

Office of Health Information Technology & Quality

Tips for Customizing your EHR system for your Health Center

Date: 05/21/10

US Department of Health and Human Services
Health Resources and Services Administration
Office of Health Information Technology

Introduction

Presenters:

- Roy La Croix
- Joe Dawsey & Team
- Susan Chauvie

Office of Health Information Technology

AHRQ National Resource Center Portal

For HRSA Grantees:

<http://healthit.ahrq.gov/login>

If attendees do not have an account for the HRSA Health IT Portal, please send an e-mail to the following e-mail address:

HealthIT@hrsa.gov

If attendees have additional questions or suggestions, please e-mail us at HealthIT@hrsa.gov

- US Department of Health and Human Services
- Health Resources and Services Administration
- Office of Health Information Technology

Customizing Your EHR

PTSO of Washington

May 21st, 2010

Roy O. La Croix - Executive Director
PTSO of Washington
rlacroix@ptsowa.org

Overview

1. Pros and Cons of Customization
2. Process and Governance
3. PTSO EHR Customizations

Pros and Cons of Customization

Pros - Benefits

- Enable better care
- Improved functionality; ex: BCHP, DM, Diabetes, HIV
- Meet reporting, funding, and compliance requirements
- Meet federal, state, and local requirements
- Meet provider needs

Pros and Cons of Customization

Cons - Barriers

Maintenance

- Requires enhanced staff expertise and FTE (ex: DBA and application developer)

Cost

- Every dollar spent on development = \$1 spent to maintain over 3 year period

Additional complexity

- Upgrades require additional testing
- Greater opportunity to introduce bugs
- May impede future vendor enhancements

Process and Governance

User Driven

- Changes driven by clinical users, not by IT staff
- Base on improving care and workflow
- Work with a Lead User that will own (work closely with development team) the change

Group Process

- Do not make changes on behalf of one user
- Focus on areas that benefit the larger group and improve patient care and workflow

Implement Change Control

- Create an user committee to determine changes to adopt
- Document the change and solution

PTSO EHR Customizations

Patient Care and Workflow

Health Maintenance module

- Collect, present, and link key Health Maintenance information

Disease Management module

- Monitor and track chronic disease indicators

HIV template

- Manage and treat HIV

Lab Interface and templates

- Bi-directional interface, Lab Master template
- Order, receive, present, and link lab results

PTSO EHR Customizations

Program and Compliance Oversight

Support workflow and reporting requirements for clinical programs (local, state, and federal)

- Breast and Cervical Health Program
- Colon Health
- Homeless
- Maternity Support Services
- UDS

PTSO member CHCs serve over 200,000
people from underserved communities

Thank you

Roy La Croix

Executive Director, PTSO of Washington

rlacroix@ptsowa.org

206-613-8876



MS Health SafeNet

Working with Vendors to Customize EHR

Coastal Family Health Center (CFHC)

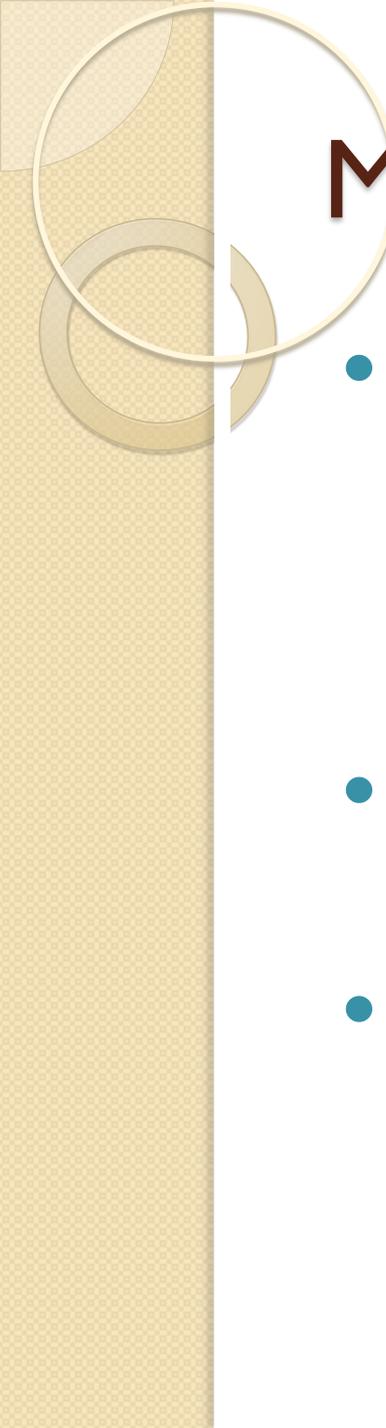
Joe Dawsey, CEO

Persharon M. Dixon, Medical Director

Chuck Clark, Director , Information Systems

CFHC Significant History

- August 29, 2005 Hurricane Katrina devastated the Gulf Coast Region.
- Coastal Family Health Center suffered the complete loss of its Administrative building, Biloxi Clinic, and severe damage to several other clinic facilities.



