

December 2019 *Special Edition*

Our Year In Review

Memory Lane
We've come a long way

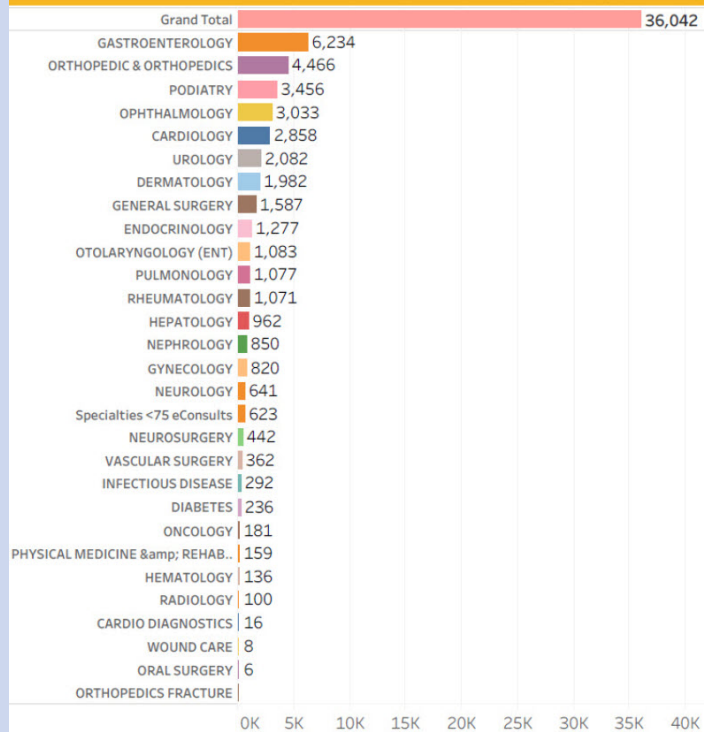
Platform Changes
See improvements in our eConsult platform

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



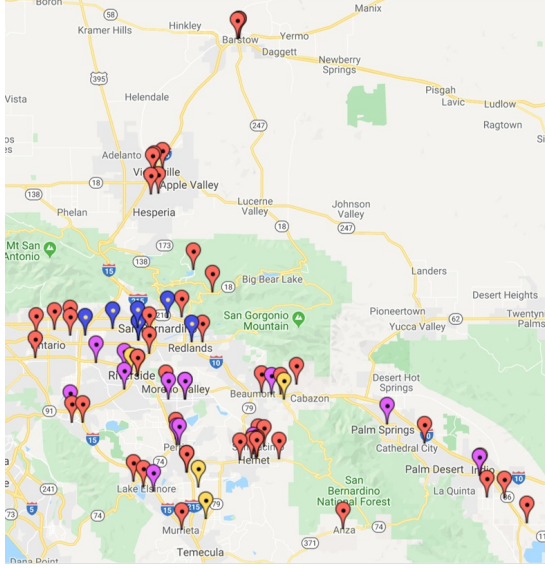
36,000 eConsults

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

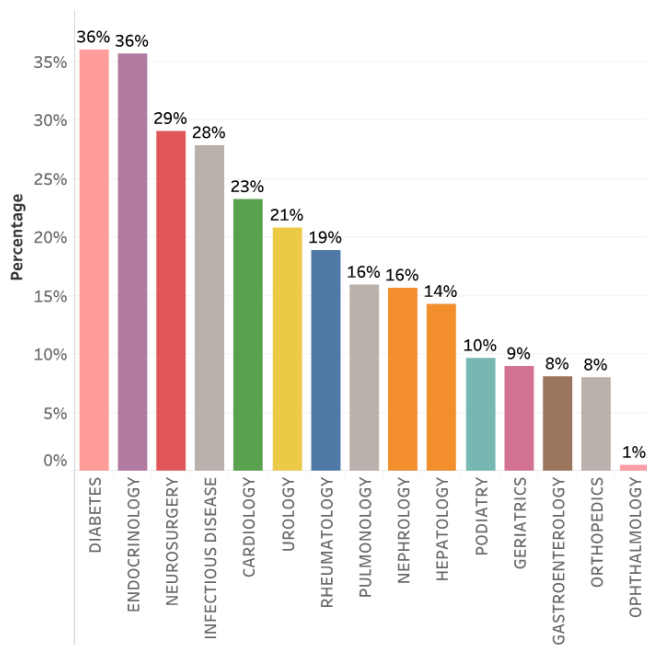
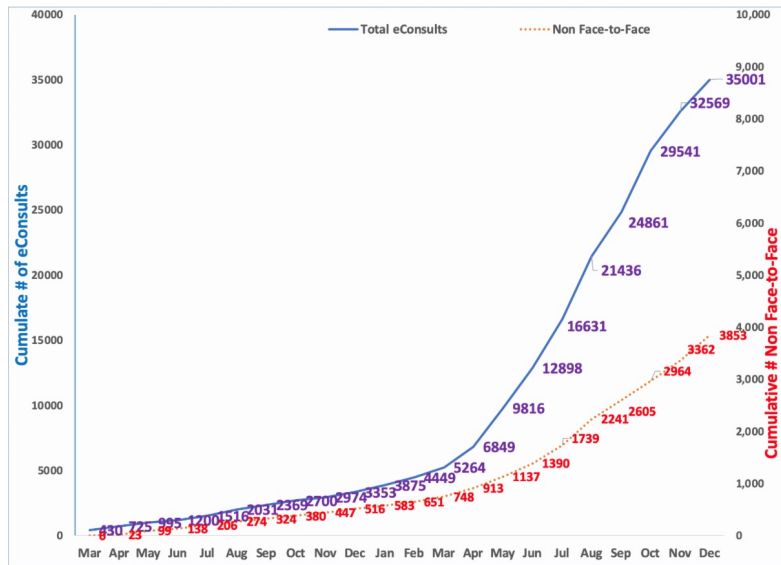
Specialists, primary care providers and clinical staff across all networks gathered at IEHP in November to partake in MCEI's Second Annual eConsult Learning Collaborative. Honest and fruitful conversations were helpful for reflection and for moving forward.



