- 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 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.

The Solution

In 2018, UPMC turned to Appriss 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, 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, 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."

Appriss Health Results

"UMPC 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
> University of Pittsburgh Medical Center

"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
> University of Pittsburgh Medical Center

OPIOID HARM IN PENNSYLVANIA

- Opioids were involved in 65% or 2,866 drug overdose deaths in 2018 – a decrease from the previous year
- Overdose deaths due to opioids were among the lowest in this region of the country at 23.8%
- In 2018, Pennsylvania providers wrote 49.9 opioid prescriptions for every 100 persons vs. an average of 51.4 nationwide