

CASE STUDY THE UNIVERSITY OF TEXAS SOUTHWESTERN MEDICAL CENTER

Encore's Project Management & Clinical Expertise Makes UTSW Medical Center's Clinical Documentation & CPOE Implementation a Success

CHALLENGE

As part of an ongoing EHR implementation, UT Southwestern Medical Center (UTSW) was implementing CPOE and clinical documentation. UTSW selected Encore for this vital assignment because the medical center knew the quality of Encore's consultants. The first consultant Encore provided was a project manager who led the implementation. There was an existing governance structure due to the ongoing nature of the project, but pertinent project documents had to be updated.

SOLUTION

Encore's project manager revisited the project charter, the project plan, the guiding principles, and the project timeline for the CPOE and clinical documentation implementation. In the early stages, the project manager managed the Design and Validation sessions, along with the routine project management tasks. During the Build phase, UTSW engaged a second Encore consultant to support the pharmacy-related build tasks. The project manager also organized and oversaw testing and organized training in conjunction with UTSW staff. Training included about 125 super users, over 1000 nursing and ancillary end users, and about 1300 providers. In the later phases of the project, UTSW engaged a third Encore consultant to support the go live process. Encore organized the go live support process in conjunction with UTSW's PMO office. The go live support included a single Command Center, with Physician Support Centers in both UTSW hospitals.

IMPACT

The implementation of the Epic ClinDoc and CPOE modules almost completes the automation of the patient clinical records for UTSW. The importance of completing the go lives on time cannot be minimized, as the next project is an upgrade from Epic 07 to 09, which needs to be done in conjunction with other patient care organizations in the area. 



ABOUT UNIVERSITY OF TEXAS SOUTHWESTERN MEDICAL CENTER

UT Southwestern Medical Center (UTSW) is one of the country's leading academic medical centers, patient-care providers and research institutions. UT Southwestern Medical Center offers extensive clinical services through a network of well-respected affiliated hospitals and clinical practices offering comprehensive diagnostic services and therapies for citizens of the Dallas-Fort Worth area and around the world. The medical center consists of two hospitals: UT Southwestern University Hospital, a 271 bed facility, and UT Southwestern University Hospital - Zale Lipshy, a 144-bed facility.

