

# CHUG HIGHLIGHTS AND LOWLIGHTS

## **NMN Attendees**

Mike McMullin – MHSI

Amy Marie Schmidt – SMC

Carrie Bueche – CHP

Josie DiCesare – LSCHC

Jackie Moen - NMN





*Mike McMullin – P. A.  
Migrant Health Service, Inc.*





# Resemblance to Dick Cheney???





*Mike McMullin – P. A.  
Migrant Health Service, Inc.*

- Being immersed in details of the electronic programs we use on a daily basis.
- Broad picture of how these programs were developed, which enhancements are available and what the programs might offer in the future.
- Staff enhancement ideas, such as cross training and team development (as will be required in "patient home" models) was useful.
- Test driving version 10.1 of Centricity and offering feedback to GE. Alleviates some apprehension about this coming upgrade.



*Mike McMullin – P. A.  
Migrant Health Service, Inc.*

- I think v 10.1 will be user friendly – it has a familiar format as it resembles other software screen views and commands.
- Patient portal programs were interesting. For our clinic this could offer remote access to records for clinics in other cities, states and even countries.
- With a release of information signed in other locations, providers would have accurate access to medications, procedures and test results.



*Mike McMullin – P. A.  
Migrant Health Service, Inc*

- Spending time with fellow Northern Minnesota Network members was a great way to share tips and frustrations.
- I established better network communications for future ideas and problem solving.
- The highlight of the presentations for me was a talk given by Jay Parkinson, MD summarizing his innovative use of medical software to create a new approach to patient centered medicine.

