

Eastern Washington University
Cheney, WA 99004

Spokane Guilds' School
Korin Michielli
2118 W. Garland Ave.
Spokane, WA 99205

Dear Ms. Michielli,

My team and I would first like to thank you and everyone at the Spokane Guilds' School for allowing us to do this project. It has thoroughly enhanced our understanding of technical communications. We hope from this experience you would be willing to work with other EWU students in the future.

For our proposal, after much consideration of possible funders we ultimately decided on Itron. Our research concluded that Itron offered the best viability for the project of electronic medical records due to their undeniable focus in areas of education, health, and technological funding. Itron also states, "priority is given to organizations in which Itron employees are involved." This works perfectly since Jenn Wells' husband, Tyler, works for Itron. Plus, their daughters previously attended the school.

As far as our progress on the proposal goes, we completed some major sections. We provided a cover letter, executive summary, introduction, need statement, organization background, project description, solution, and evaluation. Since all we knew was the \$30,000 total budget we were unable to break this down any further ourselves due to our lack of research in the area. However, we did provide a budget template to allow someone more qualified to further fill in the section.

We hope that you find this proposal to be feasible in some way. Whether that be for submitting it to Itron, or altering it to fit other funders or qualification you may have in the future.

Sincerely,

Abigail Scarborough
Josiah Baldwin
Joseph Figg

The Guild's School Spokane
2118 w. Garland Ave.
Spokane, WA 99205

Itron
2111 N Molter Rd
Liberty Lake, WA 99019

To Whom It May Concern:

On behalf of the Guild's School Spokane, I am contacting you in request for a grant to support an Electronic Medical Records system. The Guild's School Spokane was established to provide early learning educational support to the families of Spokane County. With the support of Itron we will make technological improvements that would vastly increase our facilities efficiency and effectiveness. We are requesting consideration for a grant of \$30,000 to support our Electronic Medical Records System project. Please see the enclosed proposal for information highlighting the goals and outcomes.

This year the Guild's School is undertaking the task of upgrading its current medical records system to an Electronic Medical Records system. The Guild's School Spokane provides early learning support for children with physical and communication barriers. Tyler Wells', an Itron employee, is one of the many families that supports our organization directly. With your help we will vastly improve our efficiency through this technological advancement in our medical records keeping system.

A grant of \$30,000, to support our 1-year project of upgrading our current medical records system to an electronic medical records system, is integral to the Guild's School Spokane's ability to continue to provide the quality of service that has helped so many families. If you would like any further information, or would like to arrange a visit to the Guild's School Spokane to see our operation in action please call 509-326-1651

Thank you for the consideration of support.

Sincerely,

Executive Summary

The Spokane Guilds' School & Neuromuscular Center was founded in 1960 to offer families respite for children with special needs. The Spokane Guilds' School is Eastern Washington's first neuromuscular center. The center provides a comprehensive focus for children with developmental disabilities and delays. The Guild's School provides children with specialized pediatric care, and personalized treatment programs that include: occupational, physical, and speech therapies, and special education programs.

The Spokane Guilds' School serves 234 children each term. The average enrollment in special needs education was up 3% each month in 2014. 18% of all graduates from the Guild's School no longer require further therapeutic services, with age appropriate skills. The Spokane Guilds' School is the only nonprofit school of it's kind in the Spokane area. 80% of all families served by the Spokane Guild's School live at or %200 below the poverty line

The Spokane Guilds' School is upgrading to an electronic medical records system. Currently, the Guild's school is using a hard copy filing system. Adoption of an electronic medical record systems will lead to major health care savings, reduce medical errors, and improve health. Electronic Medical Records also increase office efficiency leading to more cohesive teamwork and decrease labor cost.

Implementing an electronic medical records system begins with the licensing the correct EMR system. The licensing of EMR systems can run around \$30,000 in upfront cost and an additional \$4,000 in monthly service costs. \$30,000 reflects the typical cost of installation including: licensing, database servers, desktop computers, printers, EMR software, IT contracting, and personnel training. The projected completion of this project will be 1-year after receiving funding.

The Guild's School is requesting partnership with Itron because of their strong common ties within the Spokane community. Tyler Wells, an Itron employee, and his family directly support our organization. Jenn Wells, Tyler Wells' wife, is a Speech Therapist at the Spokane Guild's School, and by partnering with the Guild's School Spokane Itron will be directly supporting Itron employees and their families.

Introduction

In 2015, the Spokane Guilds' School is undertaking improvements in its current medical records system. An Electronic Medical Records (EMR) system will replace the current hard copy filing system. By moving from hard copy to an EMR system we will make great improvements by:

reducing health-care costs, reduce medical records errors, increasing staff efficiency, and improving the overall effectiveness of our current classes and programs. The Guild's School Spokane is an integral community health and education organization that has provided its services to the families of Spokane County for over 50 years. With the support of Itron we will improve our medical records system to help us better support the Spokane community.

