



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

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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-to-face visits for a variety of cardiac complaints.
- Uptake of eConsults has been limited by concerns about additional workload, liability and compensation.

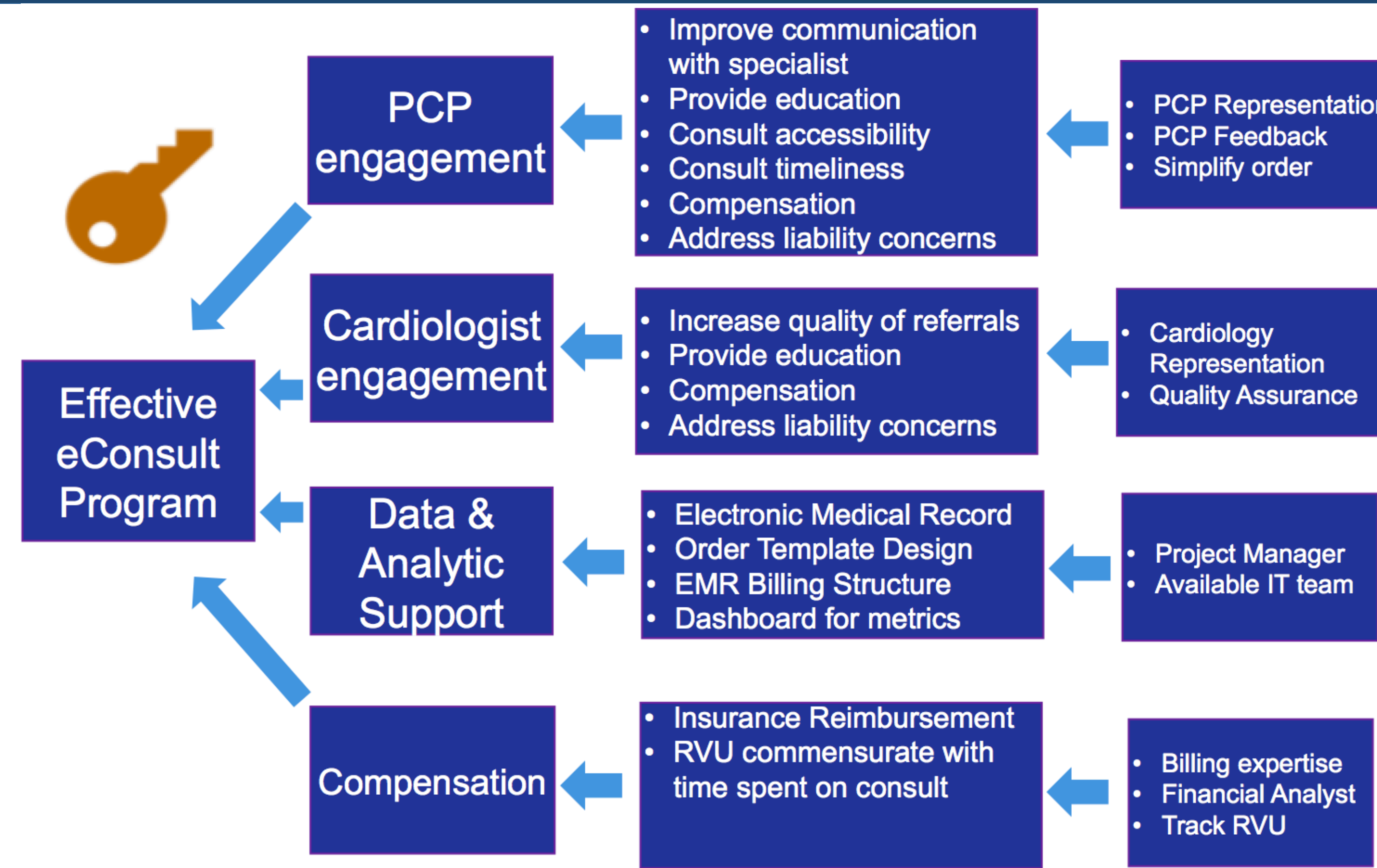
## eConsult Program Objectives

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

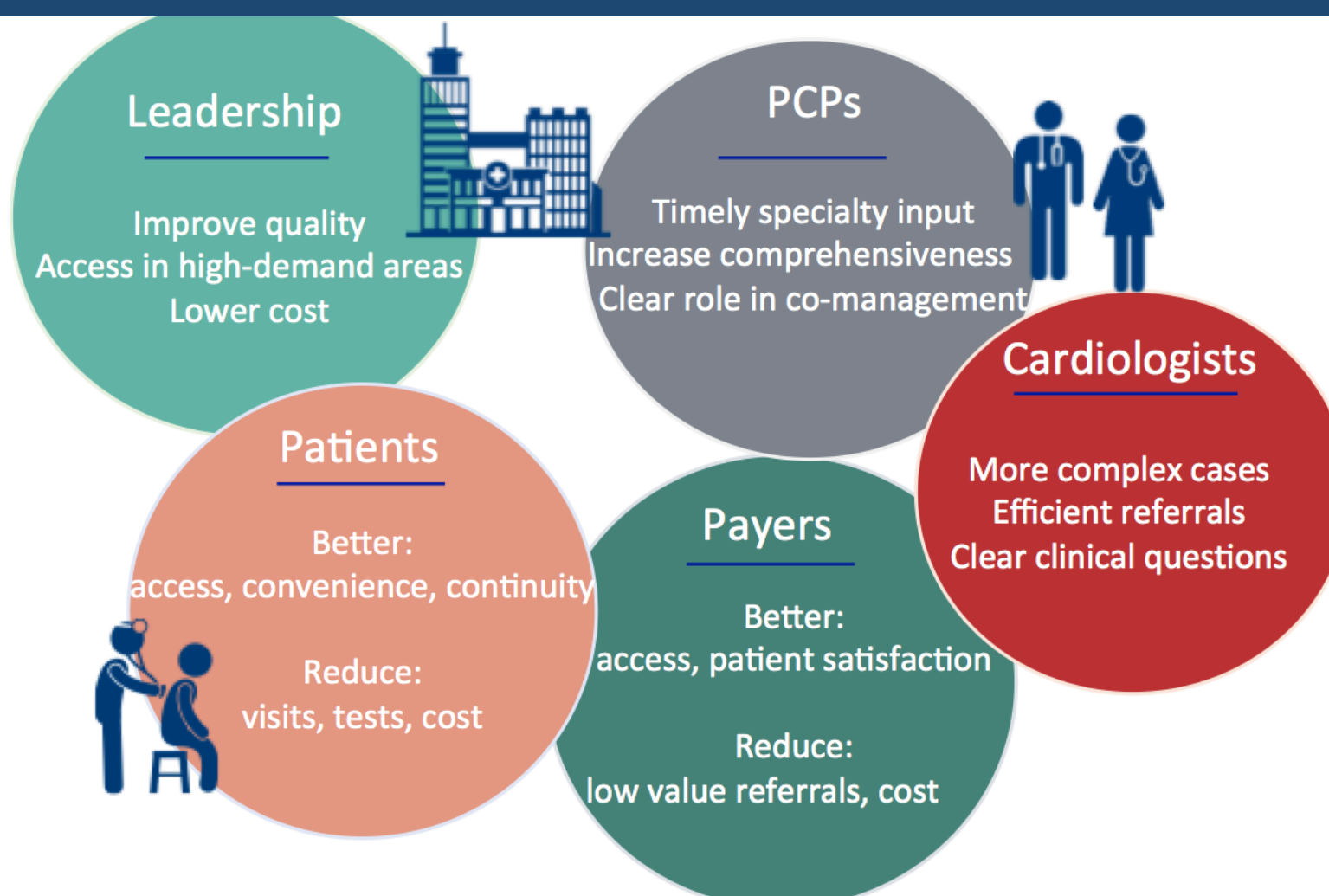
## Methods

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

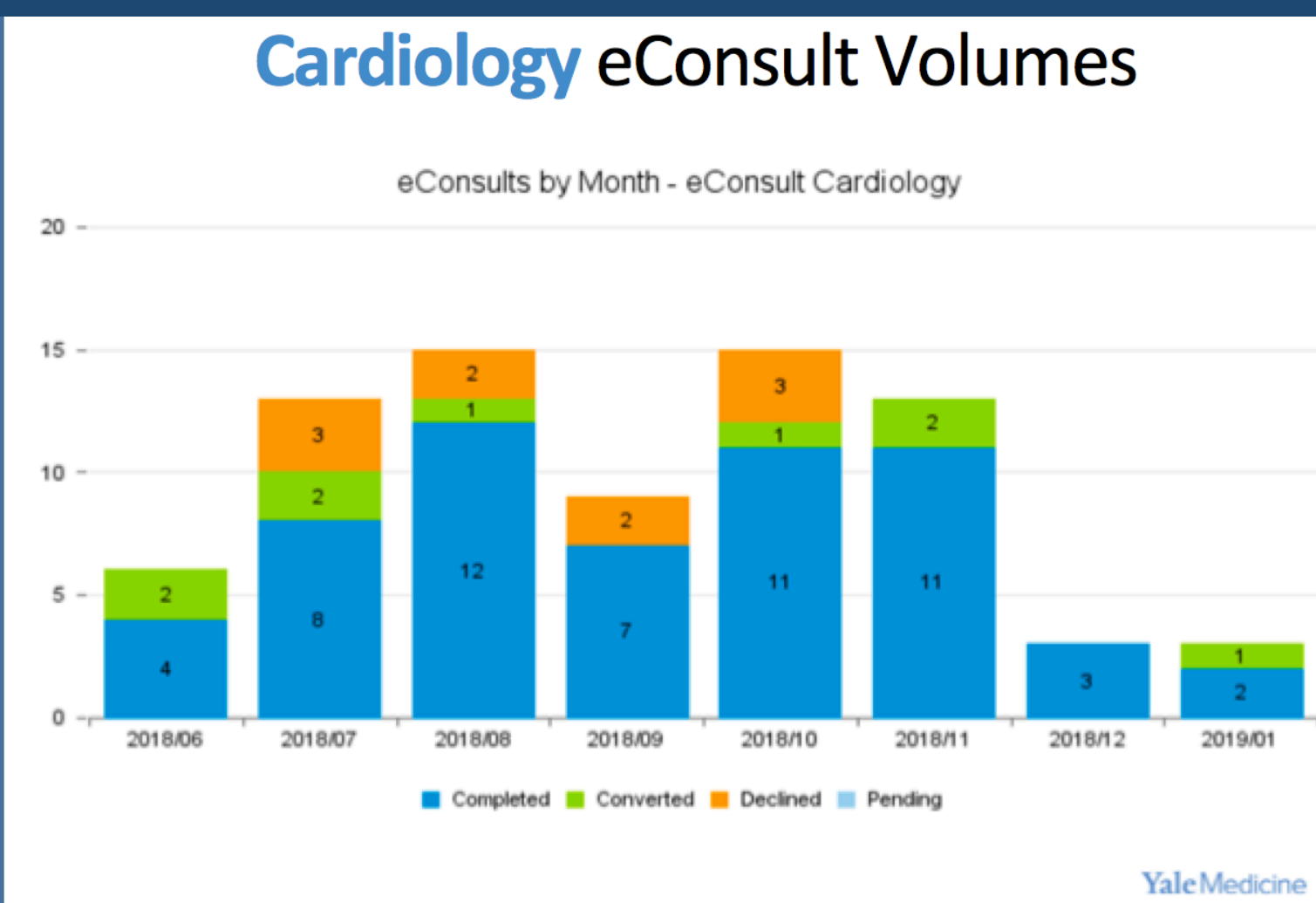