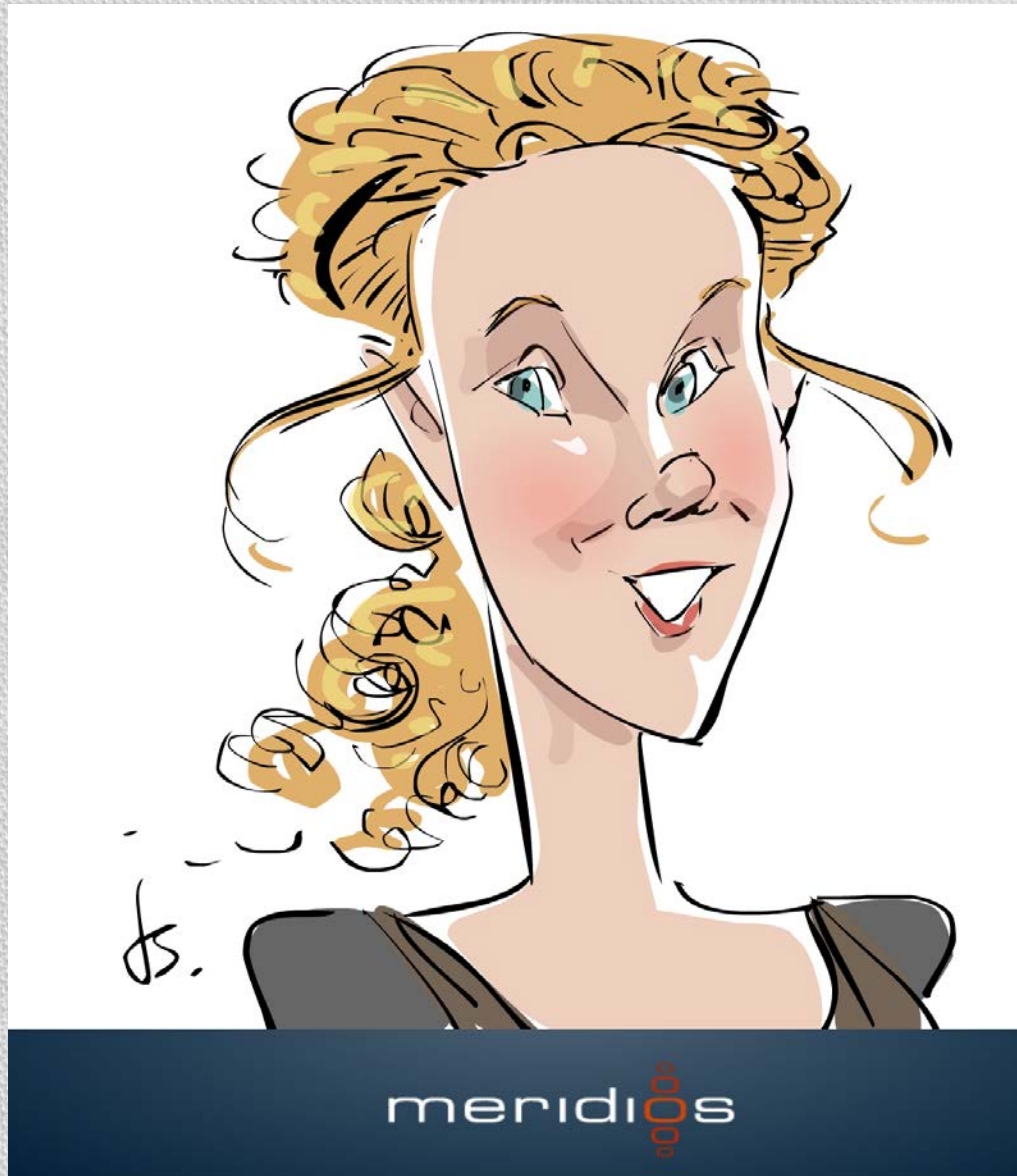


*Mike McMullin – P. A.  
Migrant Health Service, Inc.*

- Time for small group discussions among users from similarly sized and focused organizations would have been very helpful.
- It was frustrating to realize that many products which could enhance our clinic's effectiveness and deficiency were too expensive to afford



# We Gained A Princess During the CHUG...





Amy Marie Schmidt – R.N.  
Sawtooth Mountain Clinic  
HIGHS

- A few days to be totally immersed in the EMR language. One of my biggest challenges as a new Super User is an inability to speak the language of EMR. It was SO GOOD to be immersed in it while at CHUG! I feel more fluent in the language after the conference which translates into more confident and proficiency.
- The chance to use Centricity version 10!! How valuable to have a heads-up on what the upgrade will be like.



## Amy Marie Schmidt – R.N. Sawtooth Mountain Clinic

- Talking with other people about what is working and not working for them at their clinics. Its always valuable to learn from other's mistakes and successes. Many of the presentations were useful in this way.
- I had great conversations between sessions with people from all over the country—I made valuable connections with people who I will lean on for advice and ideas.
- Brainstorming with the other people from the Network about work-related stuff. And, on a personal level, getting to know them as PEOPLE—it is so much more rewarding to work with people who you know in a more personal sense.



Amy Marie Schmidt – R.N.  
Sawtooth Mountain Clinic

LOWS

- The event was very vender heavy. It was frustrating to sit through a presentation only to realize you could only accomplish that at your clinic if you bought another product.
- We needed intentional time to discuss EMR issues with other participants. Perhaps they could structure a forum session or round-table session for this purpose.



# Carrie Bueche





Carrie Bueche –  
Patient Care Resource Specialist  
CHP of IL

- **Highlight:** Discussing with other attendees that serve migrant and seasonal farmworkers possible options with an EMR on how to involve patients in their health care.
- **Highlight:** Determining ways to make patients' electronic charts “portable” instead of trying to force a patient portal option.



# Carrie Bueche – Patient Care Resource Specialist CHP of IL

- **Highlight:** A session on teaching self-management of care to patients. It addressed Patient Centered Medical Home elements and taught simple ways to engage patients in their own care and figuring out solutions beyond barriers.
- **Highlight:** Learning about quick texts and MEL codes. Although the information was a little over my head, I grasped that these shortcuts may be able to help us avoid headaches and/or purchasing additional programs.



Carrie Bueche –  
Patient Care Resource Specialist  
CHP of IL

- **Lowligh:** Seeing the shortcomings of Centricity, being momentarily buoyed by presentations on how to address such issues, and then the unpleasant realization that solutions involved purchasing a program and having it interfaced with Centricity.
- **Lowligh:** Listening to presenters from larger organizations who “hired 5 more IT staff” to address issues, hired a new staff member to solely do care coordination, or paid for 4 extra people to preload their charts into EMR.



# When Did Margaret Thatcher Show up???