Move toward EHR

- The loss of approximately 80,000 patient medical record facilitated the implementation of Electronic Health Records
- Funding through HRSA allowed for development of **MS Health SafeNet**
- MS Health SafeNet to include now eleven of the 21 MS Community Health Centers

Questions to address in

**GETTING TO VENDOR
CUSTOMIZATION**

MS Health SafeNet

- Who is responsible for evaluating software change requests within the vendors organization?
- What is the vendors process for implementing change requests?

MS Health SafeNet

- Internal team to evaluate and develop the change requests to be forwarded to the vendor
- Leverage your position as the customer to influence the vendor

MS Health SafeNet

- Leverage your position as a network of customers to influence the vendor.
- Work with other customers in your network and independent customers as a users group to leverage the vendor.

Providers' role in

**GETTING VENDOR
CUSTOMIZATION**

Clinically Driven

- Important that project be approached from a clinical and business standpoint as oppose to an IT project

Clinical Staff Involvement

- Direct clinical staff involvement is a must
- Clinician champion is absolutely necessary
- Must be integral part of implementation team
- Knowledgeable about the practice

Implementation Process

- Implementation in stages
- Easier transition for providers
- Allows for mastery of a set of skills before moving on to higher level skills

Continuous Process

- Long-term relationship is expected
- Willingness to continue working on improvements

Clear Line of Communication

- At level of center
- Between center and vendor
- Established frequency of communication and all are clear on the types of communication



Tips for Customizing your EHR for Your Health Center

HRSA Webinar May 21, 2010

Customizing Your EHR

Talking Points

- Know what you want to accomplish
 - Be clear about who owns what
 - ‘Meaningful Use’
 - Make it easy to do the right thing
 - Lessons learned over time
- 

Customizing Your EHR

What do you want to accomplish?

- Culture of individualization
 - Balance impulse against true need to customize
 - How/when will you know what to customize or if it is the right thing?
 - Implications of system standardization vs. customization
 - Ease of use
 - Training
 - Clinic/clinician efficiency
 - Improve quality
 - Conduct research
 - Grant requirements
- 

Customizing Your EHR

Be Clear About Who Owns What...

EHRs are increasingly customizable - *how will you decide?*

Consider:

- Operational/ billing changes impact clinicians
 - Clinical changes impact operations/ billing
 - Stakeholder input essential - but can slow process
 - System customizations can impact role of support staff
 - Various stakeholder disagreement inevitable
 - Clinical practice changes continually and requires ongoing EHR clinical content changes
- 

Customizing Your EHR

Meaningful Use

February 2010

The Department of Health and Human Services (HHS) Centers for Medicare & Medicaid Services announced the American Recovery and Reinvestment Act of 2009 (ARRA) that provides incentive payments to eligible professionals and hospitals participating in Medicare and Medicaid programs that adopt and meaningfully use certified electronic health record (EHR) technology.



Customizing Your EHR

Meaningful Use

Five Domains

- Improve Quality, Safety, Efficiency & Reduce Health Disparities
 - Increase Engagement of Patients and Families
 - Improve Population and Public Health
 - Improve Care Coordination
 - Ensure Privacy/Security Protection of Personal Health Information
- 

Customizing Your EHR

Meaningful Use

Key Requirements for Achieving Meaningful Use

- Plan to implement and EHR *Make a Thoughtful and informed decision*
 - Establish clear EHR goals - *Improve patient care and health outcomes*
 - Choose the right EHR product - *Certified, full capabilities, long term*
 - Ensure successful implementation – *HCCN, change management process*
 - Ensure effective clinician use - *CPOE, e-Rx, interaction checking, decision support, EHR quality reporting...*
- 

Customizing Your EHR

Meaningful Use

“These goals can be achieved only through the effective use of information to support better decision-making and more effective care processes that improve health outcomes and reduce cost growth.”

