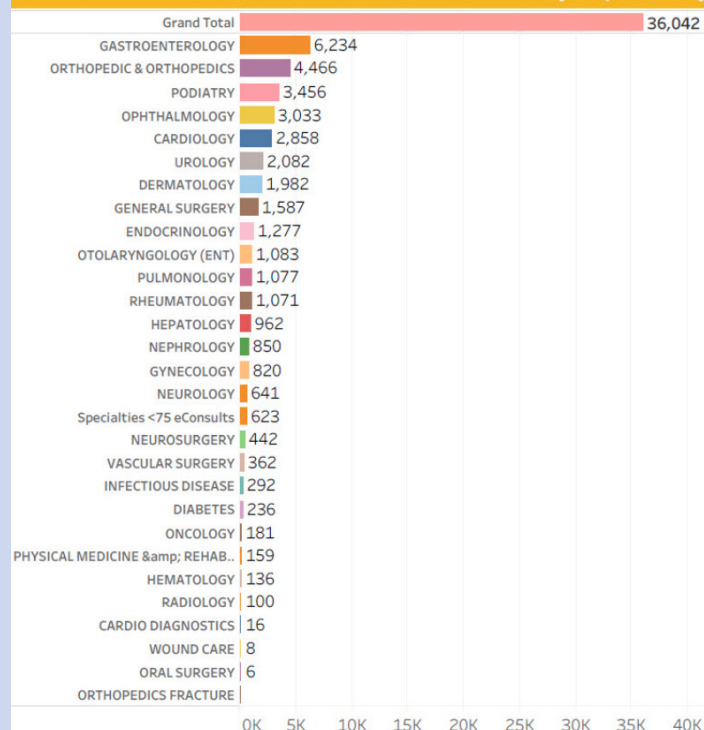
Platform Changes
See improvements in our eConsult platform

Meet your Specialist Reviewer
Get to know the specialists who review your eConsults

Upcoming Events
What to look forward to in 2020



eConsults Generated and Received by Specialty

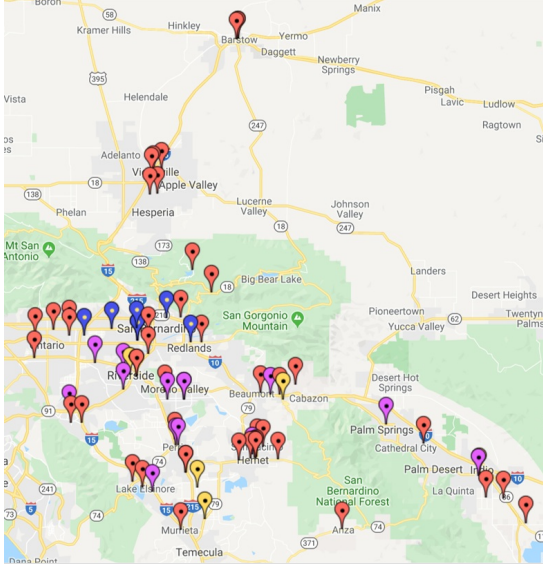


36,000 eConsults

Thanks to the dedication of our healthcare specialty and primary care providers, ARMC and RUHS partners, and clinic staff, the Multi-County eConsult Initiative has processed over **36,000 eConsults** since its genesis. We are grateful for your continuous support as we carry on into the new year.

A Trip Down Memory Lane

Thanks to you



A whopping **984** primary and specialty providers, as well as clinical staff from 78 clinics are using eConsult today to optimize patient care. This year alone, **45 new clinics** joined the MCEI family.



