

# Keys to Implementing Electronic Cardiology Consultation at an Academic Medical Center

Yale NewHaven Health

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# Background

- Demand for cardiology services is overwhelming the capacity of many medical centers.
- Asynchronous electronic consultations
  (eConsults) are a validated alternative to face-toface visits for a variety of cardiac complaints.
- Uptake of eConsults has been limited by concerns about additional workload, liability and compensation.

# eConsult Program Objectives

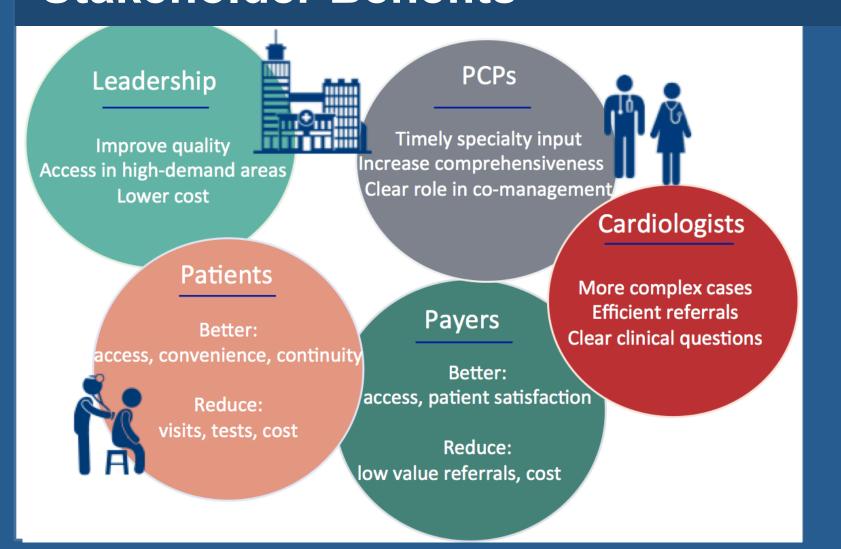
- 1. Improve patient access to cardiac care
- 2. Improve coordination between primary care providers (PCPs) and cardiology
- 3. Evaluate workload and mitigate burnout
- 4. Compensate specialists and PCPs

# Methods

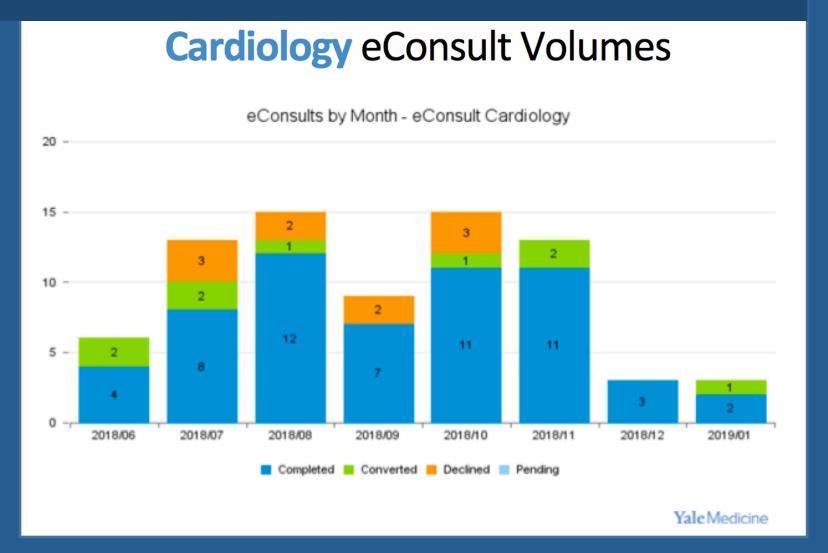
- <u>Use Available Guidance:</u> Association of American Medical Colleges Project Coordinating Optimal Referral Experiences (Project CORE).
- <u>Create a Multidisciplinary team</u>: PCPs, cardiologists, information technologists, data analysts, and billing experts.
- <u>Track Outcomes:</u> PCP satisfaction, Specialist Satisfaction, Timeliness of Care, Appropriateness of Consultation

#### **Driver Diagram** Improve communication with specialist Provide education **PCP PCP** Representation Consult accessibility **PCP Feedback** engagement Consult timeliness Simplify order Compensation Address liability concerns Cardiologist Increase quality of referrals Cardiology Provide education Representation engagement Compensation **Quality Assurance** Effective Address liability concerns eConsult Program Data & Electronic Medical Record Order Template Design **Project Manager** Analytic **EMR Billing Structure** Available IT team Support Dashboard for metrics Insurance Reimbursement RVU commensurate with Billing expertise Compensation time spent on consult **Financial Analyst**

# **Stakeholder Benefits**



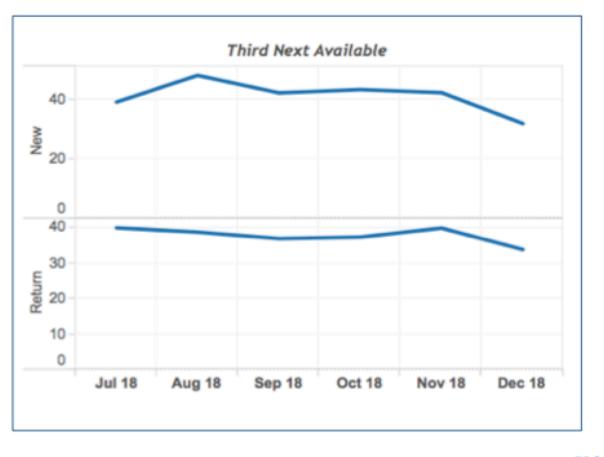
## **Results: Volume**



Track RVU

# **Results: Timely Access**

eConsult Data Dashboard: 3rd Next Available



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# Limitations

 Patient Satisfaction with the consult and billing structure has not yet been assessed

### Conclusions

- Implementation of Cardiology eConsults is feasible using a multidisciplinary team
- Real-time feedback from end-users provides the foundation for a successful program
- Insurance reimbursement for eConsults increases the likelihood of successful uptake

DISCLOSURES: The authors have no disclosures to report.