Need Statement

Spokane has always been a city with strong core values. One of these values Spokane has committed itself to is community health and education. For over a hundred years, Washington State has been a pioneer in bringing education and health care to all the communities in Washington State. There is a belief among Americans that every man, woman, and child be given the opportunity to live a healthy and happy life. Unfortunately, what we believe and what actually happens do not always align. There are a number of physical and mental developmental health problems that can keep our children from obtaining the American dream.

As population exponentially increases so does the percentage of physical disabilities and learning disorders. These are naturally occurring anomalies and when presented with proper nurturing it is possible to overcome these difficulties. We know that a large population of our unemployed and our homeless are products of disabilities and learning disorders. This is a major problem in growing communities because not only does it go against our core set of values, it creates emotional and financial strain on the families that live in our communities.

In 2010, a report by the US Census Bureau stated that 19% (56.7 million people) of the population had a disability. In 2013, Washington had 1,051,694 students enrolled in 2,370 schools. There were 53,699 teachers in the public schools, which is roughly one teacher for every 20 students, compared to the national average of 1:16. There is 1 administrator for every 369 students. Also in 2013, 5.5% of children in Spokane County alone were confirmed to have disabilities of physical, mental, or sensory types. The ratio of students to teachers is high enough without adding in the complexity and dedicated attention students with disabilities require.

In 1975, Congress passed the IDEA legislation, also known as the Education of All Handicapped Children Act, which would ensure that all school-age children received appropriate education services.. At the time of the passing of this legislation it did not include toddlers and infants. A revision of this act in 1986 added infants and toddlers early intervention. In 2004, Congress added a new finding to the legislation: "there is an urgent and substantial need to enhance the development of infants and toddlers with disabilities, to minimize their potential for developmental delay, and to recognize the significant brain development that occurs during a child's first 3 years of life." ([Public Law 108-446](#)). In 2011, over 300,000 eligible infants and

toddlers birth through age 2 received early intervention services from the program IDEA. Early intervention services are not just a concern for the Spokane area, but for the entire country.

Stories of success:

Ryland is a proud graduate from the Spokane Guilds' School. He is currently four years old, and just by looking at him you would have never imagined everything Ryland has gone through in his short first years of life. It was not until his mother found him unresponsive at four months old that there was clearly a problem present in Ryland's health. After a multitude of tests, Ryland was eventually diagnosed with severe reflux, secondary aspiration, delayed gastric emptying, and apnea. After numerous periods of brief respiratory arrests, Ryland underwent a major surgery called a fundoplication. This procedure involves wrapping the upper part of the stomach lining around the bottom part of the esophagus. This is done to prevent the stomach's content from coming back up the esophagus. Unfortunately, at this point Ryland became very averse to food. He would barely drink a few ounces of liquid from a bottle a day, so it was decided to surgically implant a G-tube. He received his nutrients entirely through a feeding tube and intravenously. At 6 months old, Ryland was enrolled at the Spokane Guilds' School for speech therapy. He also ultimately qualified for physical and occupational therapy at the school. His mother noted Ryland had gone from not wanting to put any food in his mouth to begging for food on a regular basis. His parents both grant the Spokane Guilds' School for Ryland's improvement. Ryland made amazing progress through all his therapies, and is now heading towards the K-12 experience.

Malaya arrived after a very normal pregnancy. After bringing Malaya home, it was apparent that she was missing major milestones. Her parents initially thought that perhaps she was just a late bloomer. Her mother also noticed a lack of interest in interacting in play or socialization. It was not until four months old that Malaya suffered her first seizure, and just a few months afterwards she suffered a second. Malaya was instantly directed to a neurologist for a MRI and multiple tests for epilepsy. At a year old, Malaya was brought to the Spokane Guilds' School. Malaya receives speech, physical, and occupational therapies. Since her beginning at the Spokane Guilds' School her mother remarks how much she has seen her daughter grow and progress. With the passion and dedication of all the therapists and teachers at the Spokane Guilds' School, Malaya has been able to reach new milestones that were not thought possible before.

