

Health Information: Incorporating Electronic Medical Records in Family Practice

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Introduction

Objectives

- 1. To familiarize Physicians with the Federal Mandate requiring the implementation of EHR**
- 2. To share strategies to design an effective EHR selection process**
- 3. To define the steps of implementing an EHR**

Why EHR

- **Federal Mandate**
- **Cost of providing care / effective practice**
- **Quality of care**
- **Patient satisfaction**
- **Provider of care satisfaction**
- **Federal Stimulus package incentive**

Federal Mandate

- **CMS pressure on physicians to purchase HIT**
- **Financial incentives for using electronic prescribing through 2013**
- **Penalties to practices that fail to employ this technology starting in 2012**
- **Economic stimulus bill provides \$19 Billion in incentives for physicians to adopt EMR – if EMR “meaningful use” achieved**

Federal Mandate

- **On February 17, 2009, President Obama signed into law the *American Recovery and Reinvestment Act*. The HITECH provision includes over \$19 billion of government spending to be invested to accelerate the use of information technology by hospitals and physicians. The HITECH provisions call for reimbursement of up to \$64,000 per physician, and hospitals can qualify for \$2 million-\$8 million in funding, based on meeting certain criteria for the "meaningful use" of an electronic health record.**

“Meaningful Use” Definition

- **By 2011**

- Computerized order entry for all order types, including medication
- Incorporate laboratory tests into EMR and share results electronically with public health agencies
- Exchange key clinical information among health care providers (problems, medications, allergies, test results, etc.)

“Meaningful Use” Definition

- **By 2013**

- All prescriptions generated and transmitted electronically
- Manage chronic conditions using patient lists and decision support tools
- Offer secured patient-physician messaging capabilities

“Meaningful Use” Definition

- **By 2015**

- **Achieve minimal levels of performance on quality, safety and efficiency measures – benchmarks**
- **Access comprehensive patient data from all available sources – a true clinical info web**
- **Conduct automated real-time surveillance on occurrences such as adverse events, disease outbreaks and bioterrorism**
- **These incentives represent a positive and greatly needed step toward reducing costs while improving quality, safety and efficiency.**

Cost of Providing Care / Effective Practice

- **Insured and uninsured populations**
- **Identify and by-pass barriers to care**
- **Eliminate disparities in the way health care is offered/delivered**

Quality of Care

- **Evidence-Based Medicine (EBM)**
- **Primary Care Research**
- **HIPAA Compliance**
- **Eliminating errors**
 - Reading or interpreting orders
 - Incorrect dosing of medications
 - Unavailability of tests, consultation reports, referral confirmations
 - Filing diagnostic tests in paper chart

Patient Satisfaction

- **Compliance to treatment**
- **Return for better continuity of care – recall systems**
- **Outcomes**
- **Errors**
- **Patients as active participants**

Provider Satisfaction

- **Commitment to offer better care**
- **Malpractice crisis**
- **Compliance issues – HIPAA**
- **Outcomes**
- **Errors**
- **Remote access of essential data**
- **Billing – system supports accurate billing, less possibilities of overcharging or undercharging**

Evidence from Study Done at University of Florida

■ Time study

- 22.5 hours weekly spent looking for paper charts
- 13.6 hours weekly spent filing information

■ Missing paper charts

- Many patients seen without the chart or results available

■ Patient wait time

- Patients spent 1.5 hours to be seen at the center

Selection Process

- **Overview of the market**
- **Guidelines for choosing the right vendor**
- **Surveys of top products**
- **Steps for a successful implementation**

Overview of the Market

- **Over 400 EMR vendors in the marketplace today**
- **Research clearly suggests that there is no dominant market leader**
- **Frequently mentioned EMR vendors in the ambulatory environment are Allscripts, eClinicalWorks, GE, NextGen and Sage Software**

Guidelines for Choosing the Right Vendor

- **Start by clearly defining your needs**
- **Make a scorecard of functional requirements**
- **Make a short-list of vendors**
- **Arrange a product demonstration**
- **Do your homework on cost**

