



RESOURCE AND PATIENT MANAGEMENT SYSTEM

# **RPMS - EHR End User Training & Go Live**

## **Agenda**

September 9<sup>th</sup> – September 13<sup>rd</sup>, 2013

Nashville Area Office  
&  
Miccosukee Health Department  
Miami, Florida

## Table of Contents

<b>1.0</b>	<b>General Information .....</b>	<b>3</b>
1.1	Background .....	3
1.2	Health Information Technology for Economic and Clinical Health Act ....	3
1.3	Incentive Payments .....	4
1.4	Meaningful Use.....	4
<b>2.0</b>	<b>Objectives .....</b>	<b>5</b>
<b>3.0</b>	<b>Instructors and Facilitators .....</b>	<b>7</b>
3.1	Nashville Area: .....	7
<b>4.0</b>	<b>Detailed Agenda .....</b>	<b>8</b>
4.1	Day 1 .....	8
4.2	Day 2 .....	10
4.3	Day 3 .....	10
4.4	Day 4 .....	12
4.5	Day 5 .....	12
<b>5.0</b>	<b>Biographical Sketches .....</b>	<b>13</b>

## **1.0 General Information**

### **1.1 Background**

On February 17, 2009, President Barack H. Obama signed into law the American Recovery and Reinvestment Act of 2009 (ARRA). ARRA provides incentives to encourage healthcare organizations and office-based physicians to adopt electronic health records (EHRs) and other health information technology (HIT) solutions that reduce costs by improving quality, safety, and efficiency. ARRA contains numerous technology and privacy provisions with aggressive timelines for completion. Many of these ARRA milestones are related to standards and the work of the Healthcare Information Technology Standards Panel.

As part of the ARRA initiative, Tanana Chiefs Conference was awarded \$1.3 million in matching funds to expand the use of Health Information Technology throughout the interior of Alaska. The project includes three sub-regional Section 330 grantees: Tanana Chiefs Conference, Council of Athabascan Tribal Government, and the Edgar Nollner Health Clinic. In addition to the sub-regional clinics, 25 additional village clinics are included in the initiative to improve communication flow, increase access to a higher level of health care, improve the safety of health care, and reduce health care costs by implementing the EHR and integrating the health records of the region.

### **1.2 Health Information Technology for Economic and Clinical Health Act**

The Health Information Technology for Economic and Clinical Health Act (HITECH) is a focal point of ARRA and represents an investment of more than \$19 billion towards healthcare IT related initiatives. The \$19 billion dedicated to HITECH is divided into two portions: (a) \$17 billion toward a Medicare/Medicaid incentive reimbursement program for both healthcare organizations and providers who can demonstrate “meaningful use” of an approved EHR, and (b) \$2 billion available to: providers located in qualifying rural areas; providers serving underserved urban communities; and Indian tribes. “Meaningful use” of an approved EHR will be required in order for providers to qualify for, and continue to receive, benefits from HITECH.

## 1.3 Incentive Payments

ARRA will provide incentive payments through Medicare and Medicaid reimbursement systems to encourage providers and hospitals to adopt EHRs and HIT. Hospitals that demonstrate meaningful use of certified EHRs and other HIT could be eligible for between \$2 million to \$8 million. Incentive payments are triggered when an eligible provider (EP) or eligible hospital (EH) demonstrates that it has become a “meaningful EHR user.” The highest incentive payments will be granted to EPs and EHs that adopt EHR technology in years 2011, 2012 or 2013. Reduced incentive payments are granted to EPs and EHs that adopt EHR technology in years 2014 or 2015, while no incentive payments are granted to EPs and EHs that adopt EHR technology after 2015. Providers and hospitals that fail to meet this time limit will be subject to penalties in the form of reduced Medicare reimbursement payments beginning in 2017.

## 1.4 Meaningful Use

“Meaningful use” is a term used by CMS to ensure that providers and hospitals that have adopted certified EHR are using the technology to further the goals of information exchange among health care professionals. EPs and EHs will achieve meaningful use if they: (a) demonstrate use of certified EHR technology in a meaningful manner, (b) demonstrate the certified EHR technology provides for electronic exchange of health information to improve quality of care, and (c) use certified EHR technology to submit information on clinical quality and other measures.

Achieving meaningful use will be accomplished in three stages. Stage 1 will begin in 2011, Stage 2 will begin in 2013, and Stage 3 will begin in 2015. The criteria for achieving meaningful use will increase with each stage and will build upon the prior stage. Medicare and/or Medicaid incentives are available to providers and hospitals who become meaningful users of certified EHR technology, with the maximum incentives being given to EPs and hospitals that become meaningful users in Stage 1. Hospitals may be eligible for both Medicare and Medicaid incentives but EPs must choose between the two incentive programs.

