EHR JumpStart Webinars Series

“Selecting an EHR”

Introduction and Welcome:
Nancie McAnaugh, MSW
Center for Health Policy
MO HIT Assistance Center

Presenter:
Margalit Gur-Arie
Founding Partner
EHR Pathway
Before we begin...

- Phone lines are now muted

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MO HIT Assistance Center

Missouri’s Federally-designated Regional Extension Center

- University of Missouri:
  - Department of Health Management and Informatics
  - Center for Health Policy
  - Department of Family and Community Medicine
  - Missouri School of Journalism

- Partners:
  - EHR Pathway
  - Hospital Industry Data Institute (Critical Access Hospitals)
  - Missouri Primary Care Association
  - Missouri Telehealth Network
  - Primaris
What is our role?

- For providers who do not have a certified EHR system - We help you choose and implement one in your office.

- For providers who already have a system - We help eligible providers meet the Medicare or Medicaid criteria for incentive payments.
MO HIT Assistance Center
Now Serves Large Practices & Specialists

- Contact MO HIT Assistance Center for details and pricing
CME & AOA Credit
Now Available

- Instructions provided
  after today's presentation
Disclosures

- The Office of Continuing Education, School of Medicine, University of Missouri is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

- The Office of Continuing Education, School of Medicine, University of Missouri designates this live Internet educational activity for a maximum of one AMA PRA Category 1 Credit™. Physicians should only claim the credit commensurate with the extent of their participation in the activity.

The learning objectives of this live Internet educational activity are:

- Choose an appropriate electronic health record for the practice, create a change team, redesign practice workflow and successfully implement transition to electronic records.
- Appropriately track quality measures in electronic health records and to create accurate reports of quality indicators; physicians will understand how to use indicators to improve patient outcomes.
- Identify potential privacy and security issues in individual practices that are utilizing electronic health records and provide tools for practices to use to assess their security measures to see if they are appropriate.
- Measure and track the way individual practices are reporting on the meaningful use requirements in the federal HI Tech Act; understand additional clinical reporting requirements contained in meaningful use phases two and three.
- Appropriately design and implement patient portals for patients to access their health care information and learn how to better take care of their health conditions.

- The planning members and presenter for this activity have no commercial relationships to disclose.
Disclosures

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Cerner and the University of Missouri Health System have an independent strategic alliance to provide unique support for the Tiger Institute for Health Innovation, a collaborative venture to promote innovative health care solutions to drive down cost and dramatically increase quality of care for the state of Missouri. The Missouri Health Information Technology Assistance Center at the University of Missouri, however, is vendor neutral in its support of the adoption and implementation of EMRs by health care providers in Missouri as they move toward meaningful use.
EHR JumpStart
Implementing an EHR

Margalit Gur-Arie
Founding Partner, EHR pathway LLC

May 17, 2012
Implementing an EHR

Plan

Practice

It’s all about the Peas…

Perform

Perfection
While you are waiting….

Don’t disengage!

**Manage**
- Designate a Project Manager
- This is your project – Don’t leave it to the vendor to manage it for you
- Hold weekly meetings with your team and vendor account manager

**Perform**
- Execute pre-implementation project plan
- Fulfill your tasks in a timely manner – respond to emails, provide information
- Manage third parties: old vendor, hospital, labs, State registries

**Monitor**
- Create a personal relationship with your account manager
- Be polite, friendly but firm on due dates
- Stay current on all incentives/penalties and how they apply to your workflow
Pre-Game Preparation

Project Plan
- Start Date
- Training start date
- Go-live date

Who’s in charge?
- One Project Owner
- One Physician Champion

Data Strategy
- Scan?
- Abstract?
- Convert?

Infrastructure
- Tablets or Desktops
- Wired or wireless
- DSL, cable, T1... ?

Resources
- NO VACATIONS
- No other changes

Financing
- Cash available?
- Credit line active?
- Loan executed?
The Team

Your Practice

- Starters
  - Project Manager
  - Physician Champion
  - IT guy

- Special Teams
  - Legacy PM vendor
  - Biller
  - Lab tech

EHR Vendor

- Starters
  - Project Manager

- Special Teams
  - Trainer
  - Data migration guy
  - Interface guy
  - Billing specialist
  - Product person
The Referees

Regional Extension Center

- OR -

IPA Representative

- OR -

Medical Group Representative

- OR -

Hospital Representative
The Rules

Project Plan = Dependencies

- Weekly project calls
- Make resources available
- Complete your tasks on time
- Stick to the dates
- Monitor vendor activities
- Up-to-date issues lists
- Identify Risks
- Tackle big risks first
- Third parties are your responsibility
There are Four Quarters

- Setup
- Training
- Customize
- Go-live
- Post go-live
1st Quarter

- Billing Information (provider numbers, clearinghouse, credentialing, lockbox….)
- Payers Mapping
- Frequently Used Lab Orders (from lab facility)

- Chart abstractions (optional)
- Demographics export & cleanup

- Hardware & network setup
- Software setup
MORE IS BETTER – MUCH MORE IS MUCH BETTER

Training is normally over the Web
- Train & practice in your own environment
- Train in small groups (3-4)
- Train by role
- Designate Super User trained for all roles
- Train after/before hours – no phones
- Don’t be afraid to ask questions
- Explore on your own…..

Save/buy some training hours for post go-live
Anytime after software setup, customize:

- Administrative settings
- Pick lists (favorites)
- Schedule Templates
- Clinical Templates
- Forms & Letters
- Alerts (clinical & financial)
- Patient Statements
- Patient Portal

Role Playing:

Have staff members be test patients and go through typical appointments from scheduling to claim dropping
Pay for a trainer to be on-site for 3 days or more

**Big Bang**
- EHR & PM at once
- All encounters
- All providers

- Lighten schedule by 50% on first week
- Inform patients
- Make cheat sheets
- Drop claims daily
- Work rejections

**Small Bang**
- EHR & PM at once
- A few encounters
- Selected providers

- Don’t double book
- Inform patients
- Make cheat sheets
- Start with champion
- Drop claims daily
- Work rejections

**No Bang**
- PM first – EHR later
- A few months lag
- All out or gradual

- Drop and work claims daily
- EHR go-live
- Follow big or small bang approach

**CELEBRATE SMALL VICTORIES – Make it fun**
Go-live Aids

Front Office

- Demographics
- Insurance
- Race
- Ethnicity
- Language
- Email
- Reminder preference
- Pharmacy
- Transition of care
- Smoking status

Our EHR is Here!!

We’re improving your medical care

We’re transitioning to Electronic Medical Records

We appreciate your patience and support
Post go-live

- Keep a log of issues/questions/clarifications
- Address any identified deficiencies

Clinical
- Templates
- Short-cuts
- Meaningful Use
- Reporting
- Workflow

Billing
- Claim Denials, Rejections
- Clearinghouse Reports
- Payment Posting
- Patient Accounts
- Month End
Chugging Along

- Give yourself time
- You don’t have to become “paperless” overnight
- You will make mistakes
- The software will have “glitches”
- Your biller will experience frustration
- Vendor support will not be perfect

- You will get accustomed to your EHR
- It will become easier every day
- Eventually, you will get payer checks
Next Webinar – June 21

Utilizing an EHR

Using an EHR

Utilizing an EHR
Resources & References

1. Missouri HIT Assistance Center, http://www.ehrhelp.missouri.edu
2. Your EHR/PM vendor

Tools

www.ehrpathway.com  BizMed Toolbox tab
If you would like to discuss the content presented here in more detail, or have other questions, please call or email

Margalit Gur-Arie
mgurarie@ehrpathway.com
1-314-651-9137
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