

# EHR Reminders and Clinic Workflow

National Medical Providers' Best Practices & GPRA  
Measures Conference

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**Lake County Tribal Health Consortium, Inc.  
Lakeport, CA**

# Course Objective

How to create and utilize a patient care workflow diagram using EHR Clinical Reminders to enhance medical practice in order to meet GPRA standards

# History

Statistics declined in the 2011 reporting year

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OFFICIAL GPRA & PART MEASURES CLINICAL PERFORMANCE SUMMARY

	Site Current	Site Previous	Site Baseline	GPRA Target	Nat'l 2010	2020 Target
Tobacco Cessation Counsel	25.1%	36.3%	0.0%	23.7%	25%	N/A
BEHAVIORAL HEALTH						
FAS Prevention 15-44	47.9%	50.6%	1.7%	51.7%	55%	N/A
IPV/DV Screen 15-40	33.9%	43.1%	0.0%	52.8%	53%	N/A
Depression Screen 18+	39.8%	47.0%	4.2%	51.9%	52%	N/A

# Difficulties

- ➔ Staff turnover, BIG issue
- ➔ New staff unaware of process
- ➔ Established staff let process fall by the wayside
- ➔ GPRA coordinator took a year long break!

# Our Approach

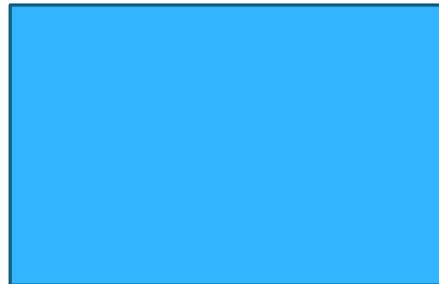
- \* Monthly meetings
- \* Input from entire facility, TEAMWORK
- \* Utilize patient lists and CRS reports
- \* Screening tools
- \* Patient education
- \* **Utilize EHR reminders and workflow diagrams**

