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# Journey to Meaningful Use

HIE Conference 2011

Cost effective EMRs

Paper to Paperless

# Disclaimer

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- I function as the Director of Clinical Operations of HealthLINC HIE. We use Axolotl's Elysium product for results delivery and offer other of its EMR components.
- The numerous EMR options I am presenting are selected for cost, not any relationship or significant knowledge by me.
- HealthLINC is EMR agnostic

# Topics

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- Many EMR choices
- Making a decision for move from paper to paperless
- Process improvement

# Tri-State Vendors (5), But...

## Assured of interface/price mark

- Allscripts
- NextGen
- eClinical Works
- AthenaHealth
- GE

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- All certified
  - All fairly costly for single/dual offices

## Vendor agnostic—what is this?

- You select any vendor
- We help with contract language to help interface
- We support your go live
- We work with you to reach Meaningful Use

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- Choice for many reasons

# Preview of other EMRs

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- Cost being a major key factor for the big vendor choices
- Ongoing cost adds additional concern
- Interface issues for “others”
- We often don't know what we don't know.
  - Unknowns re non-traditional EMRs
  - Probability of survival of them

# A few locally discussed;

## Many are out there in the market

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- Elysium EMR with Clinical Messaging
- Axolotl EMR from Ingenix
- Amazing Charts
- MIE
- Practice Fusion
- iSalus

Let's review the information from some of these websites...



# Amazing Charts

<http://amazingcharts.com>

- Useable
- Affordable
  - Priced at just \$1995 per provider (one-time) and an optional \$995/year for ongoing support, maintenance, even ePrescribing, Amazing Charts is not only the #1 rated ambulatory EHR/EMR, it is a solution you can actually afford.
- Risk free to Try

# MIE: WebChart EHR

minimally invasive™

<http://www.mieweb.com>

- Meaningful Use with Meaning
- Affordable--\$250/mo/doctor (EMR only)
- Connected
- Accessible
- Flexible—dragon, templates, barcoded for handwriting
- Intuitive
- Fully Supported
- Patient Engagement
- Fully Certified
- Financial Stability of company

# Practice Fusion

[www.practicefusion.com](http://www.practicefusion.com)

- **100% Free:** There are no hidden charges, software costs or support subscriptions.
- **Web-based:** No need to worry about installing software or maintaining hardware.
- **Live in Five™:** You to be up and using the EHR in less than five minutes.
- **HITECH Stimulus:** You can qualify for \$44,000 in Medicare incentives.
- **Secure:** Security is our absolute priority. Our EHR runs within a highly secure environment.
- **Reliable:** Our EHR is designed to be available for your practice at all times.
- **Save Time:** Practice Fusion is a comprehensive solution.
- **Billing:** Eliminate paper superbills for good.
- **Quality of Care:** New studies point to the ability for EHR to improve patient quality of care.

**Comment: is “free” really a good buy? What does FREE mean?**

# iSalus

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- iSalus promotes that your EMR should be Affordable, Web-Based and Risk-Free
- Lower Costs--\$700/mo/doctor
  - Includes practice management and EMR
- Painless Upgrades
- Higher Adoption

# HealthBridge area findings...

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- AI Med EMR
- Spring Charts
- PBSI
- And on and on and on....

# HIE Specific EMRs

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- Axolotl options as an HIE vendor and also an EMR vendor
- Capitalizing on what you have
- Avoiding interface costs

# Elysium EMR

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- EMR in steps, not big bang!
- Clinical Messaging already in place so results, reports collected into patients' record
- eRX already in place often--\$167/mo/doctor
- Just add documentation with only the cost of adding templates
- No interface cost.

# ENT Specialist using Elysium



Dr. Paul Johnson is an avid dragon user and proofer of notes.



