Conversion Webcast

What can be converted? How Much do we have to do?

Empowering Extraordinary Patient Care

CONVERSIONS

Making the switch from one EHR or PMS to another can be intimidating. There is likely trepidation surrounding successfully transferring the valuable data captured in those legacy systems to the new system. Let Galen's seasoned analysts help by leveraging a broad and vast amount of experience in all aspects of the conversion – extracting data from the legacy system, cross-referencing and mapping from one nomenclature to another, and loading safely into the target system keeping desired workflows and functionality intact – not to mention an industry leading automated conversion platform.

GALEN
HEALTHCARE SOLUTIONS

Conversion Approach

No source system too complex or large.

Feeling like your data is held hostage? Our analysts have encountered it all – hosted and local source systems, database sizes both large and small, a litany of image formats, scans and forms, and all flavors of relational database vendors and schema – MYSQL, PostGreSQL, SQL Server, DB2.

We leverage a library of extraction resources to pull your valuable clinical data safely and accurately.

Conversion Platform

Automation: Automated data extract, transform and import, including highlight of all potential errors during rehearsal load into live.

Intelligent Mapper: Automated suggestions of mappings from source to target nomenclature/codification.

Automated Validator: Automated validation of discrete conversions including summary and detail of errors, defects and overall statistics.

Archiving: Application housing extracted data and provides by-patient lookup of a well-formatted chart summary.

Conversion Services

Data Extract & Import Extract of data from the legacy source system and discrete/non-discrete import into target system.

Project Management: Keeping the conversion project on track, mitigating competing projects, maintaining scope, and managing key deliverables/timelines.

Conversion Analyst: Clinical data mapping, configuration, validation and testing

Conversion Options

Discrete – Allergies, Immunizations, Medications, Problems, Vitals, Notes, Results

Non-Discrete – Comprehensive extraction of source EHR patient chart to include all available discrete clinical data elements rendered to a well-formatted.

Scans and Images
- Extraction and import of notes and conversion from native format to .pdf.
- Extraction and import of scans, conversion of native format to .pdf. and import

Sample of Vendors From Past Conversions:

- **Allscripts (PM, MyWay, Pro, Enterprise)**
- **Epic**
- **Aprima**
- **Greenway (Primesuite)**
- **GE (Centricity, Flowcast, Logician)**
- **Sage (Med Manager)**
- **AmazingCharts**
- **e-MDs**
- **eCW**
- **American Medical Software**
- **HealthPac**
- **Misys (EMR)**
- **Merge (OrthoPac)**
- **SRSSoft**
- **Practice Partners**
- **NextGen**

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Introduction

- **Steve Skiff, Galen Certified Consultant**

  – 2 Years with Galen

  – Supporting Allscripts EEHR since 2003

  – Veterinary Practice Conversion for 4 years prior to Allscripts

  – Clinical Experience: Supervisor of Cardiology, From Scanning to Check in/Check out and even some Rooming of Patients.

- **Kim Baxter, Galen Certified Consultant**

  – 2 ½ years with Galen

  – Supporting Allscripts EEHR since 2006

  – Extensive practice management experience for the past 20 years

  – Experience with Data conversion, Order/Result Interface Build, Implementation, Allscripts Practice Management, Stimulus Reporting and Meaningful Use Attestation.

Summary:

A conversion to Allscripts EEHR is broken down by Data Elements like Allergies, Medications, Problems, Scanned Documents, and Notes. Within each data element there are fields and values that are stored in the database.

- **In order to convert the values of each field, there is a process called "Mapping". Mapping is where fields from the source system and Allscripts EEHR are compared and matched.**

- **A secondary effort needs to be made to ensure that there is sufficient patient matching data between the source system and Allscripts EEHR.**

- **There will be several test runs of the conversion data and last there will be a validation process.**

What Resources are needed for a conversion?

