EHR JumpStart Webinars Series

“Utilizing an EHR”

Introduction and Welcome:
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Before we begin...

- Phone lines are now muted

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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
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CME & AOA Credit
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- 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

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
Utilizing an EHR

Margalit Gur-Arie
Founding Partner, EHR pathway LLC

June 21, 2012
Utilizing an EHR

Using an EHR
The Perfect EHR

- Increased reimbursement for services
- Add profitable service lines
- Increase customer retention
- Obtain incentives/avoid penalties
- Spend less time on administrative tasks
- Delegate tasks to lower paid resources
- Patients are healthier
- Patients have better outcomes
- Reduce preventable hospitalizations
- Reduce preventable errors
- Reduce non-beneficial care
- Eliminate duplication of services
Benefits of Computerization

Process Automation
- Computers perform part of your work either unprompted, or at your request

Faster Information Processing
- Computers calculate, aggregate, analyze and display information that you previously had to manually assemble and process

Better Communications
- Computers communicate with each other and arrange for people to easily send/receive information
Caveat

Not all EHRs are created equal and Computers (still) cannot

- Automate unrepeatable processes
- “Think” outside the box
- Process non-codified information
- Touch people
- Exhibit compassion
Process Automation - Billing

Eligibility
- Verification
- Deductibles
- Authorization

Claims
- Charge Capture
- Auto Scrubbing
- Auto Submission

ERA
- Real Time Adjudication
- Auto Posting
- Auto Adjustments

Statements
- Auto Generation
- Dunning Messages
- Online Payments

Revenue  Efficiency  Care  System
Communications

Internal
- Encounter Workflow
- Ad-hoc Messaging
- Task Management

Care Facilities
- Orders Results
- Pharmacies
- Hospitals
- Post Acute
- Post Acute

Regulatory
- Public Health
- CMS
- Decision Support

Patients (Portals)
- Appointments & Reminders
- e-Visits
- Results & Summaries

Revenue
Efficiency
Care
System
Patient Engagement

**Financial**
- Expansion of CDHP
- Price transparency
- Published Quality(?)
  - Physician Compare
  - PQRS
  - Consumer Reports
  - Satisfaction Surveys
- Consumerism

**Clinical**
- Access to data
  - Commercial PHRs
  - Enterprise Portals
- Shared Decisions

**Operational**
- Minute Clinics
- Walmart
- Call-a-Doc
Patient schedules Appointment in Portal → Patient updates demographics and histories → EHR checks eligibility, balance and deductible

Nurse rooms patient, verifies histories, starts CC, HPI & ROS, takes vitals, reconciles meds and performs in-office tests per protocol → EHR updates status and notifies nurse → Front desk collects payment

EHR updates status and notifies doctor → Physician reviews nursing notes (results), listens to patient story, asks open-ended questions & performs exam → Physician chooses order-set and adjusts as needed

Patient reviews prescribed education and orders in Portal, reviews results, requests renewals as needed, emails questions to nurse, makes next appointment → EHR sends orders, referrals & prescriptions electronically and updates Portal → EHR sends claim out the same day

Done!
Your Workflow

- Find activities that are performed by billing providers and can be delegated to staff
- Find tasks performed by staff that can be delegated to patients
- Find time-consuming things everybody does manually and delegate to the computer
Next Webinar – July 19
Beyond the EHR

New reimbursement models
Health Information Exchange
eHealth
Emerging technologies
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

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July 12
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Michael Levinger
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