# Workflow Diagrams 101

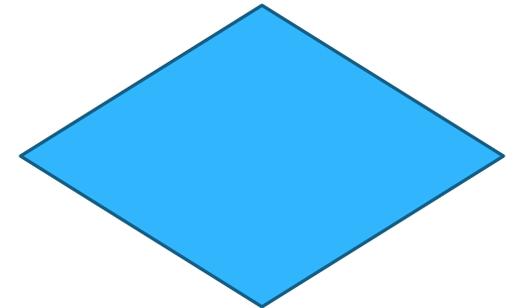
Start/End

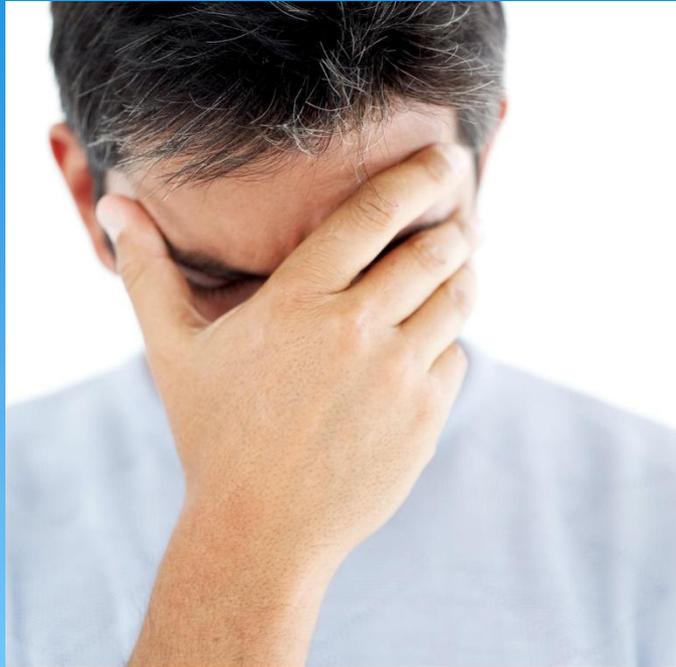


Process



Decision

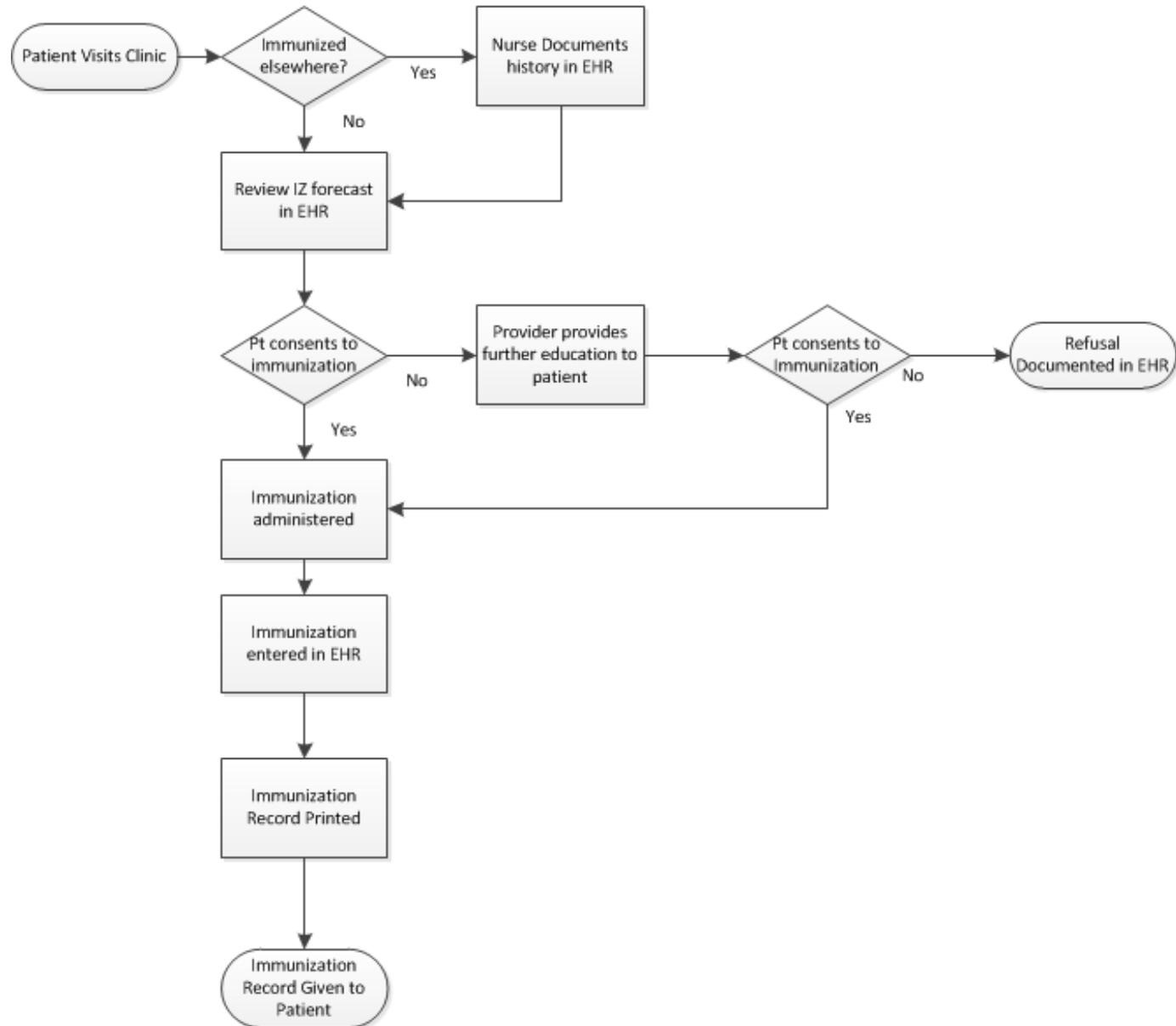




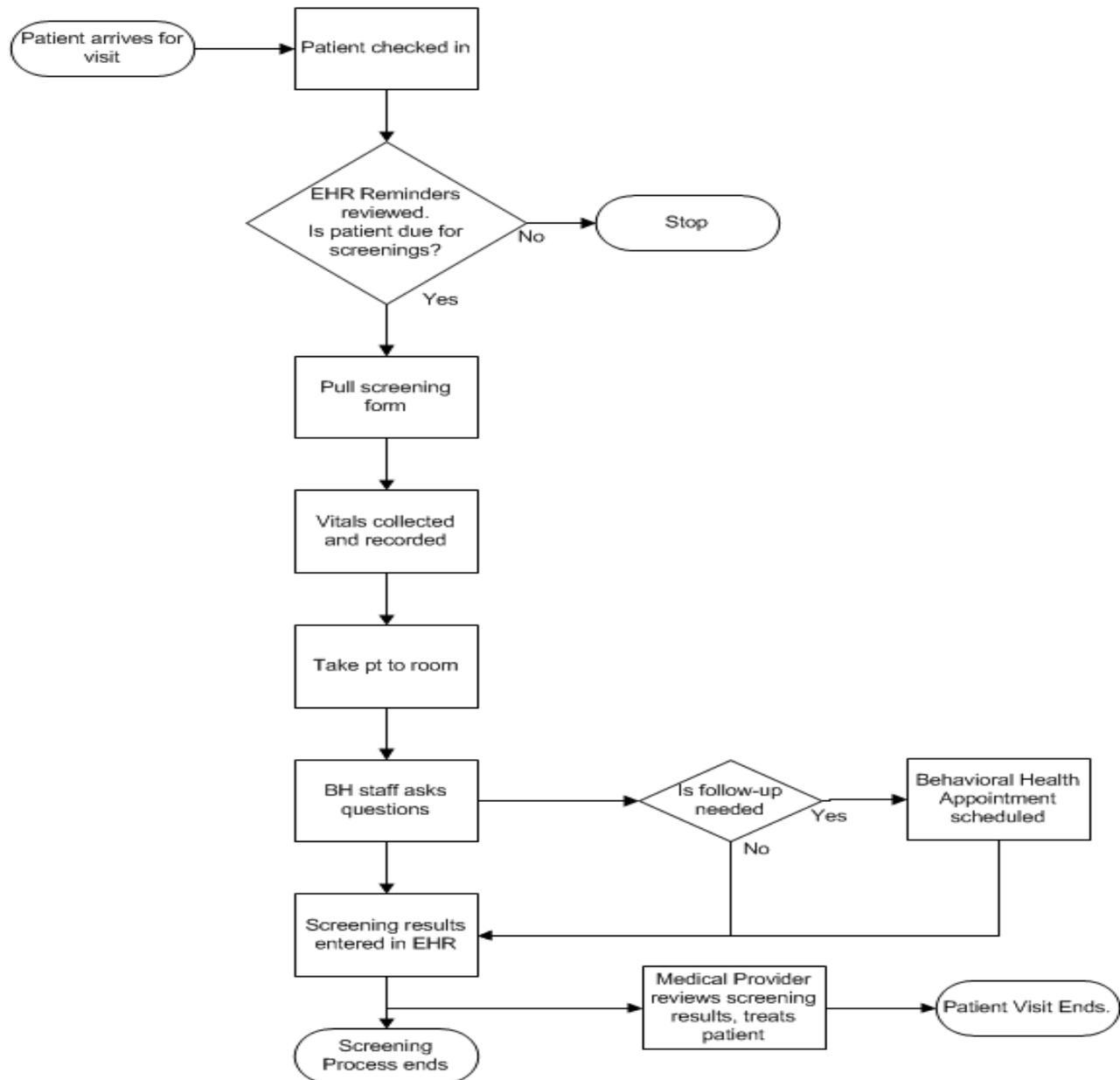
Put the minds of the entire team together.

**Frustration and disagreement is good!**

# Adult Immunization Workflow Diagram



# Domestic Violence, Alcohol, Tobacco, and Depression Screening Workflow



# Integrated Care

Behavioral Health and Medical departments unite