In 2013 and 2014, 80% of the families the School helped lived either at or 200% below the poverty line. The Spokane Guilds' School addresses a fundamental need in the Spokane Community: the need for affordable, focused, and caring early intervention for children age 0-3 with disabilities. The Guilds' School understands all the aspects of disability care. The Guilds' School also has a program called the "Circle of Security", a program that teaches parents how to

help their child in their home, away from the Guilds' School. Without the Guilds' School the children of Spokane schools would be far worse off, as would the Spokane community as a whole. Every person who does not need disability assistance is one more person who can more successfully contribute to society. And even if a child leaves the School without being 100% capable of living with their disability they are still more equipped than a child who only had the limited help a public school can offer. Even if they are not completely off government help they are less reliant on it then they would be if they had not gone to the Guilds' School. Unfortunately the Guilds' School's expenses increased over \$100,000 last year due to diminishing donations from corporate and other sponsors. Compared to the larger, worldwide charities \$100,000 may seem like a drop in the bucket, but to a local, nonprofit organization this is an immeasurable amount. This occurred the same year that the Guilds' School had a 9% increase in attendance. If supplied with an EMR system, the Guilds' School staff can cut down on wasted time by several hours per day. Currently they are using paper files and finding a record, financial or medical, can take upwards of an hour. That time could be spent talking to parents, helping kids, or any number of more beneficial activities. The Guilds' School serves a vital function not just for children, but for the Spokane community as a whole.

Organization Background

The Spokane Guilds' School & Neuromuscular Center was founded in September 1960. Our school was founded by a group of women who wanted a safe place to offer families respite for children with special needs. Our school goes by our mission: *"We believe in the worth of individuals and their right to a meaningful life. Our purpose is to nurture the full potential of families and their children, from birth to three, with disabilities. We do this through a personalized, comprehensive program of assessment, therapy, education, and support"*.

The Spokane Guilds' School is Eastern Washington's first neuromuscular center. Our center provides a comprehensive focus for children with developmental disabilities and delays. Our school is able to provide children with specialized pediatric care, and personalized treatment programs that include occupational, physical, and speech therapies; and special education programs.

Since our original opening in 1960, our school has grown immensely from a small center that once only offered respite to a full-time center with professional and specialized staff serving children, birth-to-three, with a diversity of disabilities. Knowledgeable pediatric nurses, a pediatrician, and a medical needs social worker run our neuromuscular center; playing a key part in our medical community.

In the 2013/2014 school years, the Spokane Guilds' School served 234 children, a 9% increase. Our average enrollment was up 3% each month to 141 children and families. On top of this, 18%

of our graduates left our school needing no further therapeutic services and with age appropriate skills. Any inability to pay serves no obstacle for families. Although, there are a few similar agencies in our communities, the Spokane Guilds' School is the only nonprofit in our area; therefore, we will never turn a child away because of the inability to pay. 80% of all families served live at or below 200% off the poverty line.

Project Description (Evaluation and Solution)

The Spokane Guilds' School is working toward changing over to an electronic medical records system. Currently, our school still uses hard copy filing in order to store and track patient/student medical records. Broad adoption of an electronic medical record systems will lead to major health care savings, reduce medical errors, and improve health. We at the Spokane Guilds' School believe we can apply these methods to improve our outstanding care services.

Implementing an electronic medical records system begins with the licensing of the correct EMR system. In general, the licensing of EMR systems can run around \$30,000 in upfront cost and an additional \$4,000 in monthly service costs (helthit.gov). The initial \$30,000 request will allow us to cover the costs of database servers, desktop computers, printers, and scanners, as well as, the licensing of EMR software.

The initial process will involve the installation and setup of the EMR hardware and software. This stage of the project can benefit from an in-kind donation of services. Potentially, implementation of an EMR system will require IT contractors, electricians, and consultant support for network installation.

The second stage of EMR implementation will require the Guild's School Spokane to train every member of the staff in the proper operation of the EMR system. Our staff will need to understand how to use the EMR system and ways to effectively use the system to increase workflow and improve our overall teamwork.

The final step in implementing the EMR system will be the scanning and storing of all current hard copy files in the form of PDFs once the EMR system is operational. This will include all current care plans and medical records for all students, as well as, all records for every single individual who has ever attended or used the services of the Spokane Guilds' School.

The goal of this project is to increase the effectiveness of our current education and health care programs. Through the use of an EMR system we will be better equipped to track and monitor student/patient progress as we implement state of the art early learning and communication strategies. The ability to instantly access a student/patient's medical records allows us to monitor the effectiveness of programs and alter them to cater to individual student/patient needs.

The ease of access to these medical records will also allow our team to become more efficient and productive. Every time a hardcopy file needs to be pulled that could take several minutes to locate, factor in the +200 students and we find ourselves losing a few hours of valuable time every week. The EMR system allows our staff to access records on-demand and allowing them to allot more time toward student/patient needs.

The EMR system will produce measurable outcomes in the form of increased student/patient success, and staff efficiency. We plan to measure these outcomes by tracking the success rates of our programs and comparing the data to previous data. This will allow us to form more effective and personalized individual care programs.

We will also be able to track the efficiency increase by tracking our staff productivity. This efficiency increase will be reflected in the funds allocated to office work. The EMR system should produce an increase of available funds by decreasing the amount of hourly wages spent dealing with hard copy files. Our school would not exist without private and corporate donations and it is paramount that the Spokane Guilds' School obtain the technologies that will allow us to more effectively operate, which will led to an increase in available funds for all departments.