

UNIVERSITY OF PITTSBURGH MEDICAL CENTER CASE STUDY



THE CHALLENGE

Pennsylvania requires providers to query the state’s prescription drug monitoring program (PDMP) database each time they prescribe an opioid or a benzodiazepine. But doing so required University of Pittsburgh Medical Center (UPMC) providers to exit the electronic health record (EHR) and log in to the state’s Web-based PDMP portal.

The process interrupted providers’ workflow and took valuable time away from face-to-face patient interactions. Because the process was cumbersome, it increased the risk that providers would not check PDMP databases and, in not doing so, unknowingly prescribe opioids the patient had already filled with prescriptions from other physicians.

With more than 6,000 UPMC physicians conducting 6 to 7 million outpatient visits a year and an even greater number of telephone encounters annually, safely and effectively managing the many patients seeking pain relief—especially those managing chronic pain—was a priority.

ABOUT THE CUSTOMER

- A \$21 billion world-renowned healthcare provider based in Pittsburgh
- More than 40 academic, community, and specialty hospitals and 700 doctors’ offices and outpatient sites, serving communities in Pennsylvania, West Virginia, New York, and Ohio
- Health IT innovator changing healthcare through data-focused clinical solutions



THE SOLUTION

UPMC turned to Bamboo Health to integrate PDMP access into its Epic EHR using PMP Gateway. The integration enables providers to access PDMP data for patients in their workflow, including data from neighboring West Virginia, Ohio, Maryland, and Delaware.

The integration saves providers time; A process that could take 1.5 minutes to check each state, now takes just a few seconds. One pain clinic physician noted, “This has changed my life. The amount of time saved is unbelievable.” Beyond time saved, the integration has supported important discussions with patients at the point of care.

Dr. Anthony Fiorillo, Medical Director of Ambulatory Health Record at UPMC, and an internal medicine physician, often shows his patients their PDMP record during visits. “Our monitors are front and center with many patients, and this infuses an element of truth in the conversation about medications.”

THE RESULTS

“UPMC physicians have come to expect the Gateway-enabled PDMP access in the EHR as the norm for managing narcotics, and even those who may have been skeptical at first about the need for their particular practice have found it to be helpful in care discussions with patients.”

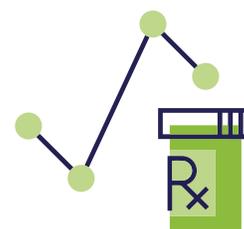
Dr. Anthony Fiorillo

Medical Director of Ambulatory Health Record
UPMC

“Trying to find PDMP data on a patient in the tri-state area using the old system was extremely difficult. It caused a lot of dissatisfaction and physician burnout. **PMP Gateway now makes it much faster and easier to access data, allowing physicians to spend more time focused on their patients.**”

Dr. Kristian Feterik

eRecord Medical Director, Interoperability
UPMC



Opioid Harm in Pennsylvania

- Per the [Kaiser Family Foundation](#), in 2020, there were **3,907 opioid overdose deaths across the state**, up from 3,034 in 2019.
- According to the [CDC](#), in 2019, Pennsylvania providers wrote approximately **47 opioid prescriptions for every 100 persons**, which is about the same as the national average.



About Bamboo Health

Bamboo Health (formerly known as Appriss Health + PatientPing) is a healthcare technology solutions company, focused on fostering care collaboration and providing information and actionable insights across the entire continuum of care. As one of the largest, most diverse care collaboration networks in the country, our technology solutions equip healthcare providers and payers with software, information, and insights to facilitate whole person care across the physical and behavioral health spectrums. **By serving 2,500 hospitals, 8,000 post-acute facilities, 25,000 pharmacies, 37 health plans, 45 state governments, and over one million acute and ambulatory providers through more than 500 clinical information systems electronically, we impact over 1 billion patient encounters annually in provider workflow.** Health systems, payers, providers, pharmacies, governments, individuals, and other organizations rely on Bamboo Health to improve care and reduce cost.



**HOW CAN WE HELP? TELL US YOUR NEEDS.
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