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## EDUCATIONAL EVENTS

- Throughout 2019**  
*Health Care Workforce Resilience*  
Free Member Webinar Series

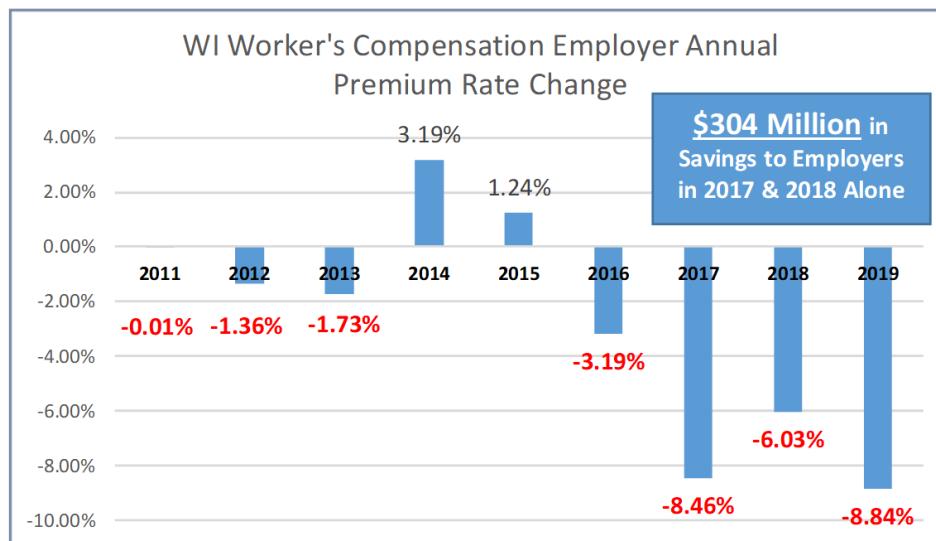
- SAVE THE DATE**  
**September 6, 2019**  
*WHA 2019 Post-Acute Care Conference*  
Wisconsin Dells, WI

Visit [www.wha.org](http://www.wha.org)  
for more educational  
opportunities

Watch for next week's *Valued Voice* which will include highlights from the 2019 Wisconsin Rural Health Conference!

## Wisconsin Compensation Rating Bureau Recommends 8.84% Decrease in Worker's Compensation Rates

Each year, the Wisconsin Compensation Rating Bureau (WCRB) submits recommended worker's compensation (WC) premium changes to the Office of the Commissioner of Insurance (OCI). At the WCRB's [May 23 meeting](#), the Committee approved filing a 8.84% decrease in WC rates with OCI. If approved by OCI, the new rates will take effect October 1, 2019. OCI action is expected later this month.



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## Epic Systems Hosts WHA's June Physician Leaders Council Meeting

**WHA physician leaders meet with Epic leaders to better understand and reduce the EHR burden on clinicians**

In a continuing collaboration between Epic Systems and WHA leadership that began in late 2018, Epic hosted WHA's Physician Leaders Council (PLC) meeting at its Verona campus. The major topic of discussion was how both organizations can best work together to reduce the electronic health record (EHR) burden on front-line clinicians. The latest estimates of physician burnout in the United States are that 45-54% of physicians are suffering from burnout. Many studies have shown that the EHR is a major contributing factor.

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Leaders from Epic's Physician Well-Being Team presented data contrasting the very different experiences that clinicians have in the U.S. who use the Epic EHR compared to colleagues in other countries.

- U.S. Epic users' outpatient clinical notes are 3-4 times longer than those of their international colleagues, and the average domestic outpatient clinical note has doubled in length since 2009.
- U.S.-based physicians receive an average of 25 in-basket messages per day compared to less than 10 for their international colleagues and spend significantly more time on the EHR, including "pajama time." Not surprisingly, physician satisfaction with the EHR experience is much lower in the U.S. compared to abroad.



WHA's Physician Leaders Council meeting hosted by Epic Systems on June 10.

PLC members and Epic leadership discussed a number of the factors driving this different EHR user experience. In the U.S., use of the EHR to satisfy federally mandated documentation requirements, quality of care reporting requirements, reimbursement justification, pay-for-performance programs, payor incentive programs, as well as the litigation environment, all contribute to the difference in our EHR user experience.

Nonetheless, there has been progress and there is hope for needed change. Data from Epic on clinical note length helped nudge CMS to simplify its clinical note documentation requirements in the 2019 Physician Fee Schedule. Epic recognizes the potential for WHA and its member organizations to use our unified voice in partnership with Epic to advocate for regulatory reform.

Epic and PLC members also reviewed tools to help identify physicians who are not using the EHR as efficiently as their peers. Epic has found that a clinician's ability to personalize his/her EHR and providing refresher training every few years significantly improves physicians' EHR satisfaction. Epic is rolling out Web-Ex based training and has produced more than 150 teaching videos. In development are a "voice assistant" (think Siri and asking "Epic" to find the latest lipid panel for you) and machine learning with predictive analytics where Epic software will anticipate what a clinician needs based on prior ordering patterns.