- **The Galen Resource Team**
  - Galen Database Engineer
    - The Galen Database Engineer will access the patient data and then compare the database fields between the source system and Allscripts EEHR.
    - The Galen Database Engineer will be the resource that transfers the data from the source system to Allscripts EEHR
  - Galen Professional Services Consultant
    - The Galen Consultant will be assisting the client in configuration of Allscripts EEHR for the conversion
    - The Galen consultant will be assisting with mapping the source system values to Allscripts EEHR.

- **The Galen Resource Team (Cont.)**
  - The Galen Project Manager
    - The Galen PM will be setting up weekly calls
    - The Galen PM will be helping drive the timelines and milestones to accommodate the desired go live date of the conversion
    - The Galen PM will be helping coordinate communication between the source system experts, the Galen consultant, and the Galen customer resources

- **Galen Customer Resources**
  - There will be several resources needed from the customer during the conversion process.
  - On Site data experts for the mapping
    - On site Data Experts will be staff members with enough knowledge to identify values for mapping between the source system and Allscripts EEHR.
    - For Example: In the source system, a selectable allergy may be "cats" and in the Allscripts EEHR the corresponding allergy may be "Animal Dander – Cats".

- **Galen Customer Resources (Cont.)**
  - Allscripts EEHR Support Team Analysts
    - There will be changes that need to be made to the Allscripts EEHR for the conversion to be successful.
      - Example: In order for Scan Documents and Note to be converted into Allscripts EEHR, Document Types will need to be set up.
    - There may be entries in the source system that are not in Allscripts EEHR but need to be added.
      - Example: An allergy to Arabic Gum Paste may not be in the Allscripts EEHR but it has been used on some patients in the Source System. It will need to be added to the Allergies dictionary in Allscripts EEHR.

Customer Resource Hours

– The Mapping Process can be very involved and dedicated resources are a must to accomplish this mapping.

– This process may involve medical decision making so providers may need to be involved in the mapping as well.

– An example of resource hours from a previous conversion that Galen did is as follows:

  • There were about 200 Allergens in the source system

  • It took the customer about 15 hours of clinic staff time and about 5 hours of a provider's time to review and map this values from the source system to the Allscripts EEHR.

PC

- **Source System Vendor Resource**
  - Source System Expert
    - The Source System Expert will assist the Galen Database Engineer in identifying differences between the fields within the two databases.
      - Example: A data element may only have a field in the source system called "Provider" and Allscripts EEHR may only have a field for that data element called "Ordered by". The Source System Expert will need to assist the Galen Data Engineer in confirming that "Provider" is in fact a match to "Ordered by".
    - The Source System Expert will also assist in the format of the data that comes out of the source system.
      - Example: Some systems store their notes in a text format or PDF. The Source System Expert will assist the Galen Database Engineer in identifying the options for converting these notes into a format that Allscripts EEHR can accept.
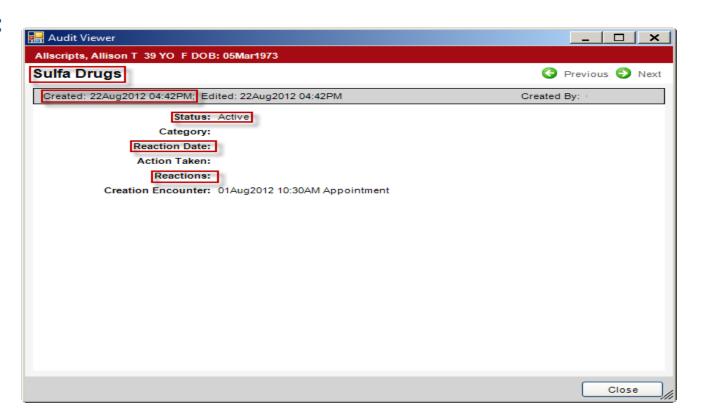
Data Elements

What is a Data Element?

- Data elements are distinctive clinical areas of a patients chart.

  - Example: Medications may be in a different clinical area in a source system then Allscripts EEHR but the Medication is still considered a data element regardless of how medications are accessed in either system.