For the 2011 Medicare incentives, EPs must report on three core measures and a set of specialty measures which vary depending on the EP’s specialty. Eligible hospitals must report on a set of 35 measures that includes emergency department, stroke and VTE, among other measures. Reporting of clinical quality measures in 2011 will be accomplished by attestation. Beginning in 2012 for both Medicare and Medicaid incentives, EPs and hospitals must submit information electronically on both the health IT functionality and clinical quality measures.

## 2.0 Objectives

The first health outcomes policy priority specified by the HIT Policy Committee is improving quality, safety, efficiency and reducing health disparities. The HIT Policy Committee has identified objectives and measures for providers to address this priority:

- Provide access to comprehensive patient health data for patient's healthcare team.
- Use evidence-based order sets and computerized provider order entry (CPOE).
- Apply clinical decision support at the point of care.
- Generate lists of patients who need care and use them to reach out to those Patients
- Report information for quality improvement and public reporting.
- Use CPOE – 10%
- Implement drug-drug, drug-allergy, drug-formulary checks.
- Maintain an up-to-date problem list of current and active diagnoses based on ICD-9 CM or SNOMED CT® - 80% of all patients have at least one problem recorded
- Generate and transmit permissible prescriptions electronically (eRx) – 75% of all prescriptions
- Maintain active medication list – 80% of all patients
- Maintain active medication allergy list – 80% of all patients have allergy or no allergy recorded.
- Record the following demographics: preferred language, insurance type, gender, race, and ethnicity, and date of birth. – 80% of all patients
- Record and chart changes in the following vital signs: height, weight and blood pressure and calculate and display body mass index (BMI) for ages 2 and over; plot and display growth charts for children 2 - 20 years, including BMI – 80% of all patients.
- Record smoking status for patients 13 years old or older – 80% of all patients.
- Incorporate clinical lab-test results into EHR as structured data – 50% of all clinical lab results ordered by provider.

- Generate lists of patients by specific conditions to use for quality improvement, reduction of disparities, research, and outreach – Generate at least one list
- Report hospital quality measures to CMS.
- Send reminders to patients per patient preference for preventive/follow-up care to at least 50% of patients with unique conditions.
- Implement five clinical decision support tools.
- Check insurance eligibility electronically from public and private payers – 80% of all patients.
- Submit claims electronically to public and private payers – 80% of all patients.

## **3.0 Instructors and Facilitators**

### **3.1 Nashville Area:**

- CDR Robin Bartlett, PharmD, MSP, Clinical Applications Coordinator / Pharmacy Consultant, Nashville Area Office
- Mitchell Wright, Department of Information Resource Management (DIRM) Director, Nashville Area Office

## 4.0 Detailed Agenda

### 4.1 Day 1

Monday	
8:30	<p><b>All</b> Welcome &amp; Introductions</p>
9:00	<p><b>Virtual Workflow Walk Through</b></p> <p><b>Group 1: EHR End User Training (Nursing Assistants, Nurses, Providers, Community Health Representatives, Community Health Nurses, Public Health Nurses, Dental, CAC, Data Entry)</b></p> <p>Patient Registration &amp; Check In Documentation of Chief Complaint Intake</p> <ul style="list-style-type: none"> <li>• Chief complaint</li> <li>• Vital Signs</li> <li>• Health Factors               <ul style="list-style-type: none"> <li>○ Tobacco</li> <li>○ Alcohol</li> </ul> </li> <li>• Exams               <ul style="list-style-type: none"> <li>○ Intimate Partner Violence (Domestic Violence)</li> <li>○ Depression Screening</li> </ul> </li> <li>• Reproductive Factors</li> <li>• Adverse Reactions</li> <li>• Immunization Record Forecast</li> <li>• Problem List &amp; POV</li> <li>• E&amp;M and CPT Coding</li> <li>• Patient Education</li> <li>• Orders               <ul style="list-style-type: none"> <li>○ Medications                   <ul style="list-style-type: none"> <li>▪ Review of Medication Menus (Quick Orders)</li> <li>▪ Medication Reconciliation</li> <li>▪ Outside Medications</li> <li>▪ Auto Finish</li> </ul> </li> <li>○ Nursing                   <ul style="list-style-type: none"> <li>▪ Review Nursing Menu</li> </ul> </li> <li>○ Labs                   <ul style="list-style-type: none"> <li>▪ POC Lab Entry Button</li> <li>▪ Review of Lab Menu                       <ul style="list-style-type: none"> <li>• Outside Labs</li> </ul> </li> </ul> </li> <li>○ Consults                   <ul style="list-style-type: none"> <li>▪ Review Consult Menu</li> </ul> </li> </ul> </li> <li>• Notes</li> </ul> <p><b>Group 2: Patient Encounters in Clinic</b></p>

