

December 2019 *Special Edition*

## Our Year In Review

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

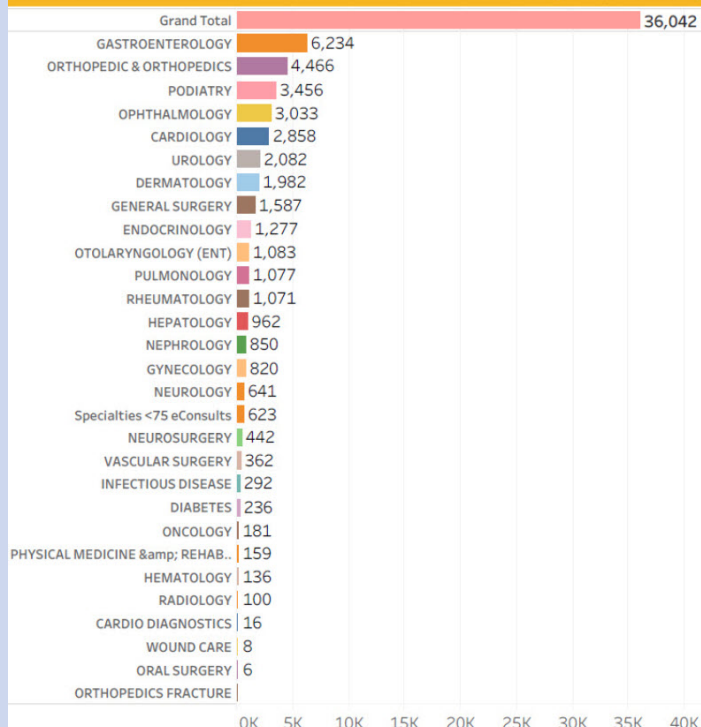
**Platform Changes**  
See improvements in our eConsult platform

**Shout Outs**  
Stellar specialists

**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.

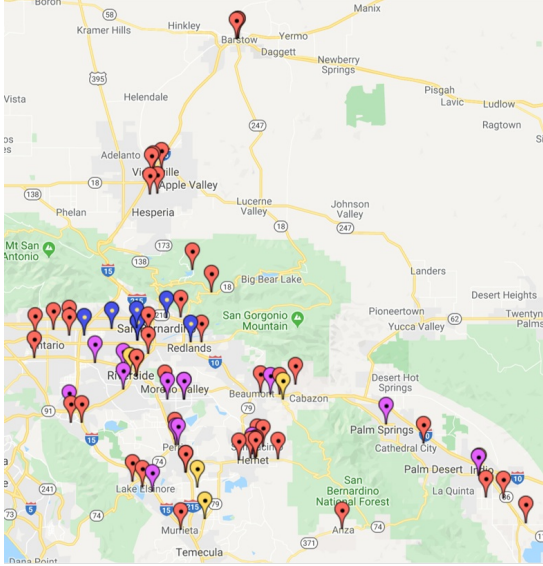
## A Trip Down Memory Lane

**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.

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

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## eConsult Learning Collaborative

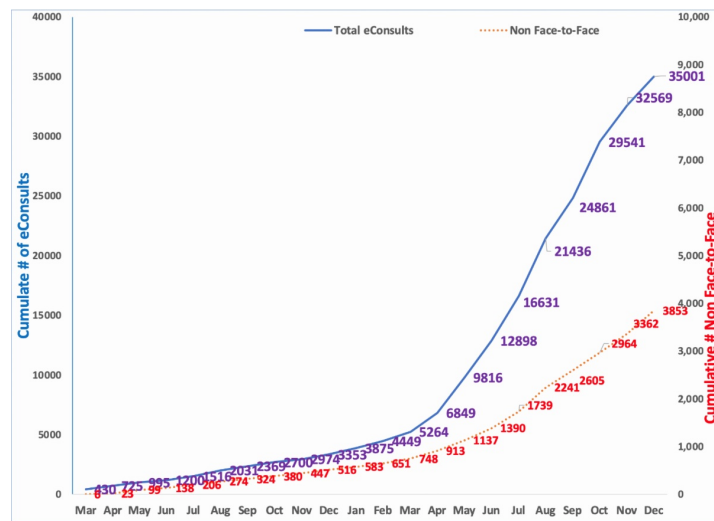
Specialists, primary care providers and clinical staff across all networks gathered at IEHP in November to partake in MCEI's Second Annual eConsult Learning Collaborative. Honest and fruitful conversations were helpful for reflection and for moving forward.