**First comes RESISTANCE!**

And for good reason...

- How would the patient react
- Would this cause a bottleneck in patient flow
- How would this effect BH workload



## Then comes HARMONY!

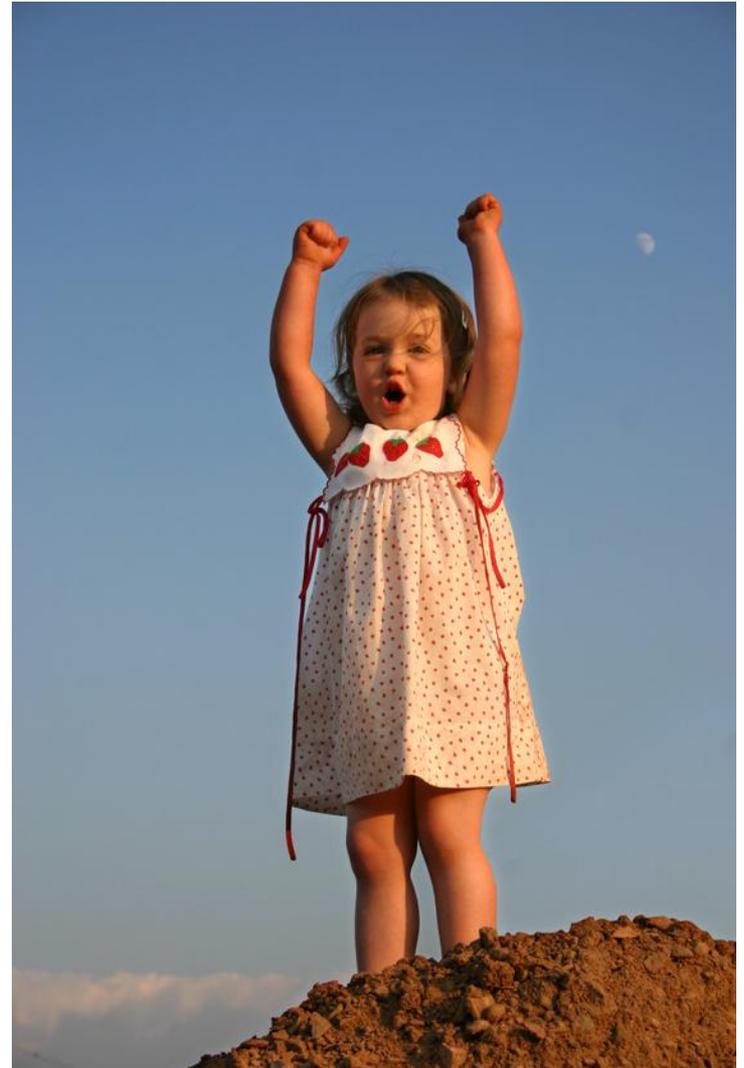
- As the patient is roomed, medical staff let the patient know that someone will be in to speak with them about these screenings
- This interaction fills the time that the patient is waiting for the provider to enter the room
- This new process has increased the referrals to Behavioral Health

