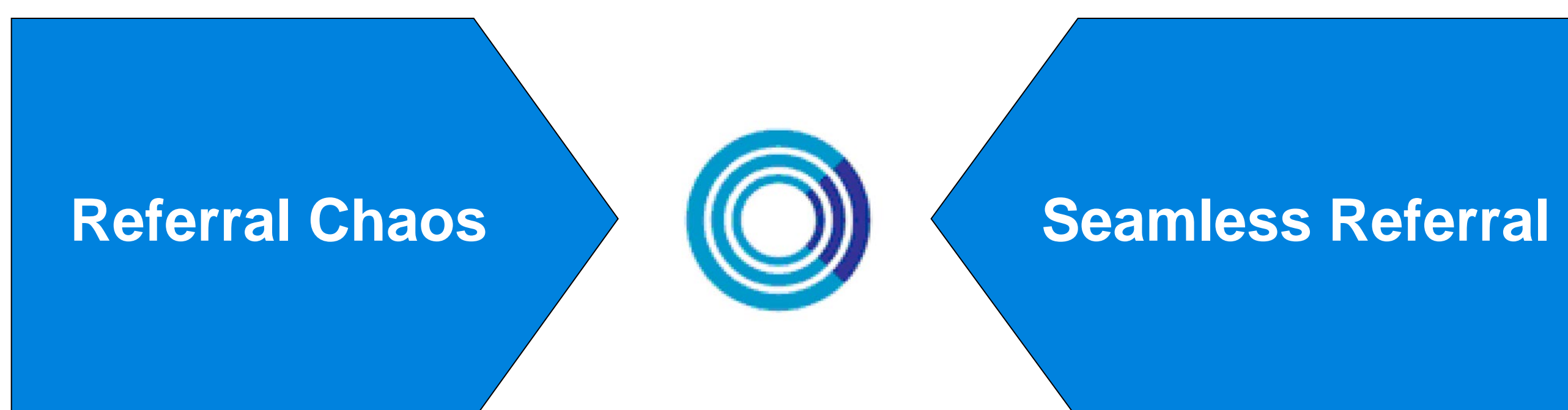


# California Health Improvement Project (CHIP) eTouché – Moving Away from Referral Silos

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## Problem Statement and Underlying Causes

Stanford does not have an electronic referral system in place, yet serves our broad community of referring physicians across CA. The current system cannot interface across different EHR platforms so relies on paper/FAX. The burdens patients and providers with a need for extra visits, delays needed care, and reduces access to care.



## Project Description

Utilizing existing technology and EPIC bridges, SHC will develop a foundation system for eReferral both within and received by Stanford. Ultimately this foundation will be modified to serve for eCurbside consultation and perform across EHR platforms.

## Goal and Objectives

**Goal:** To institute a seamless model for electronic eReferral at Stanford Health Care to eliminate extra visits and delays in care.

