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2013 MINNESOTA RURAL HEALTH  
CONFERENCE

RURAL HEALTH ENGAGE

*LESSONS LEARNED WITH ELECTRONIC  
HEALTH RECORD UPGRADES*

MONDAY, JUNE 24, 2013



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# COMMIT TO EXCELLENCE

## Overview of Glacial Ridge Health System

Achievements and advancements in local healthcare services have enhanced the availability of emergency and acute care and enriched the area's overall quality of life. As a not-for-profit health care provider, Glacial Ridge Health System serves communities throughout Pope County and portions of adjoining counties. Being a not for profit hospital means they are here for something much more important: you. They've become known for the experienced, skilled physicians and the heartfelt, individualized attention given to those who have already passed through their doors and the thousands of patients who visit them each year.

For decades, Glacial Ridge Health System has been committed to providing compassionate, caring and comprehensive health care services which have expanded to meet the increasing needs of our population. While they've adapted with the changing times, their mission has remained constant— to provide high quality services which enhance the quality of life and promote healthy lifestyles for patients, clients, employees, organization and communities. Aside from the medical care provided under its roof, GRHS and its employees largely support events and organizations that promote health, wellness and strengthen the pillars of our community.

Glacial Ridge Health System (GRHS) includes a 19 bed hospital, two primary care clinics, an ambulance service, emergency services training center, homecare and hospice programs, and a fitness center.

Of paramount importance to the health system's quality care, services and compassion is its employees. The organization employs 218, including 13 exceptionally talented surgeons, family medicine physicians and mid-level practitioners. Highly trained and experienced physicians and staff provide exceptional care to residents of Pope County and beyond, resulting in excellent patient experiences and high quality outcomes. As the needs of the community have changed, a broader array of services is offered and additional physicians have joined the team.

In the past 5 years, the number of providers increased from 8 to 13 – and they will soon to become a team of 14 in September. Dr. Rwanda Campbell, OB/Gyn; Dr. Rodger Althoff, General and Vascular Surgeon; Dr. Gus Mellgren, a Family Medicine Physician with Obstetrics; Jenna Myrom, Family Nurse Practitioner; and Sandy McCarthy, Physician Assistant experienced in Emergency Medicine joined the existing team of dedicated, long-standing physicians and nurse practitioners.



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# COMMIT TO EXCELLENCE

## Overview of Glacial Ridge Health System (continued)

Glacial Ridge Health System has experienced an exponential increase in patient utilization of the clinics, and the 19-bed critical access, Trauma Level IV hospital in Glenwood, MN.

- In the past year alone, clinic visits were up 11% with 28,529 in fiscal year 2011 compared to 25,782 in fiscal year 2010. Both clinics in Glenwood and Brooten have continued to see an upward trend in patient visits over the past five years.
- Significant growth was also seen in ER patient volume – a 21% increase in visits over the past five years – from 2,468 visits in fiscal year 2007 to 3,002 ER visits in fiscal year 2011.
- Outreach services offered at the hospital have grown considerably in recent years in terms of both scope and quantity of visits. Physicians from hospitals and specialty clinics in St. Cloud, Alexandria and Morris provide consulting specialty services and surgical procedures. There has been a 10% increase in outpatient visits from 11,502 in fiscal year 2007 to 12,656 in fiscal year 2011.
- While Glacial Ridge Hospital patient admissions have remained constant for the most part over the past few years, there was a slight dip in patient visits in fiscal year 2011, decreasing from 745 in fiscal year 2010 to 677. However, in the first half of fiscal year 2012, patient volume was significantly higher than during the same period over the past several years.
- Swing bed patient admits were also down in fiscal year 2011 at 115 compared to 136 admits in 2010. In previous fiscal years, swing bed patient volume was 132 in 2009, 138 in 2008, and was 100 visits in both 2007 and 2006.

To be expected as a result of the decrease in hospital and swing bed admits in fiscal year 2011, the average daily census was 7.96, down 6% from 8.47 in 2010. Prior years' average daily censuses were similar ranging from 8.10 in 2009 to 7.22 in 2007.



