

How Advanced Models Integrate Data across Service Delivery to Support Health for Individuals

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The Institute for Family Health

The Institute for Family Health

- **Mission**
 - Provide care to those who need it most
 - Use the family practice model of care
 - Train students and health professionals
 - Promote diversity in the healthcare workforce
 - Participate in health services research and policy development
- **Staff and Budget**
 - Over 1400 staff members (Manhattan, Bronx and Upstate)
 - A budget of approximately 100 million dollars
 - 450,000 visits yearly
 - Integrated Delivery System

Programs to Accomplish Our Mission

- **Medical, dental, pharmacy and mental health programs**
- **Special programs/population**
- **Educational programs**
- **Research**
- **Health Information Technology**



Technology

- Electronic health record implementation in 2003
- EPIC electronic health record system
- All providers, services and programs on system since implementation



It takes a Family.....

- Physician portal as link to community
- Over 130 organizations and specialty providers on “Institute Link”
- Foster care, mental health residences, DD programs
- Pharmacy providers
- Health Home



Transformed Care Coordination

- Expedited admissions
- Shared care plans
- Decreased admissions
- Organizations used shared records with IFH and no longer keep records
- Increased referrals for care
- Re-engaging individuals who present at community organizations
- Suicide prevention

Overview of content in Medical Record

InstituteLink [Home](#) [In Basket](#) [Pt Lists](#) [Clinicals](#) Patient Utils Secure Log Out **Epic**

[Close patient record](#)

Zztest, Zoe Age: 59 year old DOB: 2/14/1952 Allergies: Penicillins INS: SLIDING FEE MyChart: Inactive
Sex: F MRN: 1078918 PCP: ZZTEST, MD Alert: HM Overdue or Due Soon

Patient Snapshot

Clinical Review

Snapshot

- Chart Review
- Results Review
- Flowsheets
- Allergies
- Problem List
- Medications
- Histories
- Growth Charts
- Upload Document
- Patient Profile**
- Demographics
- Referrals
- Referral by Member
- Referral by Provider
- Scheduling
- Quick Appt
- Upcoming
- Appointments

Logged in as:
LINK, DANIEF

Demographics

Zoe Zztest Works at
59 year old female
14 east 18th street
new york NY 10023
United States
212-859-7845 (H)
212-505-1759 (W)

Comm Pref: None

Problem List Chronic

- ACUTE URI NOS
- HUMAN IMMUNODEFICIENCY VIRUS DIS
- DIABETES UNCOMPL ADULT-TYPE II
- COUNSELING ON HIV
- BENIGN HYPERTENSION
- DYSTHYMIC DISORDER
- ROUTINE MEDICAL EXAM-ADULT
- PURE HYPERCHOLESTEROLEM
- LOW BACK PAIN (LUMBAGO)

Health Maintenance Late Due Soon Hold

Allergies

PENICILLINS
Last Reviewed by Zztest, Md on 5/9/2004 at

Medications

- NITROGLYCERIN 0.4 MG SL SUBL
- HYDROCHLOROTHIAZIDE 25 MG OR TABS
- ASPIRIN 81 MG OR TBEC
- LIPITOR 10 MG OR TABS

Immunizations/Injections

Hepatitis B	5/9/2004
Influenza	10/19/2010
MMR	10/19/2007
Pneumococcal polysaccharide vaccine	1/1/2004
Tdap	12/19/2000

Significant History/Details

Smoking: Former Smoker (Quit Date: 05/24/2002). 5 ppd, 15 pack-years
Smokeless Tobacco: Unknown
Alcohol: 0.0 oz alcohol/week
11 open orders

Chart Review

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Chart Review - Loaded 30, Filtered count 30 [Last refresh: 11:17:15 AM]

Encounters | Laboratory | Imaging | Procedures | ECG | Other Orders | Medications | Letters | Notes | Misc Reports | Episodes | Media | Encounters

Start Review Refresh Filters Text Search Default filter Encounter Flowsheets

Applied Filters: Default filter (Load 30 more) (Load all)