Surveys of Top Products

■ Key Metrics

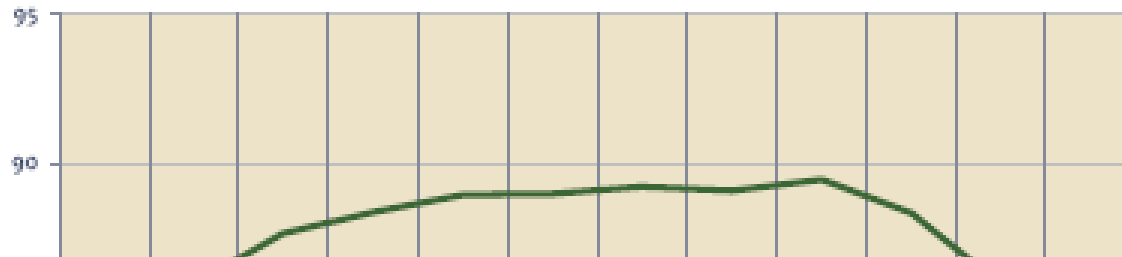
- Has the vendor lived up to expectations?
- Rating for this vendor's product quality?
- Quality of post-implementation support?
- Quality and effectiveness of implementation services?
- How well does the product support integration and interoperability goals?
- Does the product have all the functionality you need today?
- Would you buy this product again?

Surveys of Top Products

- **Allscripts Professional EHR**



Three-Year Overall Performance Trend



Bottom Line

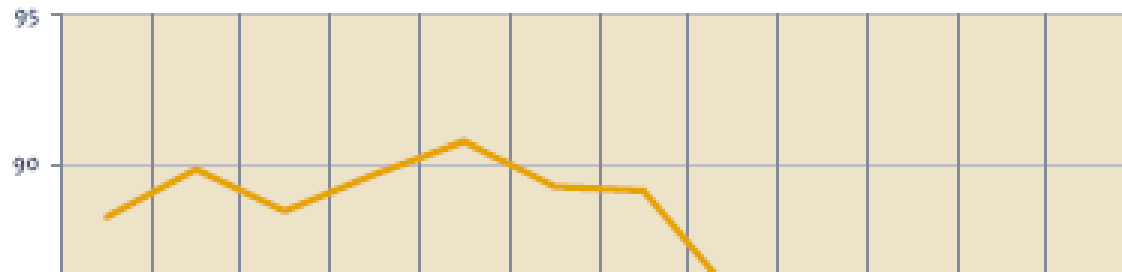
Allscripts is the most considered ambulatory EMR vendor overall, and one of the few that offers a solution across all practice sizes. However, within those market segments, Allscripts currently markets three different EMR products, which can be confusing for customers wondering which would best fit their practice. The company performs relatively well across most segments, though performance has been trending downward in recent years with the challenging release of v.11.

Surveys of Top Products

■ eClinicalWorks EMR



Three-Year Overall Performance Trend



Bottom Line

eClinicalWorks enjoys high physician adoption with an EMR product that is considered cost-effective and easy to use. The product also scales to all practice sizes and works well at both ends of the spectrum. eClinicalWorks has been growing at a rapid pace over the past four years, though that rapid growth has also led to struggles with support and implementation. Some providers question whether eClinicalWorks has the resources to continue meeting customers' needs as the company continues to grow so quickly.