12:00	<b>Lunch</b>	
1:00	<p><b>Group 1: Patient Encounters in Clinic</b></p> <p><b>Group 2: EHR End User Training (Nursing Assistants, Nurses, Providers, Community Health Representatives, Community Health Nurses, Public Health Nurses, Dental, CAC, Data Entry)</b></p> <p>Patient Registration &amp; Check In Documentation of Chief Complaint Intake</p> <ul style="list-style-type: none"> <li>• Chief complaint</li> <li>• Vital Signs</li> <li>• Health Factors <ul style="list-style-type: none"> <li>○ Tobacco</li> <li>○ Alcohol</li> </ul> </li> <li>• Exams <ul style="list-style-type: none"> <li>○ Intimate Partner Violence (Domestic Violence)</li> <li>○ Depression Screening</li> </ul> </li> <li>• Reproductive Factors</li> <li>• Adverse Reactions</li> <li>• Immunization Record Forecast</li> <li>• Problem List &amp; POV</li> <li>• E&amp;M and CPT Coding</li> <li>• Patient Education</li> <li>• Orders <ul style="list-style-type: none"> <li>○ Medications <ul style="list-style-type: none"> <li>▪ Review of Medication Menus (Quick Orders)</li> <li>▪ Medication Reconciliation</li> <li>▪ Outside Medications</li> <li>▪ Auto Finish</li> </ul> </li> <li>○ Nursing <ul style="list-style-type: none"> <li>▪ Review Nursing Menu</li> </ul> </li> <li>○ Labs <ul style="list-style-type: none"> <li>▪ POC Lab Entry Button</li> <li>▪ Review of Lab Menu <ul style="list-style-type: none"> <li>• Outside Labs</li> </ul> </li> </ul> </li> <li>○ Consults <ul style="list-style-type: none"> <li>▪ Review Consult Menu</li> </ul> </li> </ul> </li> <li>• Notes</li> </ul>	
4:30	<b>Adjournment</b>	

## 4.2 Day 2

<b>Tuesday</b>		
8:30	<b>Review of previous day</b>	
	<b>Group 1: EHR End User Training Continued</b> <ul style="list-style-type: none"> <li>• EHR Go-Live practice with Patient Encounters from previous afternoon visits</li> </ul> <b>Group 2: Patient Encounters in Clinic</b> <b>EHR Go-Live</b> <b>EHR Support</b>	
12:00	<b>Lunch</b>	
1:00	<b>Group 1: Patient Encounters in Clinic</b> <b>Group 2: EHR End User Training Continued</b> <ul style="list-style-type: none"> <li>• EHR Go-Live practice with Patient Encounters from morning visits</li> </ul> <b>EHR Go-Live</b> <b>EHR Support</b>	
4:30	<b>Adjournment</b>	

## 4.3 Day 3

<b>Wednesday</b>		
8:30	<b>Group 1: EHR Go-Live Patient Encounters</b> <b>Group 2: EHR Go-Live Patient Encounters</b> <b>Group 3: EHR End User Training (Nursing Assistants, Nurses, Providers, Community Health Representatives, Community Health Nurses, Public Health Nurses, Dental, CAC, Data Entry)</b> Patient Registration & Check In Documentation of Chief Complaint Intake <ul style="list-style-type: none"> <li>• Chief complaint</li> <li>• Vital Signs</li> <li>• Health Factors               <ul style="list-style-type: none"> <li>○ Tobacco</li> <li>○ Alcohol</li> </ul> </li> <li>• Exams               <ul style="list-style-type: none"> <li>○ Intimate Partner Violence (Domestic Violence)</li> <li>○ Depression Screening</li> </ul> </li> <li>• Reproductive Factors</li> <li>• Adverse Reactions</li> <li>• Immunization Record Forecast</li> <li>• Problem List &amp; POV</li> </ul>	