Date	Type	Department	Specialty	Provider	Description
11/16/2011	Community Orders	ELD		Epiccare Link, Physician, MD	Routine General Medical Examination At A Health Care Facility
10/19/2010	Nurse Only	NGIM	IM	Red, Pat	Vaccine for influenza (Primary Dx)
10/06/2010	Community Orders	ELD			Diabetes Mellitus Type II-Uncompl
07/22/2009	Social Work	P-SW	PSYCHOSOCIAL	Meyer, Emma	Erroneous Encounter--Disregard (Primary Dx)
06/29/2009	Orders Only	KFM	FP	Roth, Robert	Angina Pectoris NEC/NOS (Primary Dx)
05/26/2009	Office Visit	AAFM	FP	Zztest, Md	
05/26/2009	Office Visit	E13-FM	FP	Zztest, Md	Hypertension NOS (Primary Dx)
05/26/2009	Office Visit	E13-FM	FP	Zztest, Md	
05/26/2009	Office Visit	SH-FM	FP	Zztest, Md	
05/22/2009	Office Visit	AAFM	FP	Zztest, Md	Erroneous Encounter--Disregard (Primary Dx)
05/22/2009	Orders Only	KFM	FP	Patel, Vijay R	Benign Hypertension
05/22/2009	Telephone	KFM	FP	Patel, Vijay R	Benign Hypertension (Primary Dx)
04/29/2009	Orders Only	SH-FM	FP	Zztest, Md	Hyperlipidemia NEC/NOS (Primary Dx); Chronic Depressive Person

DIRECT SCHEDULING

The screenshot shows the 'Make Appointment' page for patient Zztest, Zoe. The patient's information is displayed at the top: Age 59 year old, Sex F, DOB 2/14/1952, MRN 1078016, Allergies Penicillins, PCP ZZTEST, MD, INS SLIDING FEE, MyChart Inactive, Alert HM Overdue or Due Soon. The left sidebar contains navigation options such as Clinical Review, SnapShot, Chart Review, Results Review, FlowSheets, Allergies, Problem List, Medications, Histories, Growth Charts, Upload Document, Patient Profile, Demographics, Referrals, Referral by Member, Referral by Provider, Scheduling, Quick Appt, Upcoming, and Appointments. The main content area is titled 'Make Appointment' and includes a 'View More Times' link. Below this, there is a section for 'Search Results - ACCESS FOLLOW-UP for Zztest,Zoe'. Two appointment slots are shown for Monday, 12/26/2011, in Kingston-FM (30 min):

Time	8:00	8:15	8:30	8:45	9:00	9:15	9:30	9:45	10:00	10:15
AM	8:00	8:15	8:30	8:45	9:00	9:15	9:30	9:45	10:00	10:15
AM	10:30	10:45	11:00	11:15	11:30					
AM	8:00	8:15	8:30	8:45	9:00	9:15	9:30	9:45	10:00	10:15
AM	11:15	11:30	11:45							
PM	12:00	12:15	12:30							

The bottom left corner shows the user is logged in as LINK, DANREF.

Document Upload

The screenshot shows the 'Upload a Document' page for patient Zztest, Zoe. The patient's information is displayed at the top: Age 59 year old, Sex F, DOB 2/14/1952, MRN 1078016, Allergies Penicillins, PCP ZZTEST, MD, INS SLIDING FEE, MyChart Inactive, Alert HM Overdue or Due Soon. The left sidebar contains navigation options such as Clinical Review, SnapShot, Chart Review, Results Review, FlowSheets, Allergies, Problem List, Medications, Histories, Growth Charts, Upload Document, Patient Profile, Demographics, Referrals, Referral by Member, Referral by Provider, Scheduling, Quick Appt, Upcoming, and Appointments. The main content area is titled 'Upload a Document' and includes a 'Change Patient' button. Below this, there is a section for 'Upload a Document' with the following fields and options:

- Patient: Zztest, Zoe (Change Patient button)
- Description: [Text input field]
- Message for reviewer: [Text area]
- Document: [Browse... button]
- Priority: High, Routine, Low
- Maximum file size: 10.0 MB
- Allowed file types: JPEG, BMP, PDF, DOC, TIFF, JPG, TXT, TIF
- Required Item: Upload

The bottom left corner shows the user is logged in as LINK, DANREF.

What Does The Future Hold ?

- Ability to document in record from community organizations
- Expanded use
- Requirement for collaborating agencies



Questions?

