

## OCHSNER HEALTH CASE STUDY

### One-Click PDMP Access and NarxCare Risk Analysis Tool Reinvent Ochsner's Opioid Prescribing



## INTRODUCTION

In 2019, Louisiana healthcare providers wrote **74.6 opioid prescriptions for every 100 persons**, a rate that was nearly **60% higher than the U.S. average rate of 46.7 prescriptions** and trailed only Alabama and Arkansas. Ochsner Health, a Louisiana-based network of hospitals, health centers, and urgent care facilities, has been working to mitigate the dangers around opioid use. As part of this effort, Ochsner collaborated with Bamboo Health to deliver one-click access to prescription drug monitoring program (PDMP) information within the health system's electronic health record (EHR) and provide advanced analytics to help prescribers identify, prevent, and manage substance use disorder (SUD) at the point of care.

## ABOUT OCHSNER

- Providing care at more than 140 locations, including 40 owned, managed, and affiliated hospitals and specialty hospitals and more than 100 health centers and urgent care centers
- The largest not-for-profit health system in Louisiana
- Uses cloud-based EHR solution offered by Epic

---

# The Challenge

In recent years, Ochsner Health has been actively taking systemwide steps to reduce opioid prescribing, establishing a task force and a five-point plan that included development of an opioid use disorder risk tool and the creation of opioid and benzodiazepine patient registries within its Epic EHR. From 2015 to 2016, these efforts resulted in a dramatic decline in opioid prescribing rates across the health system. However, prescribing rates began creeping back up in 2017 as initial efforts to curb them waned.

Ochsner reestablished the task force with a new focus on safety through increased point-of-care transparency around a patient's controlled-substance prescription history and risk for substance use or opioid use disorder. The task force, and Ochsner leadership, focused on removing the barriers physicians and pharmacists faced when accessing PDMP data, namely, exiting the EHR to log into the state's PDMP site to comply with state requirements to search patients' drug histories before prescribing opioids or other controlled substances. For a health system of 4,000 to 5,000 doctors, handling nearly five million unique patient encounters each year, this burdensome process would take several minutes per patient, resulting in tens of thousands of hours lost.

**“Not only would we have to log in separately to the state PDMP portal, we also would have to re-enter patient data such as the name and date of birth,” said Louis Jeanson IV, MD, Chief Medical Information Officer for Ochsner Health. “And then sometimes we’d have trouble finding the correct patient. All these steps added up to be overly time consuming.”**



**74.6 → 100**

**In 2019, Louisiana healthcare providers wrote 74.6 opioid prescriptions for every 100 persons.**



---

# The Solution

Ochsner Health collaborated with Bamboo Health in 2017 to enable easier access to Louisiana PDMP data from within the health system's Epic EHR. Drawing upon the experience of its numerous successful PDMP integrations for other large health systems on the Epic platform, Bamboo integrated one-click, in-workflow PDMP access in Ochsner's EHR. In addition to streamlining PDMP access, the implementation eliminated the need for physicians to re-enter patient data and also provided them with access to NarxCare, a risk analysis tool that improves patient safety and outcomes by helping physicians identify patients with, or at elevated risk for, SUD.



---

## Faster Access

**One-click** access to the PDMP has eliminated the need for multiple sign-ins for Ochsner clinicians to check patient prescription histories.





# The Impact

One-click access to the PDMP has eliminated the need for multiple sign-ins for Ochsner clinicians to check patient prescription histories. Even better, according to Jason B. Hill, MD, an Associate Chief Medical Information Officer at Ochsner Health, one-click access can be placed anywhere in the EHR. “I can embed one-click access into a best practice advisory. I can embed it into a summary report. It has been a huge help to increasing physician PDMP checks.”

The transparency provided by the Bamboo Health solution also has had a dramatic impact on prescribing patterns because it has allowed Ochsner Health to show its physicians how much they prescribe opioids and other controlled substances relative to their peers. Those who had been prescribing these medications at rates above their peers—particularly clinicians in primary care, urgent care, and emergency care—have reduced the number of opioid prescriptions and the quantities they write for their patients.

An additional benefit of the solution has been to empower care team members to embrace alternatives to narcotics to help patients manage their pain.



**“Prior to implementing one-click access to PDMP, the capability of the individual provider to access opioid prescribing data for their patients was a time consuming, burdensome, difficult process requiring multiple logins and passwords. This functional limitation was the primary barrier to PDMP access for busy front-line prescribers.”**

**Jason B. Hill, MD**  
Associate Chief Medical  
Information Officer, Ochsner Health



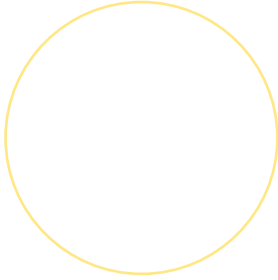
---

# About Bamboo Health



---

Bamboo Health (formerly known as Appriss Health + Patient Ping) 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, 7,800 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.  
[BAMBOOHEALTH.COM/CONTACT/](https://bamboohealth.com/contact/)**