### Output-oriented Objective:

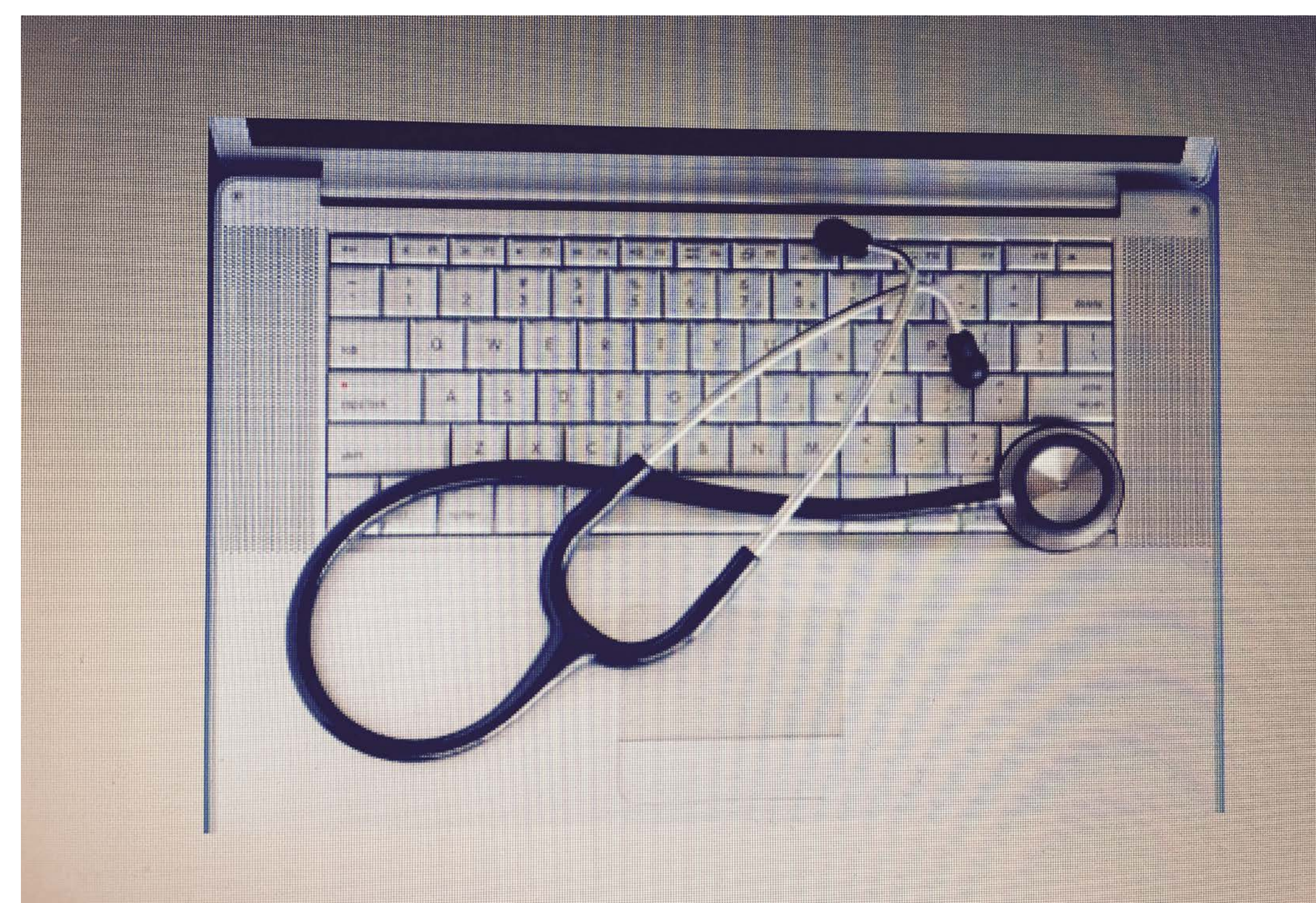
Sept 2015: pilot eReferral for Rheumatology

**Outcome-oriented Objective:** Demonstrate a 50% decrease in second rheumatology visits caused by patients arriving at first visit with incomplete patient chart preparation (incomplete records, studies, etc.) by December 2015. Demonstrate impact on increase for access to rheumatology by 25%, increase patient satisfaction and physician satisfaction by 50%.

## Outputs & Outcomes

### Outputs Achieved

- ◆ Completed pilot eReferral template for roll-out September.
- ◆ Engaged Primary Care and Rheumatology in devising eReferral.
- ◆ Obtained Management approval for concept of cross-EHR compatibility and adoption at Stanford Health.
- ◆ Developed tool for evaluating physician and patient satisfaction with SHC specialist referrals.



## Lessons Learned

- ➡ TTT – Things Take Time (Gaining access to stakeholders across a large organization is complex and takes time).
- ➡ Organizations with history of primary care require time to build new relationships – even longer when one is new to the organization.
- ➡ Working within an organization that has higher priority IT goals can slow progress.
- ➡ Barriers to sharing information across organizations are profound and block innovation.
- ➡ Improving primary care referrals to specialists will improve access to care (still to be demonstrated).

## About My Organization

Healing humanity through science and compassion,  
one patient at a time.

Stanford Health Care includes a hospital, clinics, research center, and center for scientific discovery, technological innovation and translational medicine located in the heart of luminary Silicon Valley. The primary care initiative begun two years ago is a central part of Stanford's new initiatives for clinical excellence.

Stanford Health Care at Los Altos is a new faculty practice of largely primary care physicians with co-located embedded specialists serving as an innovation and teaching site in addition to full-service ambulatory primary care for adults and children.



## Contact Me

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<http://futurehealth.ucsf.edu/>