

ELECTRONIC HEALTH RECORD – PROGRAM SUPPORT

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OVERVIEW

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- RPMS/EHR Onsite Support Description
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The RPMS/EHR Support Team

- The RPMS/EHR support team consists of California Area personnel as well as contractors chosen for their EHR expertise. Together we work with all clinic programs to ensure the RPMS/EHR is functional, secure and improves patient care.

The RPMS/EHR Support Team

- Robert Gemmell, Chief Information Officer,
Information Systems Security Officer

Marilyn Freeman, RHIA
Clinical Application Coordinator
Vista Imaging, Health Information Systems

- Gary Mosier, IT Specialist / Database Administrator
Patch maintenance, interface configuration for e prescribing and
bidirectional lab, Help Desk
- Michelle Martinez, CPC
IT Specialist / ICD-10 Area Coordinator
patch maintenance, Help Desk

The RPMS/EHR Support Team

- Steve Viramontes, PHN, Area CAC
Coordination of RPMS/EHR support
- Natalie Klier, CCS-P
Clinical Application Coordinator, Certified coder, RPMS Site Manager, Help Desk
- Emmanuel Yennyemb, MBA, CSAP
Configuration of the RPMS/EHR, Clinical Applications Coordinator, PhD student studying for a degree in Information Systems, Help Desk
- Tim Campbell, Meaningful Use Consultant
Support for MU application and implementation

The RPMS/EHR Support Team

- Denise Vermilyea, PharmD.
RPMS Pharmacy Services
Prepares RPMS/EHR drug file for e prescribing, creates quick orders as requested, performs monthly drug file updates.
- Patrick Beatty, RPMS Lab specialist, creates quick orders, POC lab setup, can update lab file
- Toni Johnson, Business Office Consultant, Contract Health Officer, Billing Specialist, Help Desk
- Edna Lorimer, Computer Assistant
Handles EHR Help Desk trouble tickets, sets up EHR classrooms
- Paula Taylor, IT specialist
Sets up EHR classrooms

The RPMS/EHR Support Team

- Kelly Stephenson, IT Specialist / Area Telecommunications Liaison, Help Desk, Network issues

RPMS/EHR Update

- ✓ 16 Clinic Programs without a pharmacy are now e prescribing
- ✓ We have 4 more clinics scheduled for ePrescribing setup in August and Sept.
- ✓ 10 Clinic Programs now have a bidirectional lab interface

RPMS/EHR Support Description

- REMINDERS

- Reminders are one of the most powerful tools that reside in EHR. They can be set to search the electronic chart for screening, types of care, or education that may have been done for a patient. The system will alert clinic staff for things that are due.
- EHR Clinical Reminders can enhance medical practice to assist in meeting GPRA , MU and Managed Care standards.
- We have visited several programs and will continue to do so throughout the year to configure, install and help programs implement EHR reminders and create workflows.

RPMS/EHR Support Description

- EHR SUPPORT ONSITE:
 - During our program site visits we usually begin with a clinic visit walk through. One of our team will be the designated “patient” and clinic staff processes the “patient” through the visit. This gives the Area team a realistic idea of how clinic staff interacts with EHR during a patient visit.
 - **OUR MOTTO:** MAM, STEP AWAY FROM THE PAPER!
 - **OUR MESSAGE:** LEARN TO LIVE IN THE EHR

RPMS/EHR Support Description

- EHR SUPPORT ONSITE:
 - Some time after the walk through we meet with as many clinic team members as possible. We ask that they each participate in letting us know how RPMS/EHR is working for them. This usually brings up many changes or enhancements that they would like to see happen.
 - A list of EHR changes, problems and concerns are listed on large sticky notes around the meeting room. Each item is addressed before the Area team leaves. We have found that most issues can be resolved during the visit.

RPMS/EHR Support Description

- EHR SUPPORT ONSITE:
 - Typically the Area team members will review processes like ordering meds or labs and help providers and clinic staff devise new or more simple ways to process labs and medication orders.
 - GPRA and MU measures are identified
 - Workflows are developed around these measures using “visio” to create a workflow chart

RPMS/EHR Support Description

- It is critical that as many staff members as possible be available during the development of workflows
- It is critical that a workflow implementation date be set

RPMS/EHR On Site Support Training 2012 - 2013

- ✓ October 2012 -- Santa Ynez, Tribal Health Program
- ✓ December 2012 -- Chapa De Indian Health Program, Auburn
- ✓ February 2013 -- Round Valley Indian Health Center, Covelo
-- Consolidated Tribal Health Project, Redwood Valley
- March 2013 -- Lassen Indian Health Center, Susanville

RPMS/EHR Onsite Support Training 2012 - 2013

- ✓ April 2013 -- K'ima:w Medical Center
- ✓ May 2013 -- Riverside / San Bernardino County
Indian Health, Morongo – Soboba
– San Manuel

Other EHR Support Activity 2012/2013

- ✓ October 2012 -- Karuk Community Health Clinic,
ePrescribing Go Live
-- Consolidated Tribal Health Project,
ePrescribing Go live
- ✓ Nov. 2012 -- RPMS/EHR Referred Care Information System (RCIS) coordinated and paid for by the California Area Office and host by San Diego American Indian Health Center. Three other programs participated; United American Indian Involvement – Los Angeles, American Indian Health & Services- Santa Barbara, and Southern Indian Health Council – Alpine. This was a 3 day training.

Other EHR Support Activity

- ✓ January 2013 -- Round Valley Indian Health Project, **ePrescribing Go Live**
- The California Area Office hosted a 5 day satellite class “EHR Clinical Applications Coordinator Review” class.
- **CAC Mentor Support: 70 hours**
- **Pharmacy Support: 43 hours**

Other EHR Support Activity

- ✓ Feb. 2013 -- Central Valley Indian Health,
ePrescribing Go live
 - California Area Office hosted a 3 day satellite class “EHR Behavioral Health for Clinical Application Coordinators”
 - **CAC Mentor Support: 53 hours**
 - **Pharmacy Support: 35 hours**
- ✓ Mar. 2013 -- **CAC Mentor Support: 37 hours**
Pharmacy Support: 17 hours

Other EHR Support Activity

- ✓ April 2013 -- **CAC Mentor Support:** 60 hours
Pharmacy Support: 35 hours

- ✓ **RPMS/EHR Weekly Office Hours :**

Ongoing since May of 2012 with approximately 20 participants per meeting. Office Hours is designed to provide a forum for clinic program Clinical Application Coordinators to come together weekly to discuss EHR progress, trouble shoot EHR issues, and to receive updates re. Meaningful Use, the latest EHR patches, new “Site Managers Portal” functionality, and more.

Next Steps

- ✓ **Nexgen Support** -- We are exploring providing Onsite support training for Nexgen sites.
- ✓ **Managed Care Support** -- Our team is current working on creating a manual that will describe how to mine managed care data from RPMS
 - ✓ We are also working toward creating canned managed care reports (like GPRA reports) in RPMS.

Thank You