- They may include but are not limited to Allergies, Problems, Medications, Immunizations, and Notes.
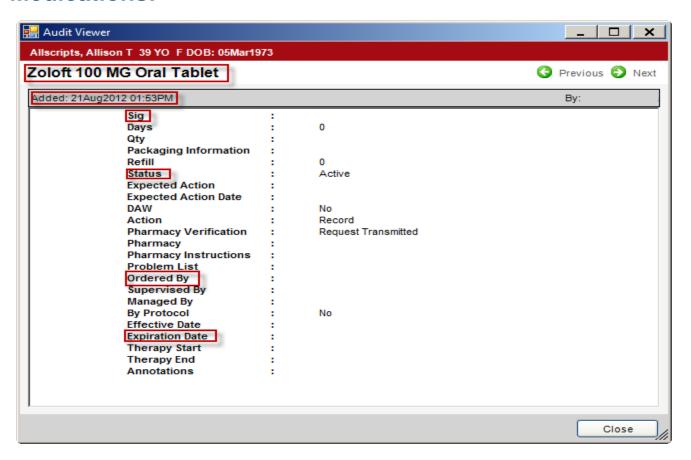
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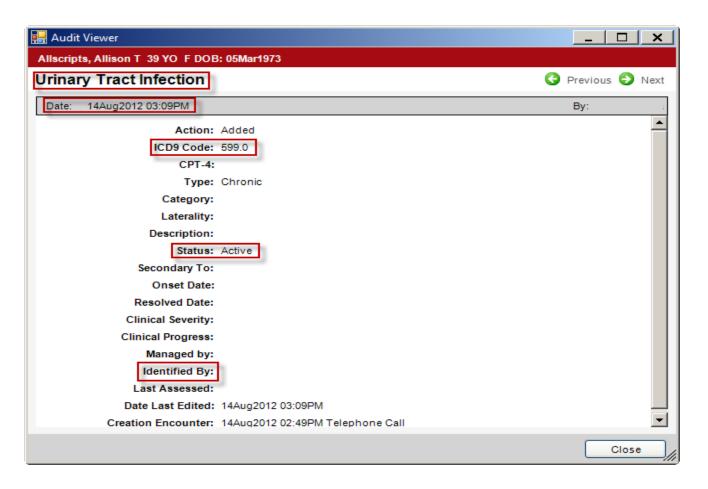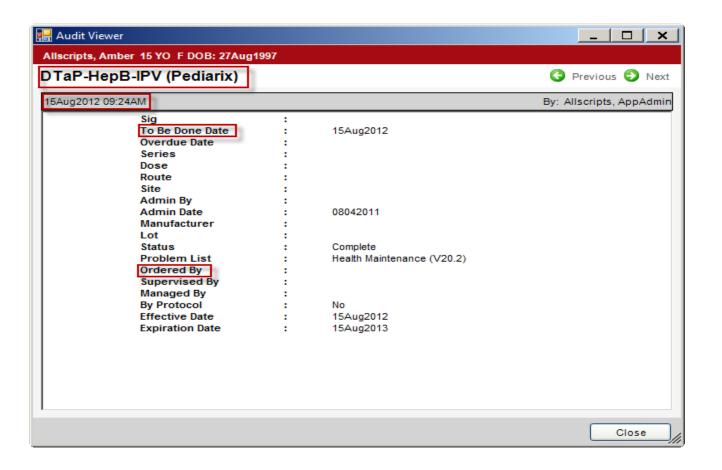# Typical Data Elements

Allergies:

Medications:

Problems:

Immunizations:

Mapping Data Elements

- **Source System Extract**
    - In order to mapping values from the source system to Allscripts EEHR, an extract of the tables/dictionaries will need to be performed.
    - Those extracts will then be put into a format that the customer's staff can work from.
    - Ex:

Allergens:		
Source System Allergen Name	EEHR Non-Medicaiton Allergy Code	EEHR Medication Allergy Code
100 deet repellent		
ADHESIVE		
Adhesive tape		

