

December 2019, *Special Edition*

## Our Year In Review

**Memory Lane**  
We've come a long way

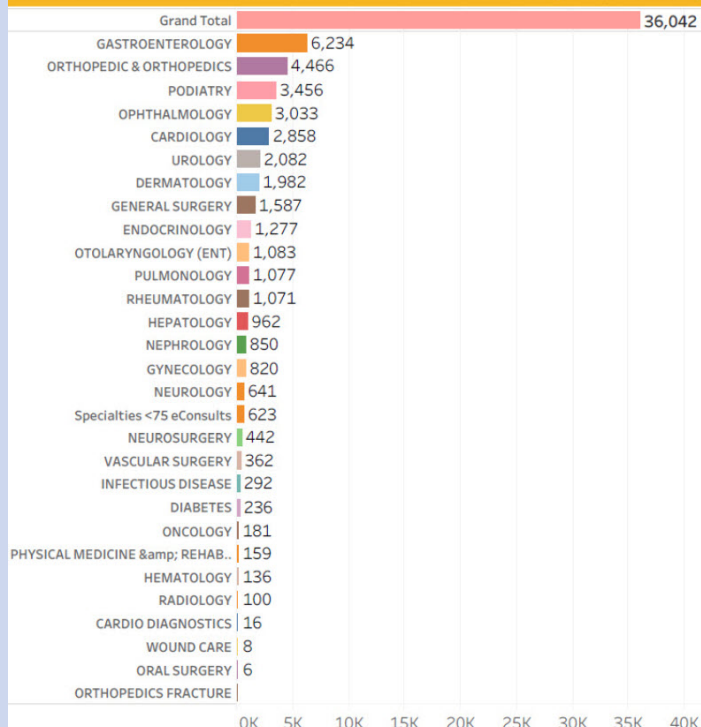
**Platform Changes**  
See improvements in our eConsult platform

**Meet your Specialist Reviewer**  
Who reviews your eConsults?

**Upcoming Events**  
What to look forward to in 2020



### eConsults Generated and Received by Specialty



**36,000 eConsults**

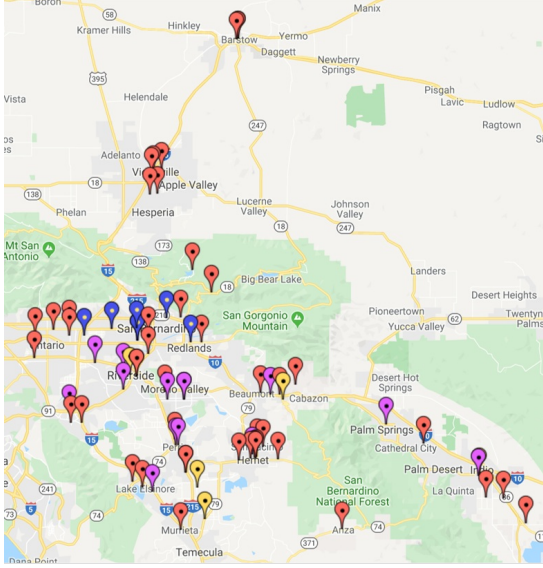
Thanks to the dedication of our healthcare specialty and primary care providers, ARMC and RUHS partners, and clinic staff, the Multi-County eConsult Initiative has processed over **36,000 eConsults** since its genesis. We are grateful for your continuous support as we carry on into the new year.