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.



RUHS Primary Care Clinics Shine

By coordinating with specialist reviewers via eConsult, 292 providers and clinical staff at 19 RUHS primary care clinics succeeded in resolving **over 1,321 cases** without the need for an in-person visit.

Over one-third of all eConsult cases for Diabetes and Endocrinology services were settled by entirely virtual means. Neurosurgery and Infectious Disease services were close runner-ups with non face-to-face rates of nearly 30%.

Which specialties did you submit to this year?

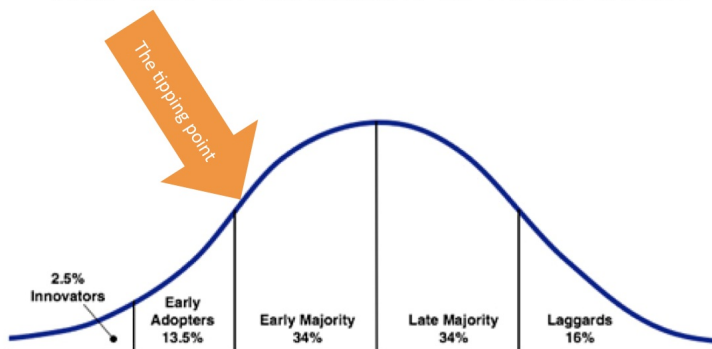
eConsult in the News

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

| 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 | |
| LONNY | TEST | 01/01/1970 | Banning Family Care Center | Maggie | Calles (popruhs) | CARDIOLOGY | Maggie Calles (staff) | 03/01/2019 | Specialty Change | <input type="checkbox"/> | |
| LONNY | TEST | 01/01/1970 | Banning Family Care Center | Maggie | Calles (popruhs) | CARDIOLOGY | Maggie Calles (popruhs) | 03/01/2019 | Pending Diagnostics | <input type="checkbox"/> | |

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.

| Referral Summary | | ID: 23391579 |
|------------------|---------------------------------------|---------------------------|
| Patient Name: | Nancy Test | DOB: 01/01/1970 |
| Address: | 12354 Orange Street Barstow, CA 95233 | Member ID: 20190000012500 |
| Phone: | (909)800-8500 | SSN: XXX-XX- 0000 |
| Referring Site: | ARMC- PCP 1 Test Org [ARMC1] | Payer: |
| Status: | On Hold (02/15/2019 06:14 PM) | Hospital MRN: M1000XXXX |
| | | 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.

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. Wade Faerber, Orthopedics

Meet Dr. Wade Faerber, DO. He is an orthopedic surgeon and is affiliated with the Inland Empire Health Plan and Riverside University Health System.

After graduating from S.U.N.Y at Oneonta with a degree in Biology, Wade attended Medical School from New York College of Osteopathic Medicine of NYIT. He went on to complete a residency at Cuyahoga Falls/Ohio University and a fellowship at Saint Joseph's Hospital in Chicago.

As a top Sports Medicine Orthopedist, Wade has developed an Orthopedic Residency Program with OPTI-West, as well as an Orthopedic PA Fellowship Program. In addition to his mentoring activities, he regularly travels to The Dominican Republic and Haiti for service work. He has been in practice for nearly thirty 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 MCEl'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 MCEl team will continue to spread eConsult throughout the Inland Empire in 2020.

In the coming year, teams at RUHS and IEHP will also work to enhance integration between the MCEl platform and Epic.