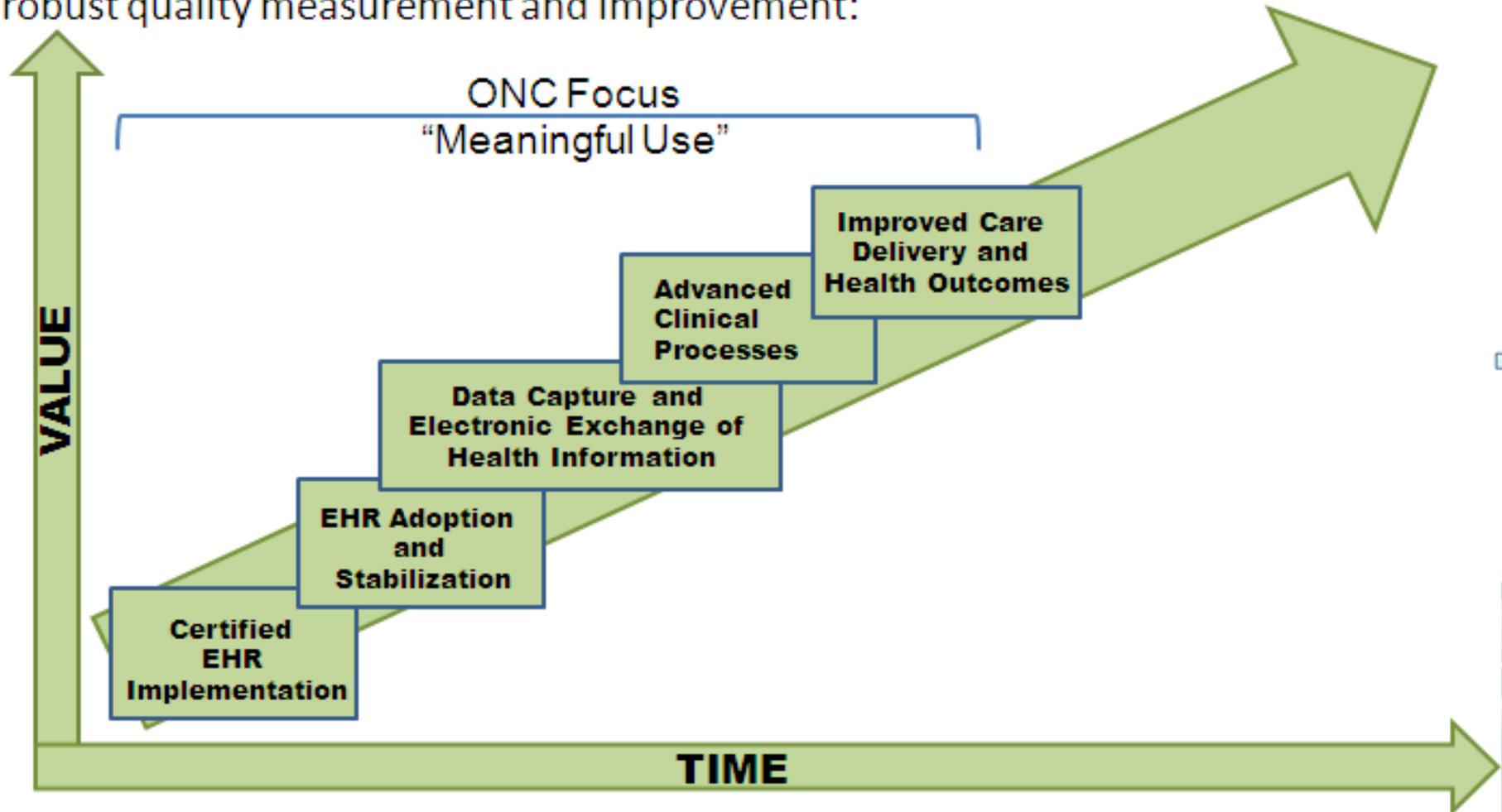
“Achieving the Health IT Objectives of the American and Reinvestment Act” April 2009



Customizing Your EHR

Meaningful Use – Clinical Value Proposition

Phased in series of improved clinical data capture supporting more rigorous and robust quality measurement and improvement:



Customizing Your EHR

Meaningful Use – Improve Quality

- Instant access to comprehensive health record information
 - Computerized order entry
 - Computerized prescription ordering and medication reconciliation
 - Instant interaction checking
 - Standardized problem list
 - Recorded vital signs- calculate and display BMI
 - Order and record interfaced lab results as digital data
 - Generate patient lists by specific condition
 - Generate patient reminders according to patient preferences
 - Record birth control and family planning
 - Record Smoking status
- 

Customizing Your EHR

Meaningful Use – Improve Quality (cont.)

