Jeanette Ives Erickson

Partners eCare

a progress report on the development and roll-out of our integrated health-information system

I think it’s fair to say that the MGH community is in a state of heightened anticipation awaiting the roll-out of Partners eCare. The new enterprise-wide, integrated, health-information system is scheduled to be up and running at all Partners-affiliated hospitals, physician offices, rehabilitation centers, and home-health providers by 2017. I know 2017 sounds like a long way off. But just to give you a little reality check, as this issue of Caring Headlines went to print, the administrative (or revenue-cycle) portion of Partners eCare went live at Newton-Wellesley Hospital. Folks, this is happening. And we’re absolutely right to be in a state of heightened anticipation, because Partners eCare is going to enable better, safer, more coordinated care throughout our entire network with—‘one patient, one record, one team, one Partners statement.’

We couldn’t be happier for our colleagues at Newton-Wellesley, but the big news for MGH is that we’re next. The revenue-cycle portion of Partners eCare is scheduled to go live at MGH just five months from now, on July 12, 2014. You may recall that the revenue-cycle functionality supports administrative tasks such as scheduling patient appointments, billing, coding, and admissions. This will mean a shift away from CBEDS for capacity-management, but Partners eCare will support patient-placement, bed assignments, arrival times, intra- and inter-unit transfers, and discharges much the same as CBEDS does now. The actual computer interface may be a little different, but the overall flow of information and communication will be very similar to current practice.

As you can imagine, the implementation team and site representatives from each hospital are hard at work testing the new system to ensure the smoothest possible transition. Dozens of scheduling and billing scenarios are being played out to test functionality, troubleshoot problems, and validate that the system does what we need it to do. The team has worked tirelessly developing scenarios specific to each institution and executing trials encompassing appointment-making and admissions all the way through coding and billing. And communicating with third-party and existing hospital systems is a key part of

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If you go to: partnersecare.partners.org, you’ll find a wealth of information about the implementation of Partners eCare, including the overall time line and news specific to the roll-out at MGH. From the website you can also sign up to receive a bi-weekly e-newsletter containing pertinent updates.

For more information, contact George Reardon (6-5392), director of PCS Clinical Support Services and operational readiness lead for PCS for the revenue-cycle roll-out. Partners eCare clinician champions, Annabaker Garber, RN (4-3561), and James Zachazewski, PT (3-1230), are taking the lead on the clinical side.