## 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

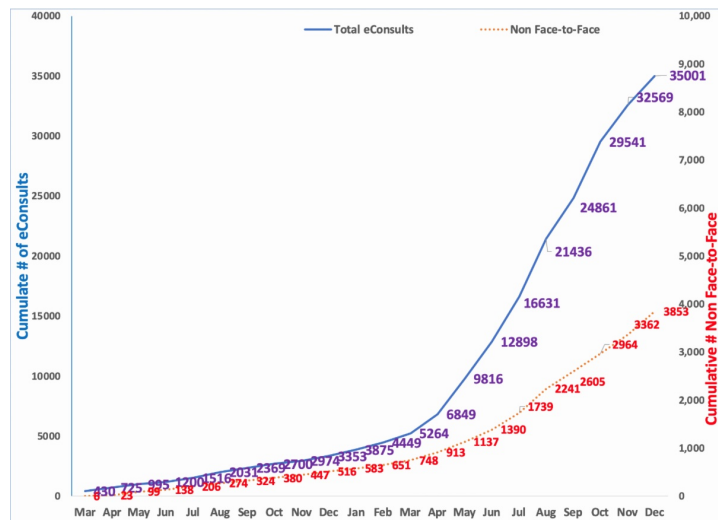
Specialists, primary care providers and clinical staff across all networks gathered at IEHP in November to partake in MCEI's Second Annual eConsult Learning Collaborative. Honest and fruitful conversations were helpful for reflection and for moving forward.



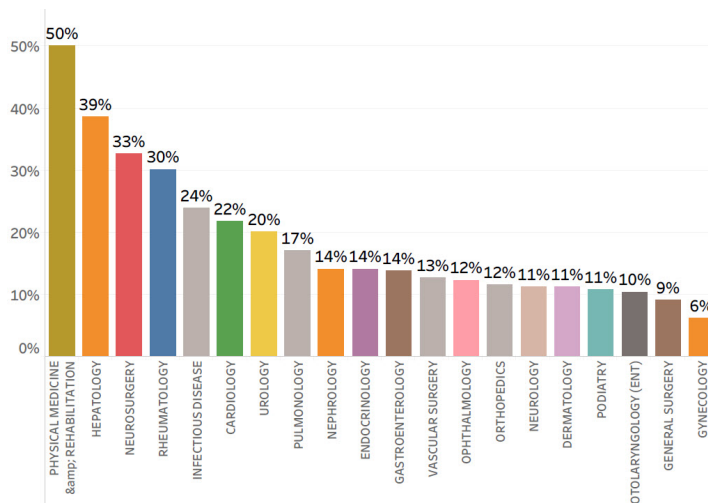
## Achieving Our Goals

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.



## IEHP Community Clinics Shine



By coordinating with specialist reviewers via eConsult, **458** providers at **52** IEHP Clinic Sites succeeded in resolving **over 1,500 cases** without the need for an in-person visit.

Half of all eConsults for Physical Medicine & Rehabilitation services were settled by entirely virtual means. Hepatology is runner-up with a non face-to-face rate of 39%.

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](#)

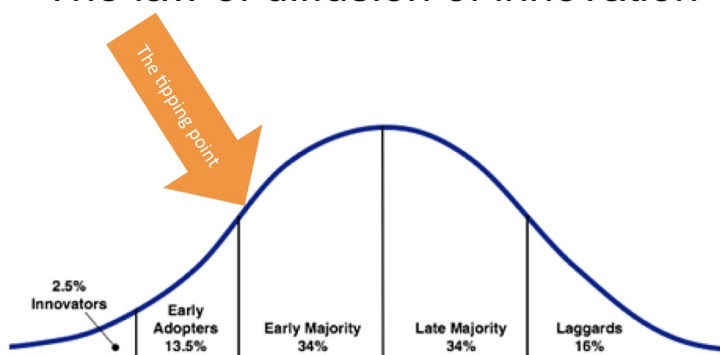
eConsult Captures the  
Attention of the New  
York Times

[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> <a>P</a>
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> <a>P</a>
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> <a>P</a>

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: 2339157

Patient Name: Nancy Test

DOB: 01/01/1970

Member ID: 20190000012500

Address: 12354 Orance Street Barstow, CA 95233

Email:

SSN: XXX-XX- 0000

Phone: (909)800-8500

Payer:

Hospital MRN: M1000/XXX

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

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

MRUN:



## 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 MCell'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.**



We are **78 sites strong** and counting. The MCell team will continue to spread eConsult throughout the Inland Empire in 2020. These IEHP clinics sites will be among the first to join our initiative in 2020:

- Mohinder PS Ahluwalia MD
- Bikramjit S Ahluwalia MD
- Neighborhood Healthcare (Temecula)
- McKinley Medical Clinic

