

2013
Annual WA CTC Health IT
Collaborative Meeting

2013

5th Annual Washington Health IT Community and Technical College Collaborative Meeting

WA CTC colleagues convene to connect and plan
for Health IT program growth and collaboration

Thursday, April 11, 2013
9:00am to 3:30pm
Bellevue College N201

Agenda

- 9:00 am **Welcome from Bellevue College**
Paula Boyum, PhD
*Vice-President of Economic & Workforce
Development at Bellevue College*
- 9:15 am **Agenda & Logistics**
- 9:30 am **Health IT in Washington**
Patricia Dombrowski, Executive Director
Health eWorkforce Consortium at Bellevue College
- 10:15 am **Articulation**
Pamela Charney, PhD, RD
*Program Chair/Instructor - Healthcare Technology &
Management at Bellevue College*
- 11:00 am **Burning Topic:**
Veterans Recruitment and Retention in Health IT
- 11:30 am **Lunch, Check email, Fresh air**
- 12:30 pm **Prior Learning Assessment in Health IT**
Andy Brucia, PLA Specialist
Health eWorkforce Consortium at Bellevue College
- 12:45 pm **Common Core IT Curriculum**
- 1:00 pm **View from the Top**
Christine Norrander, Cipe Consulting
Rachele Wixson, Cipe Consulting
- 1:45 pm **Health IT Curricula in the Pipeline**
Margaret Murphy, Associate Director
Health eWorkforce Consortium at Bellevue College
- 2:30 pm **It Takes a Village**
**Round Robin: What's your biggest Health IT
program development headache right now?**
- 3:10 pm **2013-14 Collaborative Priorities**



Christine Norrander, Cipe Consulting

Christine has over 20 years of recruiting experience within a variety of fields, with the last 12 years focused on information technology and EMR implementation. Prior to joining Cipe, Christine created a successful healthcare IT consulting and staff augmentation firm serving hospitals on a national basis for 5 years. Christine has proven ability to lead, mentor, and challenge teams of sales and recruitment delivery teams, as well as operational support in providing excellence to our clients.



Rachel Wixson, Cipe Consulting

Rachel has been enjoying the field of healthcare IT for 10 years, working both on the EMR vendor side on the implementation and sales teams at Epic, and in a variety of client leadership roles as a consultant. She has experience with several major software vendors from project groundwork through production support. Rachel takes a hands-on approach to leading teams through projects and is passionate about teaching others skills that will help them become stronger analysts, project managers and leaders themselves. She brings a solid understanding of key challenges in both the clinical and revenue cycle realms and possesses niche expertise in the areas of Meaningful Use, ROI (return on investment), and system cut-over planning.



Pamela Charney, PhD, RD
**Program Chair/Instructor - Healthcare Technology &
Management, Bellevue College**

Dr. Charney has over 20 years experience in nutrition support in adult and pediatrics in a variety of care settings ranging from small community hospitals to large, tertiary teaching medical centers. She has also managed clinical nutrition departments, nutrition support teams, and multi-disciplinary clinics for children with special health care needs. She completed her PhD at the University of Medicine and Dentistry of New Jersey. In 2012 she completed a second MS in Clinical Informatics and Patient Centered Technology at the University of Washington. Pamela also holds faculty appointments at the School of Pharmacy at the University of Washington and in the nutrition program at UMDNJ.

She has received many awards and honors, including ADA's Award for Excellence in Clinical Nutrition, DNS's Distinguished Nutrition Support Dietitian Award, ASPEN's Outstanding Nutrition Support Dietitian Award, and the ADAF Medallion Award.



View from the Top

Christine Norrande, Cipe Consulting

Rachele Wixson, Cipe Consulting



Preparing Tomorrow's Workforce for an Epic job

Agenda

- Intros/bios
- Cipe corporate overview
- Why the buzz about Epic?
- Preparing the workforce
 - Skills
 - Points of Entry
 - Potential Career Paths
 - Future of the market
- Open Discussion / Q&A

Introductions/Bio's

- Christine Norrander
- Rachel Wixson

What We Do

- Cipe is a consulting firm dedicated to the healthcare space. We offer strategic consulting services and provide high-caliber and experienced staff to augment EMR project teams.
- Founded in 2010
- Headquartered in Issaquah, WA
- ~ 60 employees/contractors

What We Do

- Focus areas include:
 - Business Analytics (reporting, data warehousing, etc.)
 - General Program and Project Management
 - Revenue Cycle Optimization
 - Clinical Optimization
 - Advisory Services (budgeting, staffing, business strategy, vendor selection, etc.)
 - EMR Application Expertise

Why The Buzz Around Epic?

- Epic software currently serves as the electronic medical record for about 40% of the US population and more around the world (127 million patients).
- About 30% of the US population has access to Epic's online and mobile patient portal (MyChart).
- Over 200 medium to large healthcare organizations across the US use it (Seattle metro area is nearly saturated).
- International buzz: Epic has an office in Dubai and Amsterdam. Recently signed a contract with the UK.
- More work than there are good people and competitive salaries for that work.

Preparing the Workforce: Desirable Skills

- Operational experience (clinical or other) is always a plus
 - Clients will often consider someone with a clinical degree or practical experience in the area of need with less Epic experience than a purely technical candidate with a little more Epic experience
- Understanding of healthcare environment and current challenges
- Strong verbal and written communication skills
- Technical aptitude
- Excellent with MS Excel and Visio, sometimes MS Project
- Ability to manage detail
- Epic certification

Demystifying Epic Certification

- Epic Certification
 - Can ONLY be obtained by attending training at Epic corporate headquarters
 - Typically a 6-week training cycle involving classroom time, hands on build project(s) and exam(s)
 - Must be a client or work for a consulting firm that has you placed on a client (or about to be placed on a client, in some cases)
 - Typically required by clients for analyst-level work
- Epic Credentialed or Epic Trained
 - Can be obtained by receiving training from an Epic client's training team
 - Would allow you to provide at-the-elbow go-live support and provide end user training.

Preparing the Workforce: Points of Entry

- Vendors
 - Project Managers/Implementation Specialists
 - Epic hires about 1% of applicants
 - Other EMR vendors in the space: MEDITECH, Cerner, Allscripts, Siemens
 - Third party vendors: Zynx, Wolters Kluwer, Exitcare, etc.
- Healthcare organizations
 - Classroom (“Credentialed”) trainers
 - Hardware support (“User Experience”)
 - EMR Analysts (Business Analysts v. Builders)
 - Marketing / Communications
- Generally speaking, consulting firms are looking for experienced folks (already certified in Epic, hands on experience with Epic). Exceptions:
 - General Project Management
 - Business Analytics

Preparing the Workforce: Career Paths

- Analyst > Application Lead > Rev Cycle or Clinical Applications Director > Epic Program Director
- Clinical Informaticist
- Process Improvement Engineer
- Consultant
- IT Director
- Ongoing Education/Onboarding

Industry Trends

- Focus on EMR Optimization and Specialty Modules
- Data, Data, Data
- Regulatory needs: ICD-10, Meaningful Use
- HIE/Interoperability/Care Everywhere
- Mobile and Patient Engagement
- Community Connect (Epic specific)
- Mergers and Acquisitions of healthcare organizations