



## Duke Ortho Bones Implementation

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## Some of the Biggest Advantages of Bones

- Relevant Summary (which will put all relevant history related to patient problem on one screen- reducing time searching chart)
- ProcDoc (build a macro and then all casting and procedures can be ordered/documentated/charged with a few clicks- reducing your clicks and areas of the chart you need to visit)
- Express Lanes (to reduce clicks in charting)
- Radiology images for every Ortho site (PDC/CPDC/HB) will be available in Epic through a link in patient chart
- eCheckin (patients can checkin/pay co-pay/complete PMH questionnaire and HPI/complete assigned PROs all in advance of their visit through My Chart- reducing staff charting burden and improving cycle time)
- Improved functionality to view chart on iPad (increase efficiency/reduce paper and toner costs)
- Improved ability to view all PRO data in patient chart through Synopsis



## Timeline for Short and Medium Range Goals

### Short Range Goals

- >30% of clicks while charting for providers and staff (Nov 2019)
- Reduce paper by 25% from the clinics (Jan 2020)
- Improve cycle time for patient visits (Jan 2020)
- Offer Fast Tracking through clinics for patients who complete their part of the charting prior to the visit (Feb 2020)
- Capture rate of >50% PRO data and be able to analyze the data (Jan 2020)
- >20% of patients completing all visit documentation through eCheckin (April 2020)
- Share data with AJRR (April 2020)
- Reduce time staff spend printing paper >50%. (Feb 2020)

### Medium Range Goals

- Reduce paper by >50% from the clinics (Sept 2020)
- >40% of patients completing all visit documentation through eCheckin (Sept 2020)
- Cycle time by clinic is improved by >15% (Sept 2020)



## Work To be Done

Milestone/Deliverable	Target Timeframe	Responsible Person/Role/Team
Kickoff	Mid March 2019	Josephine Tayao
Build	May 2019	MC Ambulatory
Test	July 2019	MC Ambulatory
Go-Live	October 2019	MC Ambulatory

Tasks	Responsible Party	Due Date
List of all minor procedures	Clinic Ops Management Team	4/30/2019
List of all injection medication orders	Clinic Ops Management Team	4/30/2019
Verify ProcDoc SmartForms and Identify build	Clinic Ops Management Team	5/3/2019
HPI by Division	Division Chiefs / Designees as assigned	5/15/2019
SmartLanes by Division	Division Chiefs / Designees as assigned	5/24/2019
PROs by Division and Triggers	Division Chiefs / Designees as assigned	6/7/2019
List of images resulted in Radiant	Brenda Boardwine/ John Bonini	6/7/2019
Radiology Workflow Build	Clinic Ops Management Team / Brenda Boardwine	6/14/2019



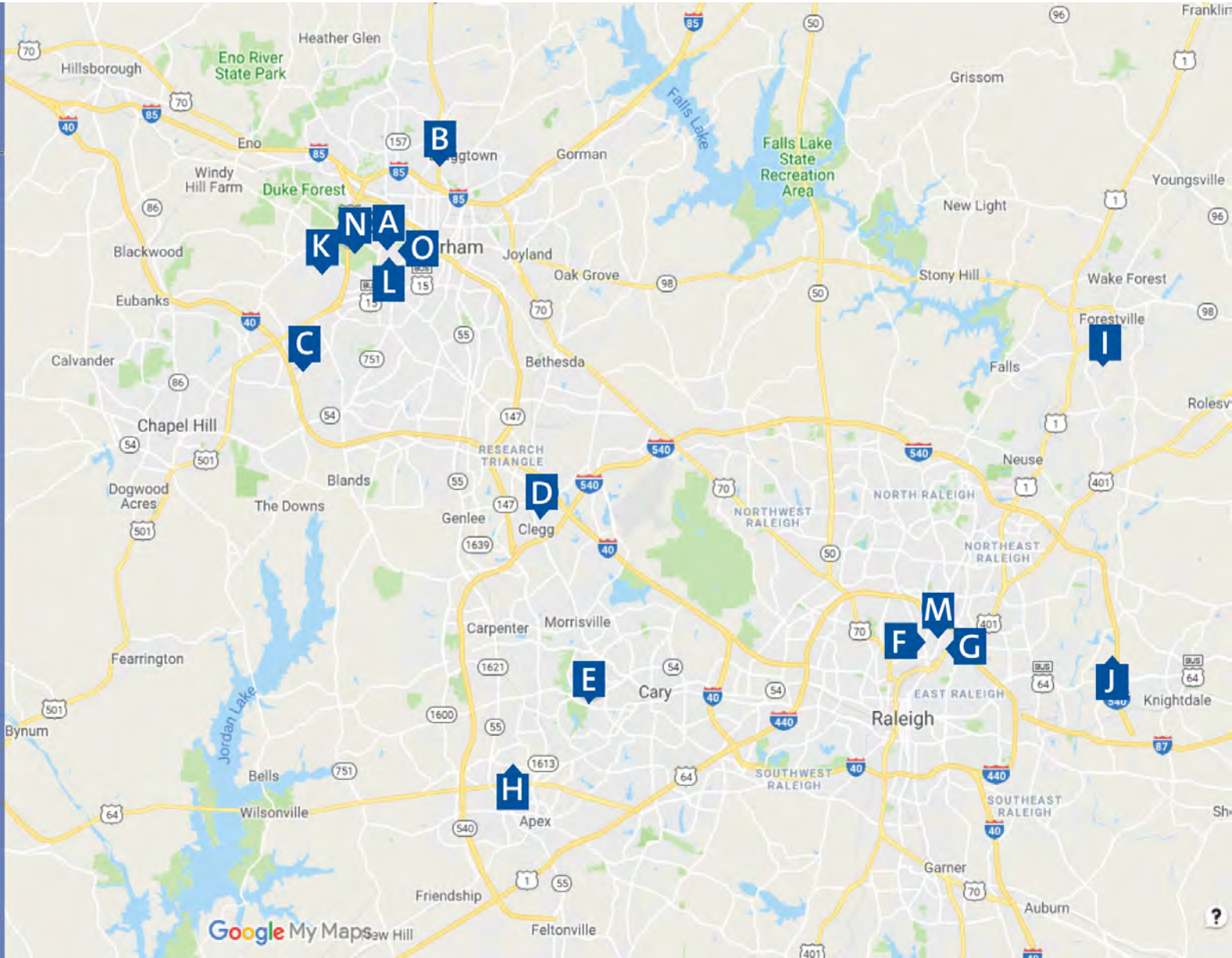
- Timeline- I would suggest a longer timeline than we utilized to obtain clinical content feedback you need
- Keeping “Clinical Project Leads” (providers) on task to meet deadlines.
- Converting all Ortho sites to the Radiant workflow in advance of implementation
- Planning to go live with eCheckin on the same date as Bones
- Planning to go live along with scheduled Epic upgrade (limiting support resources)
- Logistics of training all faculty and clinical staff
- Testing all feature functionality and charge capture workflows
- Go Live support across all our sites