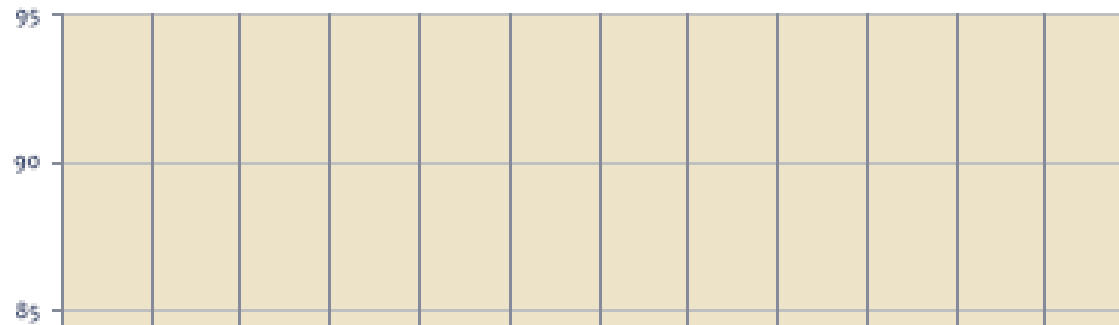
Surveys of Top Products

■ GE Centricity EMR



GE Healthcare

Three-Year Overall Performance Trend



Bottom Line

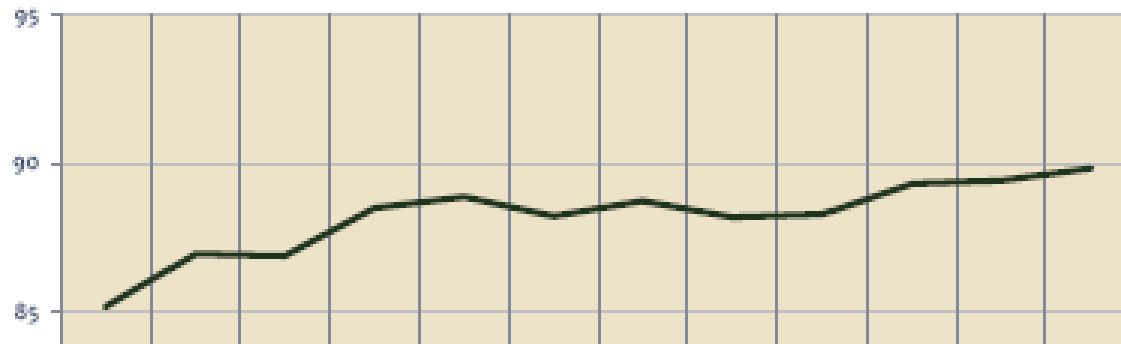
GE is one of the most considered vendors in the ambulatory EMR market, but also the second highest on the list of vendors that providers would avoid. GE's traction is somewhat based on brand recognition and its perception as a "safe" choice. Physicians generally like the GE EMR, noting that it is easy to use, and the product scales to every practice size. Support for the GE solution has been problematic, however, and the technology is older with little innovation or development recently.

Surveys of Top Products

■ Greenway Medical PrimeSuite Chart



Three-Year Overall Performance Trend



Bottom Line

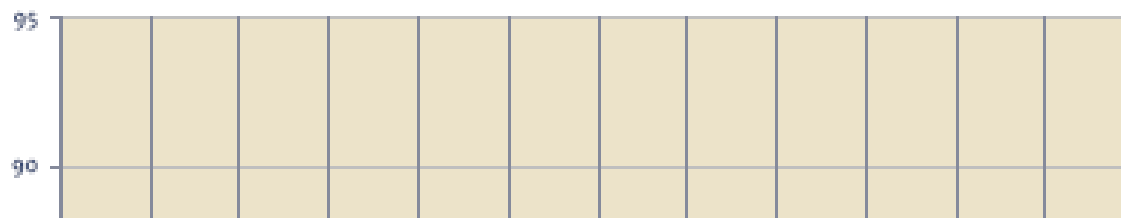
Greenway is a consistent top performer in the KLAS ratings and is seen by many providers as a company with great vision and delivery. The Greenway product offers good functionality and is generally seen as a cost-effective investment, even though it is not inexpensive. Greenway is attentive to its customer base, offering great support and a strong development track record. One weakness of the Greenway EMR is its lack of integration with any inpatient solution.

Surveys of Top Products

■ McKesson Practice Partner EMR



Three-Year Overall Performance Trend



Bottom Line

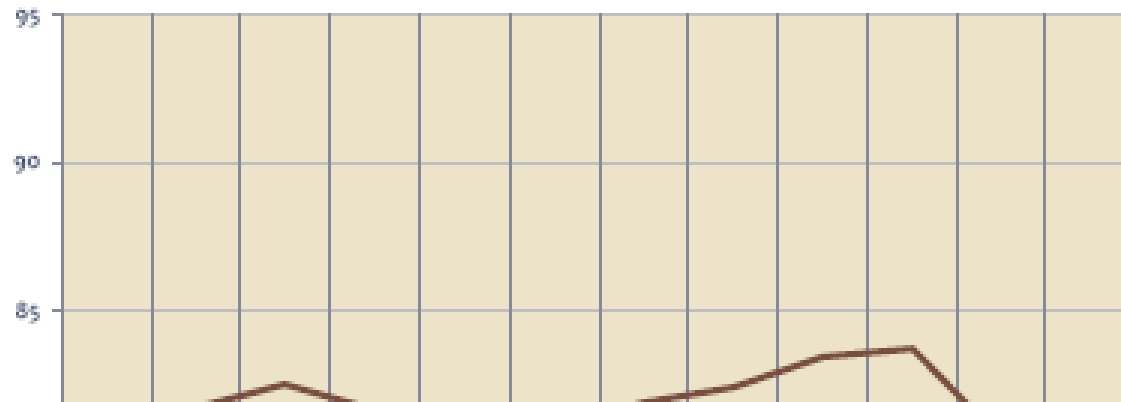
McKesson markets two products in the ambulatory EMR space: Practice Partner for smaller practices and Horizon Ambulatory Care (HAC) for larger. HAC purchases are coming primarily from McKesson sites that are looking to have an integrated inpatient-outpatient solution; and Practice Partner is supposed to offer integration with Paragon Clinicals, McKesson's EMR solution for community hospitals. For Practice Partner, however, providers have yet to see the level of integration that McKesson has promoted. Like GE, McKesson is also considered to be a "safe" purchase, and its products work relatively well with reasonably good support.