- **Allscripts Extracts:**
  - There will also need to be an extract of the Allscripts Dictionaries that the Galen Database Engineer and the Galen consultant will put into a workable format.
  - EX:

	*HDREntryCode	FullName	EntryMnemonic	Isl
1				
2	UPGRADE	11.1.5	Edit	Y
3	AT	Adhesive Tape	AT	N

Source System Allergen Name	EEHR Non-Medicaiton Allergy Code	EEHR Medication Allergy Code
adheasive		
adheasive meds		
adheisive tape	AT	

- **Gotcha's when mapping**
  - Similar but not the same values
    - When mapping, it can get difficult to determine values that are similar but not the same. In these cases, it would be up to the provider working on the project to determine whether a specific value should be mapped in Allscripts and what it should be mapped to.
    - EX: The Source System has an Allergy Value "Cat and Dog" but there is no exact match in Allscripts. However, in Allscripts, there is "Animal Dander", "Animal Dander – Cat", and "Animal Dander – Dog". Which Value should be mapped?

- **Gotcha's when mapping (Cont.)**
  - Another Gotcha is when a value in the source system may be too generic.
    - The customer may decide to add that generic value to the Allscripts but it is not recommended.
    - Ex: The source system has an allergy value of "Tape". Instead of adding "Tape" to the Allscripts Dictionary as an allergen, it is recommended to let any patient that has this allergen convert into Allscripts as "Unverified". What this will do is make the clinic staff choose a more specific term that is in the Allscripts dictionary.

Validation

- – Thorough Validation is the key to success for a conversion. When validating, it takes several runs of the conversion to ensure that the values in the fields that are populating in the patient chart are the correct values in the expected fields.

  - • Example: "provider" in the source system is mapped to "ordered by" in Allscripts EEHR. Is that what the providers are expecting?

Below is a example of validation:

- The first validation run is done with just 10-15 patients that have been picked by the customer and have a good sampling of all data elements. This validation run is between the Source System Expert, the Galen Database Engineer, and the Galen Consultant.

- They will run those patients a couple of times and validate field by field. Many adjustments may need to be made during this process.

Below is a example of validation:

- The second validation run is a full conversion to the test environment. This validation run is for the customer to check the data. Another reason this run is done is to get a sample of how much time the Live Conversion may take.

- During this validation run, it is recommended to create a validation spreadsheet. This spreadsheet will have each value within each data element that will be converted as well as the patient identification information. The customer will access the source system and Allscripts Test environment, compare the values, then record their findings in the validation spreadsheet.

Sign off and Live Conversion

– After validation is complete, the customer will sign off on the conversion and the Live Conversion will be scheduled.

– The Live Conversion will have an impact on performance. During the Live Conversion, the only resources that should be accessing the Live environment should be the Customer Allscripts Support Analysts, the Galen Database Engineer, and the Galen Consultant.

– It is recommended to Lock the Live Allscripts EEHR in order to prevent any conflict with information being manually entered by staff into the Live environment during the conversion.

Sign off and Live Conversion

- **Downtime Data Gap**

    – Typical conversions take anywhere from 3 days to 10 days to complete depending on the amount of data.

    – Because of this, there will be a gap in time where all clinical data that gets entered into the source system will need to be tracked for manual entry into the Allscripts Live system.

    – A workflow will need to be developed to capture this information and resources identified to re-enter the data manually into Allscripts.

Milestones and Timelines

- **The following are Milestones and Timelines that are critical "go" or "no go" points throughout the conversion project.**
    - Design Session
    - Mappings
    - Internal Testing
    - Validation
        - Validation Sign Off
    - Live Conversion
    - Manual Entry of Errors
        - There may be some errors during the conversion process. These errors are more then likely due to patient matching. There will be a file given to the customer with the patient information related to these errors and that patient information will need to be manually added into the Allscripts EEHR.

Questions?

Thank you for joining us today, for additional assistance….

You can contact us through our website at

www.galenhealthcare.com