## Driver Diagram



## Stakeholder Benefits

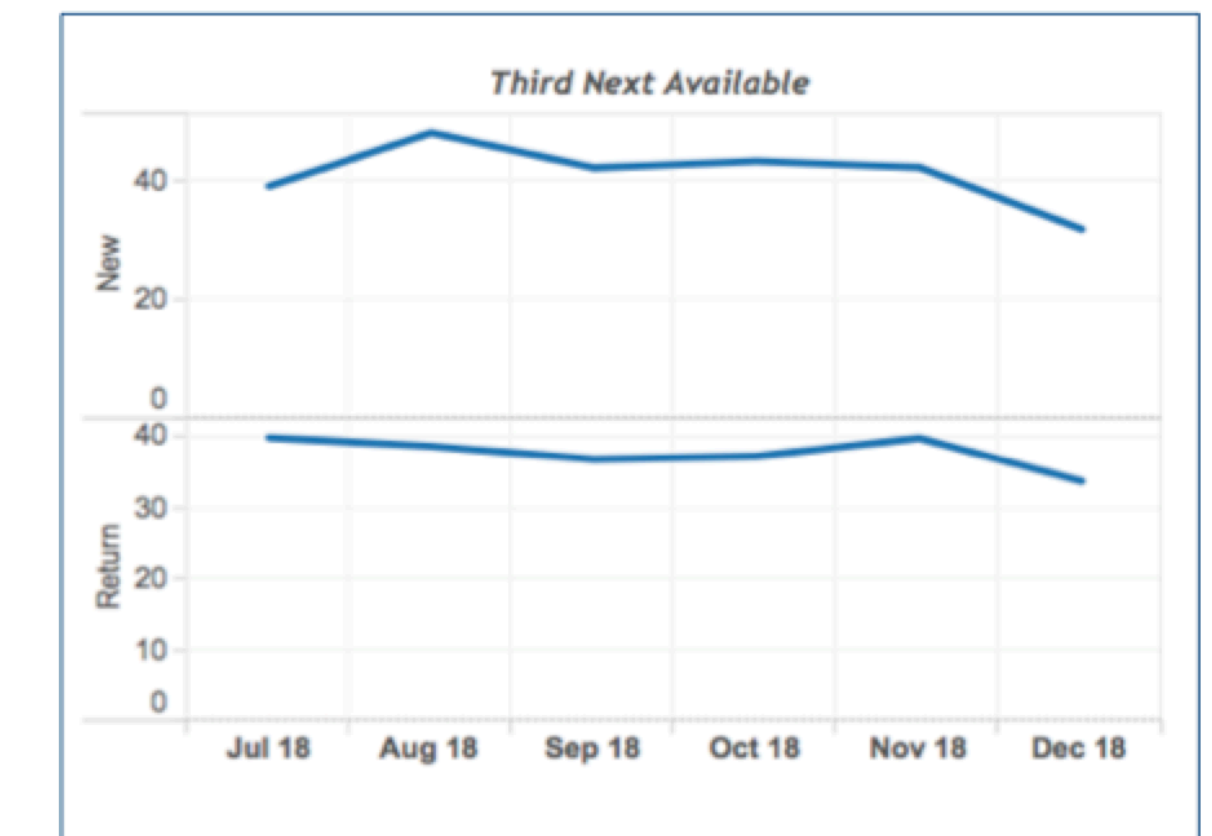


## Results: Volume



## Results: Timely Access

eConsult Data Dashboard: 3<sup>rd</sup> Next Available



## 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

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