We welcome MCEI newcomers aboard and honor seasoned eConsult users—you make the magic happen!



eConsult Learning Collaborative

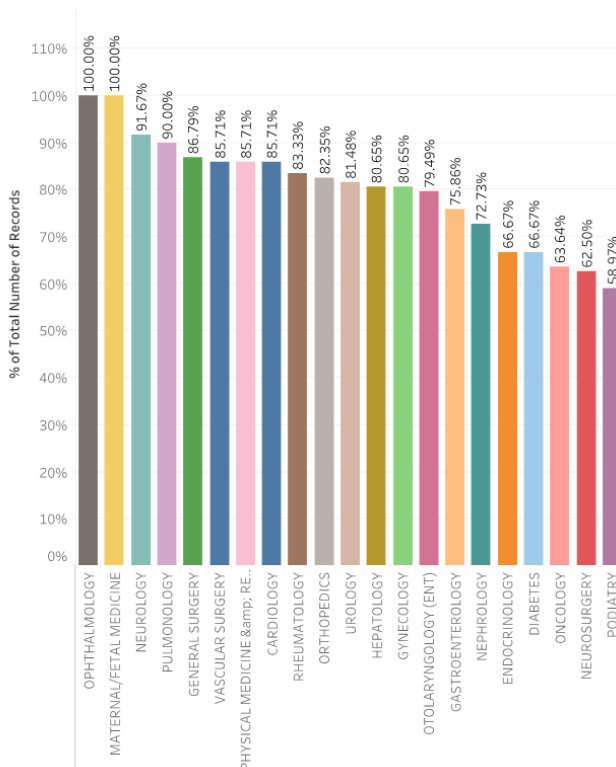
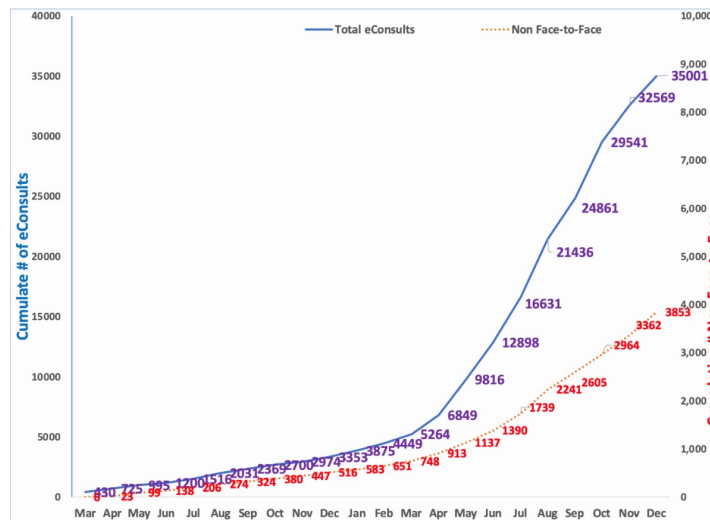
Specialists, primary care providers and clinical staff across all networks gathered at IEHP in November to partake in MCEI's Second Annual eConsult Learning Collaborative. Honest and fruitful conversations were helpful for reflection and for moving forward.



Achieving Our Goals

As more eConsults were submitted throughout the year, the number of patient cases providers were able to resolve in non face-to-face encounters also increased.

This promising trend indicates the power of enhanced provider to provider communication in order to deliver more efficient care to patients.



ARMC Primary Care Clinics Shine

By coordinating with specialist reviewers via eConsult, 213 primary care providers at 7 ARMC clinic sites succeeded in resolving **over 1,000 eConsults** without the need for an in-person specialist-patient visit.

All eConsult cases for Ophthalmology and Maternal/Fetal Medicine services were settled by entirely virtual means. Neurology and Pulmonology services were close runner-ups with non face-to-face rates of over 90%.

Which specialties did you submit to this year?

eConsult in the News

eConsult Use
Increased 162% at
NYC Health +
Hospitals in Fiscal
Year 2019

[Read More](#)

eConsult Captures the
Attention of the New
York Times

[Read more](#)

Reimbursement for
eConsult in California

[Read More](#)

The law of diffusion of innovation



Leaders of eConsult initiatives around the country met in November for the fifth annual eConsult Workgroup event. The attendees identified that the eConsult movement is at a tipping point in a patterned process known as the *diffusion of innovation*.