- Use Best Practice Alerts to drive/track Vaccine administration in children and adults
 - Depression screening with PHQ2 and PHQ9
 - Annual screenings provider/care team reminders
 - ADD /ADHD medication management/tracking
 - Abnormal Pap tracking/ follow-up
 - Smoking cessation counseling
 - Panel/population registry tracking based on diagnosis or Rx order
 - Template documentation tools can serve as guide to new clinicians
 - Graphic displays for trending patterns
- 

Customizing Your EHR

Meaningful Use – Improve Safety

- Maintain list of active medications
 - E- prescribing whenever possible
 - Listing of medication allergies
 - Drug interaction checking
 - Weight-based sigs for children under 12 years
 - Automatic tracking for referrals and annual screening results
 - Checking all prescriptions against BEERS criteria
 - Automatic notification of “narcotics contract” when ordering Rx
 - Electronically record and easily filter progress notes
 - Generate patient lists of those who have not been seen in clinic
 - Medication reconciliation
- 

Customizing Your EHR

Meaningful Use – Improve Efficiency

- Automatic eligibility checking for public and private payers
 - Claims transmitted and recorded electronically
 - Automatic tracking/trending of days in accounts receivable
 - Patient electronic record always available
 - Generate patient lists by demographics, diagnosis, treatment ,etc.
 - Document and retrieve advanced directives
 - Embedded multilingual patient instructions, teaching tools, graphics
 - After visit care summary for all patients
 - Electronic reminders for staff – screening tools, etc.
 - Flowcharts that serve as team “to do” checklists
- 

Customizing Your EHR

Meaningful Use – Reduce Disparities

- Demographics includes gender, race, ethnicity, preferred language, insurance type
 - Create reports and graphs to highlight ordering and treatment patterns based on gender, race, language
 - Create report and display last Hemoglobin A1c by race
 - Evaluate reductions in Hemoglobin A1c with treatment by race and language
 - Stratify reasons for refusing immunizations by race, language, cost, belief system
- 

Customizing Your EHR

Meaningful Use – Engage Patients and Families

- Provide patients and families with timely access to data, knowledge and tools to make informed decisions and to manage their own health.
 - Exam room computing to involve patient and others as approved
 - Provide patients and electronic copy of their records per preference , PHR, UDB drive, paper
 - Provide clinical summaries for patients after each encounter
 - Provide access to patient-specific educational resources relevant to current diagnosis, medications, and family medical history
- 

Customizing Your EHR

Meaningful Use – Communication with Public Health

- Develop state level agreements to support bidirectional immunization interfaces
 - Provide electronic syndromic surveillance data to public health agencies and transmit electronically according to all applicable laws and practices
 - Develop mechanisms to collaborate with public health agencies to electronically submit “mandatory” data – e.g pesticide exposure
 - Collaborate with public health experts on how to integrate reproductive health and emergency contraception standards within EHR to make it easier for clinicians to “do the right thing”
- 