	<ul style="list-style-type: none"> <li>• E&amp;M and CPT Coding</li> <li>• Patient Education</li> <li>• Orders <ul style="list-style-type: none"> <li>○ Medications <ul style="list-style-type: none"> <li>▪ Review of Medication Menus (Quick Orders)</li> <li>▪ Medication Reconciliation</li> <li>▪ Outside Medications</li> <li>▪ Auto Finish</li> </ul> </li> <li>○ Nursing <ul style="list-style-type: none"> <li>▪ Review Nursing Menu</li> </ul> </li> <li>○ Labs <ul style="list-style-type: none"> <li>▪ POC Lab Entry Button</li> <li>▪ Review of Lab Menu <ul style="list-style-type: none"> <li>• Outside Labs</li> </ul> </li> </ul> </li> <li>○ Consults <ul style="list-style-type: none"> <li>▪ Review Consult Menu</li> </ul> </li> </ul> </li> <li>• Notes</li> </ul> <p><b>EHR Support</b></p>	
12:00	<b>Lunch</b>	
1:00	<p><b>Group 1, 2, 3: EHR Go-Live Patient Encounters in Clinic</b>  <b>Group 4: EHR End User Training Continued</b></p> <p>Patient Registration &amp; Check In  Documentation of Chief Complaint  Intake</p> <ul style="list-style-type: none"> <li>• Chief complaint</li> <li>• Vital Signs</li> <li>• Health Factors <ul style="list-style-type: none"> <li>○ Tobacco</li> <li>○ Alcohol</li> </ul> </li> <li>• Exams <ul style="list-style-type: none"> <li>○ Intimate Partner Violence (Domestic Violence)</li> <li>○ Depression Screening</li> </ul> </li> <li>• Reproductive Factors</li> <li>• Adverse Reactions</li> <li>• Immunization Record Forecast</li> <li>• Problem List &amp; POV</li> <li>• E&amp;M and CPT Coding</li> <li>• Patient Education</li> <li>• Orders <ul style="list-style-type: none"> <li>○ Medications <ul style="list-style-type: none"> <li>▪ Review of Medication Menus (Quick Orders)</li> <li>▪ Medication Reconciliation</li> <li>▪ Outside Medications</li> <li>▪ Auto Finish</li> </ul> </li> <li>○ Nursing</li> </ul> </li> </ul>	

	<ul style="list-style-type: none"> <li>▪ Review Nursing Menu</li> <li>○ Labs <ul style="list-style-type: none"> <li>▪ POC Lab Entry Button</li> <li>▪ Review of Lab Menu <ul style="list-style-type: none"> <li>• Outside Labs</li> </ul> </li> </ul> </li> <li>○ Consults <ul style="list-style-type: none"> <li>▪ Review Consult Menu</li> </ul> </li> <li>○ Notes</li> </ul> <p><b>EHR Support</b></p>	
4:30	<b>Adjournment</b>	

#### 4.4 Day 4

<b>Thursday</b>		
8:30	<b>Review of previous day</b>	
9:00	<b>EHR Go-Live Patient Encounters in Clinic</b> <b>CHS Discussion (Providers, Nurse Case Managers, CHS Dept, Medical Records, Data Entry)</b> <ul style="list-style-type: none"> <li>• Process Map current process</li> <li>• Develop EHR documentation process</li> </ul> <b>Pharmacy EHR Training</b>	
12:00	<b>Lunch</b>	
1:00	<b>EHR Consult Tracking Training (All Consult Services)</b> <b>Dental EHR Medication Order Entry Training</b> <b>EHR Go-Live Patient Encounters in Clinic</b> <b>EHR Support</b> <b>EHR Configuration</b> <ul style="list-style-type: none"> <li>• Template Modifications</li> <li>• Education, POV, Superbill Picklists</li> </ul> <b>EHR Coding Queue &amp; HIM Reports</b>	
4:30	<b>Adjournment</b>	

#### 4.5 Day 5

<b>Friday</b>		
8:30	<b>Review of previous day</b>	
9:00	<b>EHR Go-Live Patient Encounters in Clinic</b> <b>EHR Support</b>	
12:00	<b>Lunch</b>	
1:00	<b>EHR Go-Live Patient Encounters in Clinic</b> <b>EHR Support</b>	
3:00	<b>EHR Go-Live Review / Close-out with Administration</b>	
4:30	<b>Adjournment</b>	

## 5.0 Biographical Sketches

### **Robin Bartlett, PharmD, MSP**

#### **Nashville Area Clinical Applications Coordinator and Pharmacy Consultant**

CDR Robin Bartlett is currently serving as Nashville Area Clinical Applications Coordinator, Chief Area Pharmacy Consultant, Meaningful Use Coordinator, Training Coordinator, and Improvement Support Team member since April 2010. CDR Bartlett is a Commissioned Officer in the USPHS and has been in the Indian Health Service since 2001. After graduating with a Doctor of Pharmacy degree from University of Florida, CDR Bartlett completed a one-year Indian Health Service Pharmacy Practice Residency Program at Cherokee Indian Hospital. CDR Bartlett transferred to Whiteriver Indian Hospital in 2002 and served the role of a Clinical Staff Pharmacist. CDR Bartlett transferred back to Cherokee Indian Hospital in 2004 and served as a Clinical Staff Pharmacist, Pharmacy Intern Experiential Program Director, Inpatient Pharmacy Services Coordinator, Joint Commission Medication Management Workgroup Team Leader, electronic MAR Implementation Project Manager, and Clinical Applications Coordinator. CDR Bartlett is certified as a National Clinical Pharmacy Specialist (NCPS) in Anticoagulation through the IHS Clinical Support Center and an adult pharmacy-based immunization provider. CDR Robin Bartlett graduated with a Master of Science in Pharmacy degree program with special emphasis in Patient Safety and Risk Management from the University of Florida in 2012.