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# COMMIT TO EXCELLENCE

## Keys to Success: Team Work & Attitude

- Health Information Technology (HIT) Squad
  - Governing Body of the Facility (including Administration & 4 Physicians)
- Meaningful Use Committee
- Clinicals Steering Committee
  - EHR Super Users & Department Managers
- Administration and Physician support
- Positive Attitude
  - Hiring for attitude VS hiring for skill
- Accountability and Competency Training – makes for more confident end users



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# COMMIT TO EXCELLENCE

## Keys to Success: Team Work (Clinicals Steering...)

*“Glacial Ridge Health System’s Clinicals Steering Committee is a team of 20 individuals from different parts of our organization that meet regularly to discuss developments in our EHR application and review EHR workflow projects that cut across organizational boundaries. We’ve been working together since May 2006 and most recently made a collaborative effort to get our facility to meet Meaningful Use, Stage 1, by July 01, 2011 so we could ensure that our patients have the best care and experience possible. Leading this team and watching the ideas fly was an exhilarating experience. We work together toward our goal because our mission is to provide high quality services, which enhance the quality of life and promote healthy lifestyles for our patients, clients, employees, organizations and communities. Our desire is to lead by example through compassionate, caring and comprehensive health care services. Our patients mean everything to us and using a certified EHR application to its fullest potential is one way we can make their visit a success. Over the years, we’ve created over a hundred process maps, detailed training guides, newsletters and a “tips & tricks” e-mail notification system to assist our end users in the use of our EHR application. It’s always a team effort when working on projects. We know each others’ strengths and weaknesses which allows us to work together in an efficient manner. Other healthcare facilities look to Glacial Ridge Health System’s Clinicals Steering Committee for guidance and support as they implement an EHR within their own facility. We thoroughly enjoy the challenges that using and maintaining an EHR bring to us.”*



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# COMMIT TO EXCELLENCE

## Keys to Success: Communication

- Be open & honest about system functionality from the start
- EHR detailed training guides
  - Guides are sent out prior to the new processes taking place or the “go live” happening.
  - Used as a sneak peak and reference guide.
- EHR quarterly newsletters
- EHR e-mail notifications (Tips & Tricks)
  - A reminder that “hey remember the system can do this for you and this is how you do it...”
- EHR posters & banners in patient areas
- EHR process maps
  - Cleaning up & streamlining workflows for “best practice” results.



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# COMMIT TO EXCELLENCE

## Keys to Success: Supporting Roles

- Clinical Systems Coordinator (Software Guru)
  - Incident handling
  - Training
  - Update testing and release notes
  - If you can help a user immediately you can avoid a lot of negativity.
  - Meaningful Use Setup and Maintenance & Meaningful Use Reports and Analysis
- Clinic Support Specialist
  - “At-the-Elbow” support
- EHR Super Users – Department Specific
  - EHR Super User Cross Training Project
    - Good business strategy because it's a proactive way to keep our departments running smoothly. Gives them a broader knowledge of the software even outside of their departments so they can give an educated opinion at clinical meetings
    - Giving our employees the chance to learn new things keeps them interested.



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# COMMIT TO EXCELLENCE

## Keys to Success: Meaningful Use Attestation

- Meaningful Use Attestation Process
  - Make sure each team member is available incase you run into issues or have questions.
  - Run reports the day of your attestation to make sure they're the most current.
  - Screenshots of EVERY SINGLE THING you do while in the CMS website (auditors need this information)
  - Keep an electronic copy of everything as well as a document binder of everything you did for attestation.
- GRHS Meaningful Use Progress Report
  - Meaningful Use Checklists
  - Meaningful Use Reports
  - Meaningful Use Audits (internal)



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# COMMIT TO EXCELLENCE

## Keys to Success: Must Haves & Lessons Learned

- (Team Work & Attitude) Administration & physician support
- (Communication) Communication in MANY different forms. Don't forget about informing patients too.
- (Supporting Roles) At least one "Clinical" person should be part of your Information Technology / EHR Team.
- (Meaningful Use) Meaningful Use Attestation – screen shots of online submission.



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# COMMIT TO EXCELLENCE

## Keys to Success: Celebrate Success

“Stop worrying about the potholes in the road and celebrate the journey.” - Barbara Hoffman

- “Pieces of the Puzzle” celebration – each department decorated a piece of the puzzle and related it to how they’re a part of our EMR.



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# COMMIT TO EXCELLENCE

## Keys to Success: Don't Quit!

When things go wrong, as they sometimes will,  
When the road you're trudging seems all uphill,  
When the funds are low and the debts are high,  
And you want to smile, but you have to sigh,  
When care is pressing you down a bit,  
Rest, if you must, but don't you quit.

Life is queer with its twists and turns,  
As every one of us sometimes learns,  
And many a failure turns about,  
When he might have won had he stuck it out;  
Don't give up though the pace seems slow--  
You may succeed with another blow.

Often the goal is nearer than,  
It seems to a faint and faltering man,  
Often the struggler has given up,  
When he might have captured the victor's cup,  
And he learned too late when the night slipped down,  
How close he was to the golden crown.

Success is failure turned inside out--  
The silver tint of the clouds of doubt,  
And you never can tell how close you are,  
It may be near when it seems so far,  
So stick to the fight when you're hardest hit--  
It's when things seem worst that you must not quit.

- Author Unknown



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