Debbie shares process by working prescriptions and electronically sending consult notes

# Axolotl EMR from **Ingenix**

## **CareTracker**

- New to our repertoire
- Interfaced now but soon not needed
- Fully certified
- Practice Management, billing, and EMR
- Many templates available
- Cost currently under discussion at HIE level

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- Making it happen

# Decision Making

- Efficiency/Quality of Life
  - Location independence
  - Ease of use for staff and doctor
  - Ability to get to MU Stage 1 then 2 then 3
  - Improvement in Quality and Security
- Costs
  - Hardware
  - Practice Mgmt
  - Billing Services Charges
  - Data Interfaces to multiple options
  - Training
  - Support
  - Upgrades
    - Meeting changes as the National environment changes
- Other

# Transition Process

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- Paper to paperless
  - The fast and furious
  - The fastidious and transitional
- Why
  - Improve efficiency
  - Return on investment
  - Quality improvement
  - Security

# Planning

- Operational Redesign—Staff involvement
  - Results tracking, managing schedule, patient waits, chart chasing, refills, documentation, in-office communication
  - What to take from old charts
- Technical changes
  - Selecting EMR
  - Assuring interface
  - Choosing equipment
- Change management
  - People adoption of the change
  - Create milestones and celebrate each success
  - Assess, redirect/regroup, act, evaluate

# Pre-Work

- Draw the current patient care flow for each kind of visit
- STAFF INVOLVEMENT; electronic triggers
- Discuss changes to accommodate paperless
  - Create policies and procedures to match
  - Chart readiness—future schedules, freq flyers, urgents
  - PDSA (plan→do→study→act)
    - Wasting of time, rework, best communication methods
- Communication plan for patients
  - Notice in waiting room
  - Phone communication of change--scripted

# Workflow Redesign for Patient Flow

Front  
Desk

- Scheduling
- Completing visit/billing \*\*
- Phone calls

Medical  
Assistant  
or Nurse

- Rooming patients
- ePrescribing
- Call management with documentation including Surgery pts

Physician  
or NP

- Visit documentation
- ePrescribing
- Sharing information

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# Key Factors

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- Patient Safety FIRST!!!
  - Common Sense
  - Computerization is a tool, not a replacement for personal communication
- Plan well for emergencies/urgent situations
- Know your pain points, ie Coumadin, immunizations,....

# Thinking electronic

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- Patient flow
- Intra-office communication
- Document imaging for continued paper coming into office
- Point-of-Care documentation
- Chart migration—what to move to be effective (different for different offices)

# Interoffice Communication

## 3 kinds of needs

- Phone messages about care
- Prescription refills
- Results communication
  
- Cheat sheets might be helpful. *Have staff create these for themselves and their peers.*

# Is this your paper practice?

## One Week of Chart Work



Dr. David Trachenburg

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- Planning for organized papers scanning
- Good equipment for speed / ease
- Drawing of process--agreement
- Titling / Setup



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# Point of Care Documentation

- [Timeliness]—**who** does **what** **when**
  - Can you finish at time of visit? Print report for pt?
  - Can you finish by end of day?
  - Can you finish later after kids are down for night?
- [Meaningful Use]
  - Alerts—clinical reminders
  - Strong medical info--Loaded results and reports
  - Patient Education materials
- [Right tools]—space and computers--match ‘em

# Start of success

- Engage patients
  - Connect with them
  - Collaborate by including them
  - Close by sharing with them
- Identify your superuser(s)
- Get the right equipment for the right price
- Use computer to improve office workflow and communication
- Anywhere management →

- Celebrate your little wins

Dr. Rebecca Brewer working from home so she is there with daughter



# Optimizing

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- Stabilize first
- Add functionality in stages/phases
- Upgrade equipment as need occurs
- Find ways to share information and engage medical partners
- Add customizations slowly, methodically

# Problem solving

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- Help for the laggards
- Use technology to solve some of the paper problem areas
- Network, network, network....

# Recap

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- Know what questions you need to answer to move forward
- Your first EMR may not be your last; plan for what you can tolerate and negotiate to upgrade
- Plan well and find a strong champion
- Identify your problem areas and address early
- Celebrate the successes
- Meet MU Stage 1 and start planning for Stage 2