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

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

• Phone lines are now muted

• Find this or any previous webinar, go to [http://www.EHRhelp.missouri.edu](http://www.EHRhelp.missouri.edu) click on Webinars
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
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

This regional extension center is funded through an award from the Office of the National Coordinator for Health Information Technology, Department of Health and Human Services Award Number 90RC0039/01.

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
Selecting an EHR

Margalit Gur-Arie
Founding Partner, EHR pathway LLC

March 15, 2012
Selecting an EHR

Where do I start?

What do I do next?

Which one should I pick?
Where Not To Start

- Do not call a random EHR vendor
- Do not search for advice on Google
- Do not call the Hospital offering an EHR
- Do not take your billing company’s advice
- Do not pay attention to anyone making offers you can’t refuse or offers too good to be true

Become an informed consumer
Buying a Car

New Family Car

- I want low maintenance and good warranties
- We have 4 little kids and a big dog to drive around
- We’re a wild bunch
- Want to save money on gas
- Can’t spend more than $25,000 but have no cash
- I prefer to buy stuff made in the U.S.A.

- New or very low mileage
- Must sit 6 with plenty of room in the back
- Child safety features
- Sturdy, spill proof and easy to clean
- Hybrid or fuel efficient
- No Porsche, Escalade or even Honda or Toyota
- 0% financing

Chrysler or Ford Minivan
Your Goals

Obtain $44,000 incentives
- Precise & measurable
- Factors: payer mix, start date, compliance, tax bracket

Improve practice efficiency
- Realistic: reduce phone calls, reduce paperwork
- Unrealistic: reduce payroll, see more patients

Increase reimbursement
- Measurable but not precise: 20% ? 30% ?
- Improve coding, obtain bonuses, better contracts

Improve patient care
- Needs definition, depends on specialty and practice style
- Improve diabetic measures, increase immunization rates

Others?
Avoid penalties, increase practice value, attract young doctors, join ACO, get more referrals, Patient Centered Medical Home…
Your Constraints

- I don’t want to spend a fortune
  - Make a budget and stick with it
  - Upfront investment, monthly costs, loans, taxes

- I don’t want to deal with IT
  - Very deterministic requirement
  - Only consider remotely hosted solutions

- I want my data in my office
  - Flip side of the above
  - Drop all remotely hosted and cloud solutions

- My partner won’t use a computer
  - Very personal goal
  - Technology requirement and flexible friendly vendor

Others?

I want to install the EHR before flu season, Internet in my area is spotty, I want/don’t want to outsource billing, want to keep my PM system, don’t want to take a loan…
Requirements – Non Functional

- No money down and no more than $500 per month for the whole thing
- Ability to function with or without internet connectivity
- Maximum 3 seconds for screens to load
- Ability to access records from nursing home, hospital and home
- All data and records, or a current copy, physically stored in my office.
- Ability for multiple users to access charts simultaneously
- Certified for stimulus incentives
- Money back guarantees if not satisfied
- Weekend and after hours help desk
Requirements - Functional

- All 25 Meaningful Use requirements fully implemented
- Coding advice in workflow and automatic E&M calculation
- Automated claim creation, submission and electronic remittance
- Ability to verify eligibility in real time
- Connectivity to the hospital down the street to receive lab results
- Longitudinal customizable flowsheets
- Good selection of customizable documentation templates
- Ability to create pick-lists for diagnoses, medications, diagnostic orders
- Ability to create reminders for chronic disease management
Research

- On the Web

FREE EMR Advice

Start Here

- Regional Extension Center
- EHR Vendor websites
- Colleagues
- Medical Associations
- CCHIT Website
Contacting EHR Vendors

- Call or fill out contact form
- Keep it brief – stay in charge
- Request For Information (RFI)
  - Company Information
  - Customer Base
  - Training & Support Policies
  - Product & Price Structure
  - Features & Functionality
  - Trial Version (sandbox)

Score and narrow it down to 2 or 3

3 – 5 Vendors

- Keep it short and simple
- CCHIT certification = All the bells & whistles
- Vendors will always answer in the affirmative
- Concentrate on YOUR specific requirements only
Product Demonstrations

Clinical Standard
- Web demonstration – 45 minutes to 1 hour
- Vendor standard clinical demo for your specialty
- Take notes and ask questions

Clinical Scripted
- Script at least three typical visits – send to vendor
- Incorporate special requirements (e.g. specific flow-sheets)
- Observe and score during demo, including Usability

Practice Management
- Create list of must have, nice to have and unwanted features
- Work with office and billing staff
- Observe, question and score during demo, including Usability

2 – 3 Vendors
Reference Checks

- Make a checklist of questions in advance
- Base it on YOUR goals, constraints and requirements
- Try hard to find references NOT supplied by the EHR vendor
- Score and document the call/visit as it happens

On the Phone
- How are you doing on Meaningful Use?
- Where you able to reduce any expenses?
- Do you have more time with patients?
- Is configuration simple?
- Is it working out for you?
- Would you do it again?

Site Visit
- Take staff with you
- Stand behind EHR users and observe interaction
- Don’t forget front office and back office
- Pay attention to body language
- Observe a real encounter
- Set aside time to just chat
Selection

Inputs

- RFI scores
- Demo scores
- Reference scores
- Logged impressions
- Staff meeting

Possible Outcomes

1 clear winner

2 or 3 contenders

Imperative

Everybody’s opinion should be considered

None will work for me

No, this wasn’t a waste of your time…
Sooner or later, you will have to try again…
Next Webinar – April 19

Buying an EHR

How special are those special offers?

What should be in a contract, and what shouldn’t…

How much should I expect to pay?
Resources & References

1. Missouri HIT Assistance Center, Vetted EHR Vendors http://www.ehrhelp.missouri.edu/?q=node/61
2. The Office of the National Coordinator for Health IT, Certified Health IT Product List http://onc-chpl.force.com/ehrcert
7. Webinar Slides http://www.ehrpathway.com/resources

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
Your Phone Line is Now Open!

- Click on the “hand” icon on your computer screen to ask a question & press * 6 to unmute your phone.
To Receive CME Credit

1. Go to: http://www.EHRhelp.missouri.edu

2. Click on Webinars on our home page

3. Look for today’s Webinar title

4. Download pdf or complete online questionnaire

5. Submit or fax completed questionnaire to 573-882-5666 by: Friday, March 16, 2012
To Receive AOA Credit

1. Go to: http://www.EHRhelp.missouri.edu

2. Click on Webinars on our home page

3. Look for today’s Webinar title

4. Download pdf questionnaire by Friday, March 16, 2012

5. Mail or fax completed questionnaire to the American Osteopathic Association
Upcoming Advanced Webinar:

April 11

Stage 2
Meaningful Use

Sue Shumate
*Implementation Specialist*
Primaris
For More Information:

- Website: http://ehrhelp.missouri.edu

- E-Mail: EHRhelp@missouri.edu

- Phone: 1-877-882-9933