Building a Better Platform

My eConsults

My eConsults

Appointments

New Visit Notes

Search eConsults

Drafts (84)

In Dialog (17)

Clinical Follow Up (12)

Pending (129)

Processed (28)

Auths (22)

refresh

Clinical Follow Up

12 record(s) found

Pt First	Pt Last	DOB	Referred From	Ref First	Ref Last	Specialty	Created By	Close Date	Close Code	Completed	Resubmit
TEST	TEST	01/01/1970	Banning Family Care Center	Maggie	Calles (popruhs)	CARDIOLOGY	Maggie Calles (staff)	03/01/2019	Pending Therapeutic Trial	03/01/2019	<a>C <a>D
LONNY	TEST	01/01/1970	Banning Family Care Center	Maggie	Calles (popruhs)	CARDIOLOGY	Maggie Calles (staff)	03/01/2019	Specialty Change	<input type="checkbox"/>	<a>C <a>D
LONNY	TEST	01/01/1970	Banning Family Care Center	Maggie	Calles (popruhs)	CARDIOLOGY	Maggie Calles (popruhs)	03/01/2019	Pending Diagnostics	<input type="checkbox"/>	<a>C <a>D

In March, we added "**Clinical Follow Up**" to the "My eConsults" tab, allowing providers and staff to view any status updates made by specialists regarding pending diagnostics and tests, or other actions to meet patient needs.

eConsult Detail

eConsult Dialog

Auth Detail

Messages (1)

This auth has unviewed messages

Referral Summary

ID: 23391579

Patient Name: Nancy Test

DOB: 01/01/1970

Member ID: 20190000012500

Address: 12354 Orange Street Barstow, CA 95233

Email:

SSN: XXX-XX- 0000

Phone: (909)800-8500

Payer:

Hospital MRN: M1000XXX

Referring Site: ARMC- PCP 1 Test Org [ARMC1]

Status: On Hold (02/15/2019 06:14 PM)

MRUN:

In May, the platform included a tab, "**Auth Detail**" to show Authorization status, requesting providers and servicing provider. Documents from MedHOK were also made available to download.

Next Generation eConsult

[My Resources](#)
[Support](#)
[Edit My Profile](#)
[Logout](#)

[Inbox](#)
[New Referral](#)
[My Referrals](#)

Select Patient For Referral

Search Patients

Submitting Site: Test MAR Org

First Name:

DOB:

Primary Phone:

Last Name:

MRN:

Search

Can't find your patient? [Add a new patient](#)

11 record(s) found

Patient Name	DOB	MRN	Primary Phone	Detail
ALLISON TEST	01/01/1970	M12342000	909-232-3423	Select
AMANDA KRISTAL TEST	01/01/1970	M45600020	909-458-9583	Select

The **Electronic Community Referral Management (eCRM)** system deployed in summer. Replacing ARTS, eCRM allows community providers to digitally submit an approved referral to the ARMC Scheduling and Referrals department. No more faxes!



Feel confident navigating the platform with the MCEI team which offers continuous support and refresher training to providers and clinical staff. To master new platform changes or simply brush up, schedule an appointment with our workflow engineers:

Nida Javed | Javed-N@iehp.org | (909) 767-7616
 Gerald Gagner | Gagner-G@iehp.org | (909) 767-7541

Meet Your Specialist Reviewer

Dr. Jim Matiko, Orthopedics

Meet Dr. Jim Matiko, MD. He is an orthopedic surgeon and is affiliated with the Inland Empire Health Plan and the Arrowhead Regional Medical Center (ARMC).

After graduating from Loma Linda University in 1977, he completed his residency at Tulane University in New Orleans. Jim proceeded to fulfill two hand surgery fellowships and a sports medicine fellowship. In addition to providing care in the U.S., Jim has also practiced in Nepal and Bhutan.

Now he serves as the Director of Orthopaedic Upper Extremity Surgery at ARMC and teaches at Loma Linda University Medical Center. He has been in practice for over 40 years.



The Road Ahead



During our monthly 30-minute workgroup calls, primary care providers and clinical staff can tackle questions and provide feedback about eConsult with MCEI's dedicated workflow engineers.

- Friday, Jan. 17th at 12:00pm

Use this link <https://zoom.us/j/324453087?status=success> to **join the January call.**

Multi-County eConsult Initiative
<https://www.econsultie.com>



We are 78 sites strong and counting. The MCEI team will continue to spread eConsult throughout the Inland Empire in 2020.

Specialties that will soon be at your disposal include Plastic Surgery, Pain Clinic, and Coumadin Clinic.



Multi-County eConsult Initiative