## Achieving Our Goals

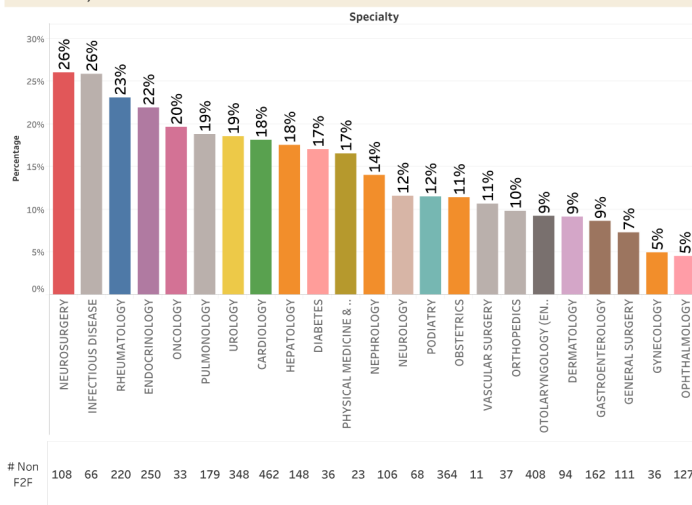
As more eConsults were submitted throughout the year, the number of patient cases providers were able to resolve in non face-to-face encounters also increased.

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



## Specialty Reviewers Shine

Percent of eConsult Referred Non Face-to-Face by Specialty - All (Specialties w/ >10 eConsults)



By coordinating with primary care providers via eConsult, 87 of our specialist reviewers succeeded in resolving **over 3,900 cases** across all networks without the need for an in-person visit with the patient.

Over a quarter of all eConsults for Neurosurgery and Infectious Disease services were settled by entirely virtual means. The same can be said for over one-fifth of all Rheumatology and Endocrinology eConsults.

## eConsult in the News

eConsult Use  
Increased 162% at  
NYC Health +

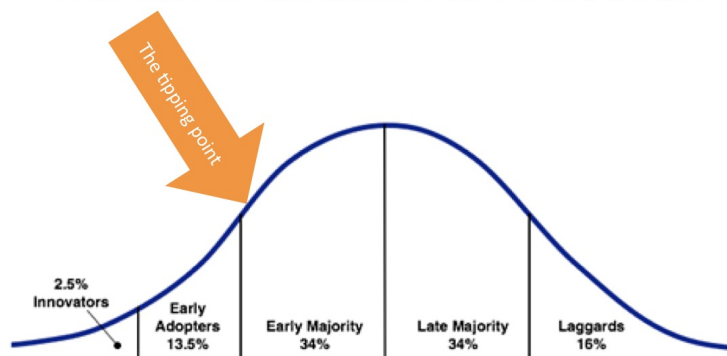


Hospitals in Fiscal  
Year 2019  
[Read More](#)

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

[Drafts \(84\)](#) [In Dialog \(17\)](#) **[Clinical Follow Up \(12\)](#)** [Pending \(129\)](#) [Processed \(28\)](#) [Auths \(22\)](#) [refresh](#)

Clinical Follow Up											
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 href="#">C</a> <a href="#">I</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 href="#">C</a> <a href="#">I</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 href="#">C</a> <a href="#">I</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 Detail](#) [eConsult Dialog](#) **[Auth Detail](#)** [Messages \(1\)](#)

▼ This auth has unviewed messages

Referral Summary			
Patient Name:	Nancy Test	DOB:	01/01/1970
Address:	12354 Orange Street Barstow, CA 95233	Email:	
Phone:	(909)800-8500	Payer:	
Referring Site:	ARMC- PCP 1 Test Org [ARMC1]	Status:	On Hold (02/15/2019 06:14 PM)
Member ID:	20190000012500	SSN:	XXX-XX- 0000
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@iehnp.org](mailto:Javed-N@iehnp.org) | (909) 767-7616  
Gerald Gagner | [Gagner-G@iehnp.org](mailto:Gagner-G@iehnp.org) | (909) 767-7541

## Shout Outs



**Dr. Aarti Mittal,**  
**Pulmonology**



**Dr. Jonathan Labovitz,**  
**Podiatry**



**Dr. Salam Ishak,**  
**Nephrology**

Each month we recognize a few of the many dedicated specialist reviewers for their contributions. We would like acknowledge the prompt responses, quality dialogs, and coverage of your colleagues.

## The Road Ahead



During our 30 minute workgroup calls, you can tackle questions and provide feedback about eConsult with MCEI's dedicated workflow engineers.

- Rheumatology: Jan. 13th at 3:00pm
- Rehab Medicine: Jan. 13th at 5:00pm
- Cardiology: Jan. 14th at 5:00pm
- Podiatry: Jan. 16th at 7:30am
- Urology: Jan. 16th at 1:00pm
- Infectious Disease: Jan. 16th at 2:30pm
- Nephrology: Jan. 17th at 7:30am
- Orthopedics: Jan. 17th at 5pm

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



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

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

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