PLC members and Epic leaders agree there is significant opportunity for both organizations to work together in advocating for regulatory reform and for spreading best practices in the use of the EHR to reduce clinician burnout. WHA staff and Epic Physician Well-Being Team leaders plan to meet regularly going forward to focus our collaborative efforts on initiatives that reduce the EHR burden on clinicians regardless of which EHR a clinician uses.

The PLC also discussed and made recommendations to WHA staff on other important issues, including: a draft CEO survey on physician leadership; a refresh of WHA's Physician Engagement and Retention Toolkit; and CME accreditation for WHA's annual Physician Leadership Development Conference.

If you have questions about WHA's Physician Leaders Council or are a WHA member physician leader and would like to participate, contact WHA Chief Medical Officer [Mark Kaufman, MD](#).

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## Emergency Department Dental Pain Pilot to Launch in La Crosse County Hospitals

Gundersen and Mayo Clinic Health System hospitals in La Crosse are preparing to implement a pilot project in their emergency departments (EDs) and urgent care centers for treating patients who present with non-traumatic dental pain. Hospital representatives, the La Crosse County Health Department, and the Wisconsin Department of Health Services (DHS) met on June 12 to continue planning for the pilot's implementation.

This pilot is made possible by a grant to DHS from the Centers for Disease Control and Prevention. The primary aim of the pilot is to reduce the prescribing of opioids for dental pain in EDs and urgent care centers. However, the pilot importantly includes an algorithm for evaluating and treating dental pain, as well as a process for referring patients to definitive dental care.

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The pilot was implemented at the University of Wisconsin, UnityPoint Meriter, and SSM Health St. Mary's hospitals in Dane County in February 2015. The hospitals realized a reduction in ED visits for non-traumatic dental pain from 2,093 visits in 2015 to 1,249 visits in 2017. Urgent care center visits were similarly reduced over that same time period from 2,142 to 1,240. These results led to the interest in expanding the pilot to other counties.

Participants in the La Crosse meeting achieved the goal of modifying the treatment algorithm to meet the unique characteristics of La Crosse County, and also tallied the resources available in the county to accept referrals of ED dental patients for definitive dental care. Hospital ED and urgent care staff will be trained later this summer on how to evaluate and treat these patients, and learn about the referral process for these patients to community dental coordinators in the La Crosse County Health Department. The community dental coordinators will work with the patients to ensure they receive appropriate dental treatment.

WHA is tracking the pilot's progress and member engagement. For more information, contact [Laura Rose](#), WHA Vice President of Policy Development.

## Borgerding Joins Wisconsin Technology Council Board

Eric Borgerding, President and CEO of the Wisconsin Hospital Association and a co-founder of the Wisconsin Healthcare Business Forum, will join the Board of Directors of the Wisconsin Technology Council. The Tech Council's executive committee unanimously approved Borgerding's nomination to a three-year term at its June 11 meeting in Madison. The other new board member elected at the meeting is Dr. John Walz, President of the Milwaukee School of Engineering.

The Tech Council is an independent, non-profit and non-partisan advisory board to the governor, the Legislature and other parts of state government, such as the Wisconsin Economic Development Corporation. It produces major events such as the Wisconsin Early Stage Symposium, the Wisconsin Entrepreneurs' Conference, the Wisconsin Tech Summit, the Wisconsin Governor's Business Plan Contest and other programming for emerging companies and investors. It is also part of the Tech Councils of North America, which promotes tech-based economies in most of the 50 states, all provinces of Canada, and some states in Mexico.



Eric Borgerding



## Register Now: Epic Systems Featured at July 30 Wisconsin Healthcare Business Forum Luncheon in Madison

WHA members are encouraged to attend a Wisconsin Healthcare Business Forum event in Madison on July 30. James Hickman of Epic Systems will discuss how machine learning and data science are changing health care information technology and medicine in general. Additional information and registration are available [here](#).

## Call for Nominations: 2019 Global Vision Community Partnership Award

### Nominations due to WHA Foundation by July 26

Honor one of your hospital's community health projects by submitting a nomination for a 2019 Global Vision Community Partnership Award, presented by the WHA Foundation.



This competitive grant award is presented to a community health initiative that successfully addresses a documented community health need. The award, launched by the WHA Foundation in 1993, seeks to recognize ongoing projects that support community health.

All WHA member hospitals are encouraged to nominate a community health project. The project must be a collaborative or partnership project that includes a WHA member hospital and an organization(s) within the community and have been in existence for a minimum of two years. [Download the official call for 2019 award nominations](#).

Nominations are due July 26, 2019, and nomination forms can also be found on the [WHA website](#). For more information about the award, contact [Jenna Hanson](#).

This decrease would be the latest in a series of significant cost reductions for the WC program, and the fourth straight year employer premiums have gone down. Worker's compensation premium rates remain lower in 2019 than they were over a decade ago, and according to the Department of Workforce Development, rate reductions in 2017 and 2018 have amounted to \$304 million in savings to Wisconsin employers.

The [health care provider coalition](#) continues to encourage the Legislature to reject proposals to dismantle Wisconsin's strong WC system. In recent legislative sessions, lawmakers have flatly rejected proposals to shift WC to a medical fee schedule structure, which would put government in the position of determining reimbursement rates for medical providers who treat injured workers. The coalition appreciates the Legislature's ongoing support for our model WC program.

#### Worker's Compensation Advisory Council Healthcare Liaisons