Yes, Happy Patient!

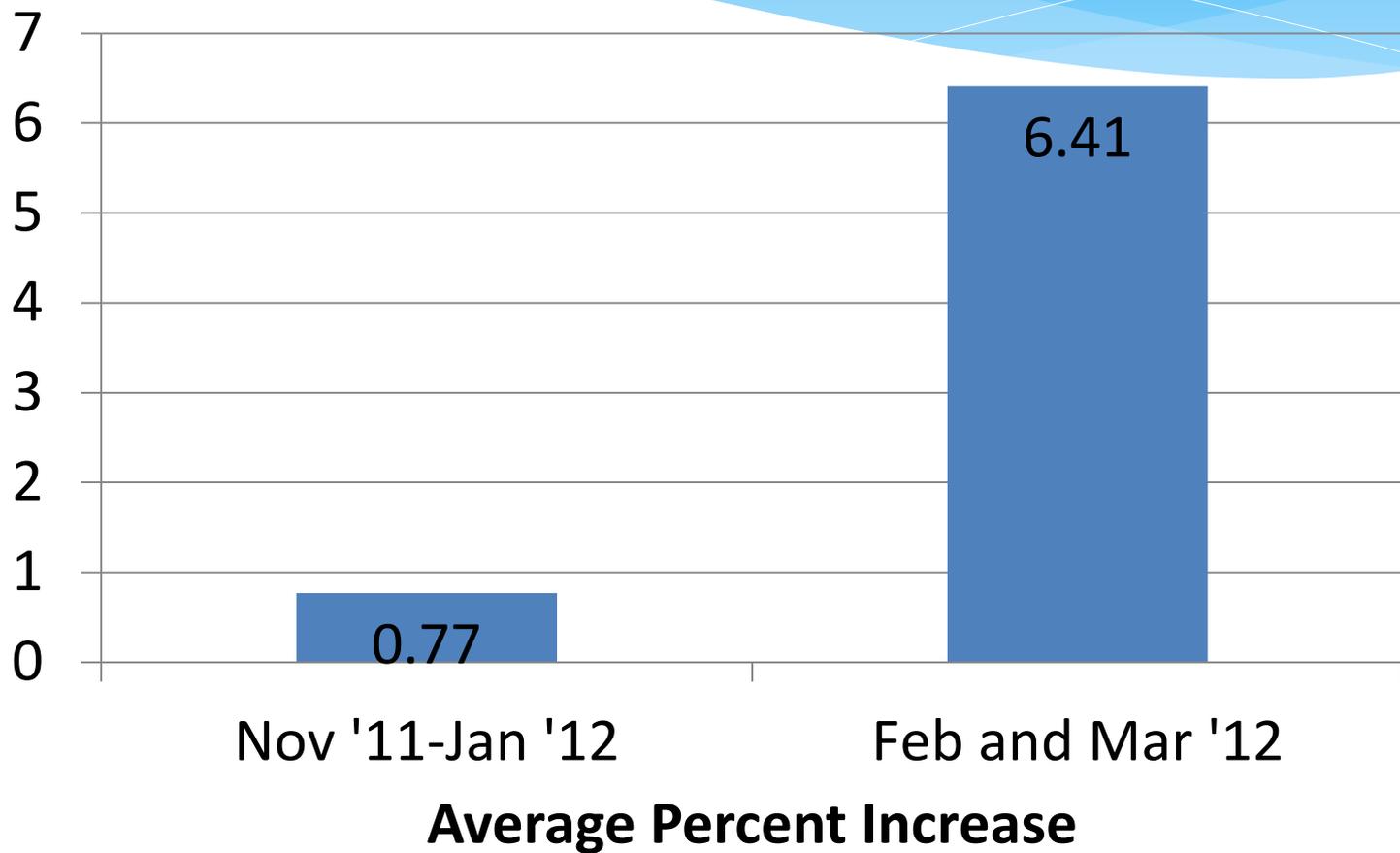
## Happy Patient?

Our biggest concern was how the patients would react to this change.

This concern was so heavy, we came very close to bypassing this idea of integrated care.



# Statistical Results



# Questions?

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