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The UCSDH Ancillary Applications Team Steps Up

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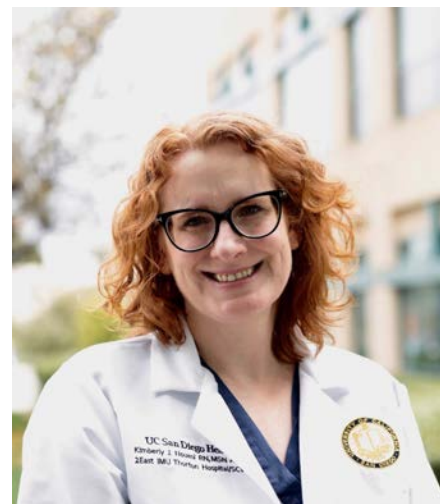
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During the past decade, technology and digital health have come to the forefront of patient care. One of the best known technological advances in healthcare is the Electronic Medical Record, or EMR, which has many advantages to enhance patient care. For example, the EMR expedites the sharing of information between healthcare providers, organizations, insurance providers, patients, and their families. UC San Diego Health (UCSDH) uses the EPIC EMR system and the patient sharing portal, MyChart – a platform for communicating with the healthcare team and relaying important test results, as well as scheduling of appointments with providers. When the COVID-19 pandemic began, challenges arose for in-person healthcare due to personal protective equipment (PPE) shortages and risk of disease transmission. By incorporating additional technological advances into the EMR and MyChart programs, UCSDH continued to provide safe, quality patient care in the most dire of circumstances.

The Ancillary Applications Team in the Information Services department is responsible for supporting various technology programs and initiatives at UCSDH. Ancillary Applications Team also manages inpatient staff iPhones and patient bedside tablets. Additionally, the team is also responsible for MyChart and UBAR, a one-to-one support application for providers and patients who need assistance using MyChart. Pre-pandemic, MyChart

was optional, but since COVID-19 hit, it became a necessity. At the end of Fiscal Year 2020, UCSDH had 526,745 MyChart accounts and at the end of 2021 there were 924,735 MyChart accounts. During this time, it was challenging to meet the demand for the rapid expansion of technology and EMR use and support. However, with the essential support of the Ancillary Applications Team, MyChart continues to evolve: today, it can be used for scheduling appointments, messaging providers, video visits, COVID-19 testing appointments and results, vaccine administration documentation and communication of results, and numerous other patient: provider workflows implemented during the height of the pandemic.

One of the team's biggest achievements for the community was assisting with scheduling for the Petco Vaccination Super Station, which administered 200,000+ vaccines to San Diegans. The biggest challenge for the Ancillary Applications Team was signing up non-UCSDH patients for MyChart so they could schedule their first and second vaccine doses. Multiple MyChart accounts were created for the same patient, necessitating a clean-up of these accounts and purging of thousands of incorrect Medical Record Numbers (MRN). However, without MyChart and the dedication of the Ancillary Applications Team, nowhere near as many San Diegans could have been vaccinated in such a short time frame.



Kimberly Noumi, MSN, RN has been with UCSDH for almost seven years. She began her career at UCSDH on 5 West as a bedside RN, transitioning to a leadership position as an Assistant Nurse Manager on Thornton 2 East. Her passion for telehealth and innovation compelled her to continue her nursing career in a role within the Information Services team, as the manager of Ancillary Application, where she continues to advocate on the behalf of nurses and patients.

UC MyChart Usage Metrics

	Q4 '20	Q1 '21	Q2 '21	Q3 '21	QTD
Total MyChart Users	526,745	732,920	836,409	904,265	924,735
Patients Logged In	275,752	501,851	419,909	405,021	301,933
Non-Patients Logged In	1,824	2,013	2,121	2,619	1,776
Mobile Users Logged In	121,265	187,973	165,996	164,828	123,245
Medical Advice Requests	243,292	321,679	285,826	305,885	100,283
Medication Refill Requests	34,506	36,799	33,988	32,275	12,423
E-Visits Submitted	-	-	-	-	-
Appointment Requests Made Through MyChart	8,259	10,795	9,402	8,993	3,911
History Questionnaires Submitted	19,424	21,230	19,495	23,648	14,910
General Questionnaires Submitted	301,406	333,362	300,018	360,244	148,987
Patient-Entered Clinical Updates	95,047	121,358	99,049	100,062	39,205
Paperless Statements Percentage	9.2 %	10.5 %	11.5 %	12.6 %	13.0 %
Percent of Appointments Scheduled Online	16.7 %	27.4 %	15.1 %	11.3 %	12.9 %

To ensure clinical operations continued during the statewide quarantine shutdown, the Ancillary Applications Team supported UCSDH clinicians by leveraging the technology available to the health system. The team's goal was to support communication and sharing of information to make continuity of care easier for patients and their providers. The MyChart team, Brittany Partridge, Kyle Ficklin-Badaloni, Jeff Engel, and Cobb Vickers, rapidly enhanced the EMR to meet demands. Brittany Partridge, the Virtual Care Technology Lead, was instrumental in setting up a virtual helpdesk and command center to support providers with video visits. This monumental task was accomplished in only three days! Video visits went from around 700 in a year to a record of 119,500 ambulatory

video visits in a 5-month period. Eric Boyd, the UCSDH Apple Subject Matter Expert, enabled Zoom to all inpatient bedside tablets, thus providing a platform for patients to feel connected to their loved ones despite visitor restrictions. Ficklin-Badaloni was crucial in repurposing iPads and iPhones for ambulatory providers to conduct video visits without COVID-19 exposure. During these rapid implementation projects, patient satisfaction scores remained within goals. UCSDH also supported the Ancillary Applications Team as they obtained MyChart and EPIC accreditations to become better equipped to support providers and patient care. The team's skills have helped them build enhanced functionality within MyChart to better track quality metrics in order to improve patient care.

In the future, the Ancillary Applications Team plans to expand technology through EPIC and the MyChart applications. Plans include enhancements to MyChart Bedside, patient education, and remote patient monitoring, to name a few. This will require a continued commitment to a collaborative effort with the informatics team and our clinical partners in our pursuit of exceptional patient care.