# Duke Orthopaedic Sites



- A** Duke Orthopaedic Trauma Clinic/Spine Center  
Duke Clinic  
40 Duke Medicine Circle | Clinic 1H  
Durham, NC 27710  
919-668-6600
- B** Duke Orthopaedics at North Duke Street  
Duke Medical Plaza North Duke Street  
3116 North Duke Street | 1st Floor  
Durham, NC 27704  
919-460-2200
- C** North Carolina Orthopaedic Clinic  
3609 SW Durham Drive  
Durham, NC 27707  
919-473-9622
- D** Duke Orthopaedics at Page Road  
Duke Medical Plaza Page Road  
4709 Crockettville Drive | Suite 300  
Durham, NC 27703  
919-660-5066
- E** Duke Orthopaedics of Cary  
3700 Northwest Cary Parkway  
Suite 100  
Cary, NC 27513  
919-662-5093
- F** Duke Orthopaedics of Raleigh  
Duke Medical Plaza  
3480 Wake Forest Road | Suite 204  
Raleigh, NC 27609  
919-662-5093
- G** Southeastern Orthopaedics Shoulder Center  
3320 Wake Forest Road  
Suite 430  
Raleigh, NC 27609  
919-256-1511
- H** Duke Orthopaedics of Apex  
1945 Orchard Villas Avenue, Ste. 100  
Apex, NC 27502  
919-576-8383
- I** Duke Orthopaedics of Heritage  
4000 Rogers Rd, Ste. 100  
Wake Forest, NC 27587  
919-385-1080
- J** Duke Orthopaedics of Knightdale  
162 Legacy Oaks Drive  
Knightdale, NC 27545  
919-385-3666
- K** Duke Sports Injury and Orthopaedic Urgent Care at  
Duke Sports Sciences Institute  
Duke Center for Living Campus - Wallace building  
3475 Erwin Road  
Durham, NC 27705  
919-668-2400
- L** Duke Wound Management Clinic  
40 Duke Medicine Circle  
Clinic 3I  
Durham, NC 27710  
919-684-3432
- M** Piedmont Spine Specialists  
Duke Medicine Plaza  
4480 Wake Forest Road  
Suite 208  
Raleigh, NC 27609  
919-781-4541
- N** Lenoir Baker Children's Hospital  
3000 Erwin Road  
Durham, NC 27705  
919-684-4669
- O** Duke Sarcoma Clinic at Duke Cancer Center  
20 Duke Medicine Circle  
Durham, NC 27710  
919-275-3853
- P** Duke Orthopaedics of Heritige  
3000 Rogers Rd, Ste. 300  
Wake Forest, NC 27587  
919-385-1080





## Training

Lesson plans were created for core training for providers and clinical staff:

All Providers require live training at training center for 2 hours to include:

- Widescreen View training
- Bones Features- Relevant Summary, ProcDoc, Radiant, Custom Content
- Synopsis
- Personalization Lab

All Clinical Staff require live training at training center for 2 hours to include;

- Widescreen View training
- Bones Features- Relevant Summary, ProcDoc, Importing Patient Hx and HPI
- eCheckin
- Personalization Lab

All Front Desk Staff will receive eCheckin training through Webex for 45 minutes



## Go Live Support

- Clinic Operations Management Team had their own training sessions and assisted with hands on support during Provider and Staff training to gain proficiency in the software updates. They will be primary support at each of the sites during go live.
- A few Epic Concierge staff will rotate through the sites over the first week to assist with resolving issues.
- We will have a Command Center with an open webex Monday-Thursday the week of go live to resolve issues real time.