Customizing Your EHR

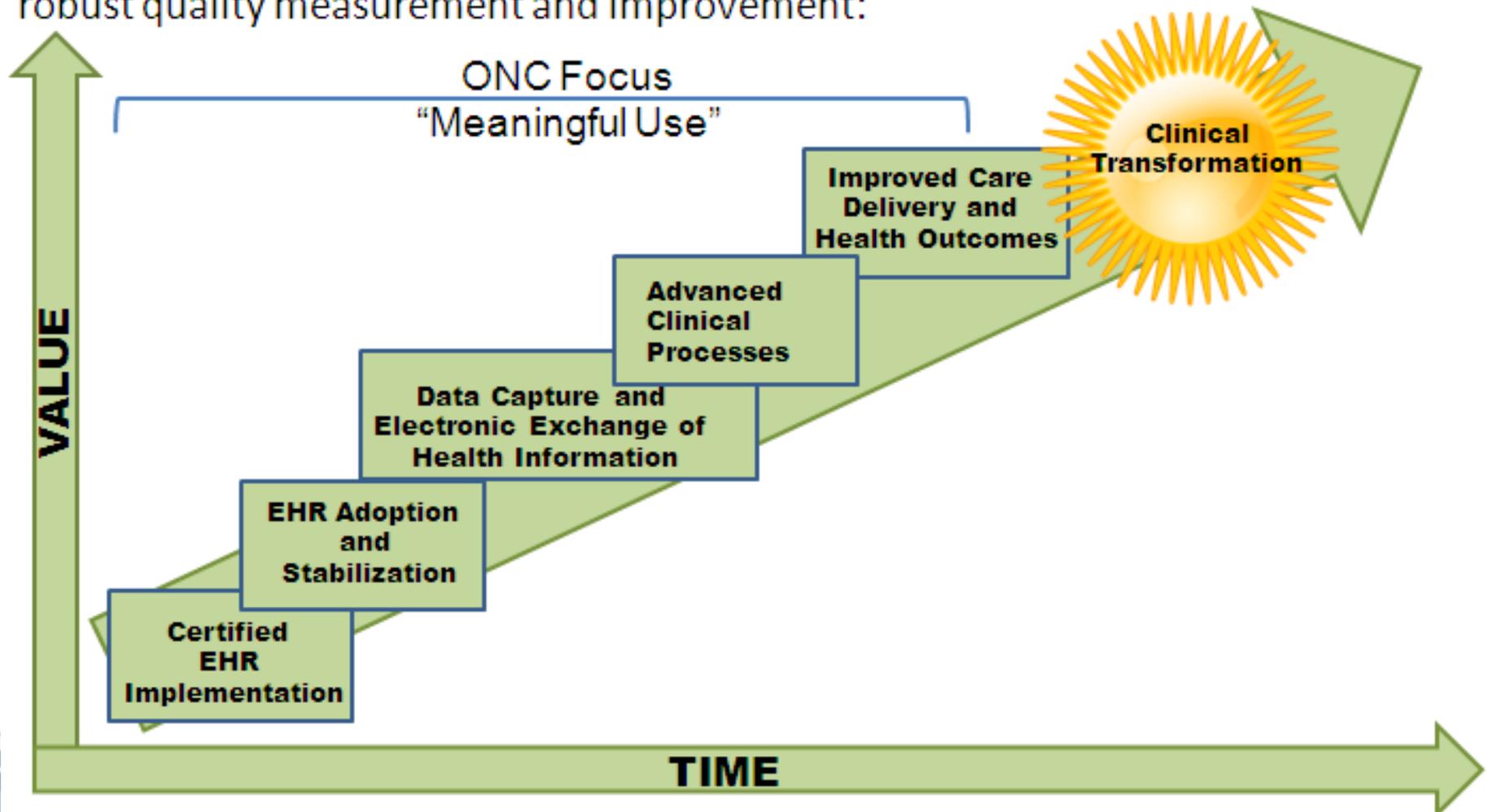
Meaningful Use – Care Coordination

- Electronically exchange key clinical information among providers of health care and patient-authorized entities (HIE): problem list, medications, allergies, recent lab results
 - Provide patient and authorized care givers access to recent health information for highest continuity of care and optimum health.
 - Move towards fully integrated (not interfaced) comprehensive community health record to eliminate longstanding artificial segregation of physical, behavioral/mental, dental, alternative care services; which then is truly patient centric.
- 

Customizing Your EHR

Meaningful Use – Clinical Value Proposition

Phased in series of improved clinical data capture supporting more rigorous and robust quality measurement and improvement:



Customizing Your EHR

Make it Easy to do the Right Thing

How will customizing the EHR help me

- Take better care of my patients
 - Improved care delivery and health outcomes
 - ✓ Performance measurement over time
 - ✓ Increase satisfaction
- Be more efficient
 - Ease of use – *make it easy to do the right thing*
 - Decrease patient wait times
 - Increase patient access

EHR *General Lessons Learned Over Time*

- Overt leadership is critical throughout process
 - Implementing an EHR is NOT an IT project!!!
 - Don't let the search for perfection become the enemy of great
 - Make it easy to do the right thing and hard to do the wrong thing
 - Pace change – start with what must be changed
 - Address panel sizes/ productivity issues before or well after EHR
 - An EHR only automates current processes
 - Expect EHR system, clinic workflow and role changes
 - Until you go-live you can only guess about what you need
- 

EHR Customization *Lessons Learned Over Time*

- Define goals for implementing an EHR
 - The impulse to customize is **STRONG!**
 - Simplicity is often more useful than any custom features
 - It is easy to over engineer system build
- 



Thank You!

Questions?

Susan Chauvie
OCHIN Chief Clinical Officer
chauvies@ochin.org

OCHIN
707 SW Washington
Suite 1200
Portland, OR 97205
P 503-943-2500 F 503-943-2501
www.ochin.org