Surveys of Top Products

■ NextGen EMR

NEXTGEN
HEALTHCARE INFORMATION SYSTEMS

Three-Year Overall Performance Trend



Bottom Line

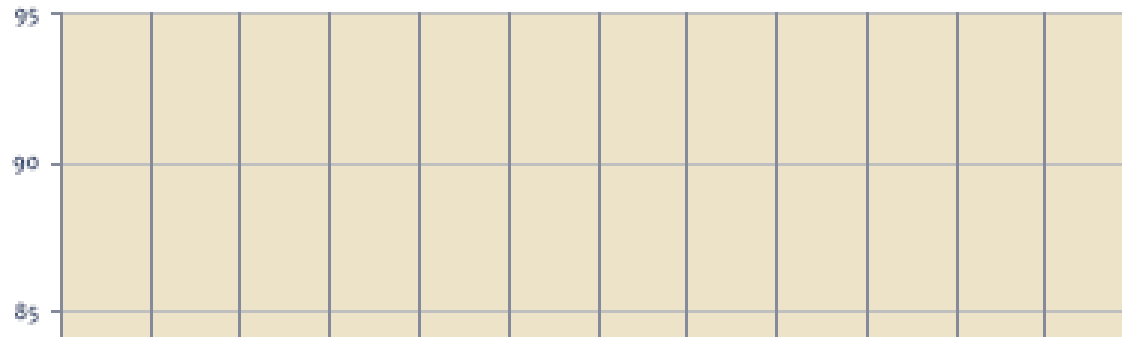
NextGen EMR is the most considered product in the ambulatory EMR space. (Allscripts is the most-considered vendor, but that interest is divided among several products.) The NextGen EMR is a robust product with deep functionality, and one that is not easily replaced. However, NextGen has largely disappeared from smaller practices (under five physicians) but still has good traction in larger practices.

Surveys of Top Products

■ Sage Intergy EHR



Three-Year Overall Performance Trend



Bottom Line

The Sage EMR product offers good functionality and provider satisfaction is improving. A new executive team at Sage is bringing renewed energy and direction. Sage is currently a small- and medium-sized practice solution and is generally considered favorably by providers. Sage does not offer an inpatient solution or integration with an acute care offering, so it will take significant work before the company is considered at large practices.

Steps for a Successful Implementation

- **Do your research**
- **Choose a positive team leader**
- **Develop a project implementation plan**
- **Select hardware from reputable manufacturers**

Steps for a Successful Implementation

- **Invest in training**
- **Have a plan for your paper**
- **Choose an EMR provider that offers onsite and preventative support**
- **Find a good partner**

Pitfalls

- **Not involving physicians in the EMR selection process**
- **Not scanning the records and other important documents consistently and promptly**
- **Not enough training of physicians and support staff....training is essential**
- **Not implementing early interfaces with labs, x-ray facilities, pharmacies, etc**

Results

- **Greater number of patients served by reducing provider charting time, estimated to be 1/3 of provider time in an average day**
- **Practices with EMR show 20% increase revenue per physician – revenue from 10%-15% more patients served**
- **Revenue lost due to inaccurate coding estimated 3%-15%. It is estimated that 30% of HCFA forms had errors. EMR automatically optimizes coding, billing and reimbursement**

EMR

- **Supports:**

- **Research to evaluate the effectiveness of care**
- **Evidence-Based Medicine**
- **Health behavior changes and chronic disease management**

- **Enhances:**

- **Patient self-management**
- **Patient-provider interaction**

What we all want...

- **To improve the quality of care offered in both ambulatory and inpatient settings**
- **To improve the efficiency of clinical operations**
- **To improve access to care**
- **To eliminate the cost of operating a partial, incomplete and cumbersome paper-based system**
- **Increase revenue by accurate coding and billing**

And the winner is...

The EMR of your choice

End

- **Comment**
- **Questions**
- **Suggestions**