



RESOURCE AND PATIENT MANAGEMENT SYSTEM

EHR for Meaningful Use Stage 1 (e-Learning)

Announcement and Agenda

November 27 & 29, 2012

Office of Information Technology (OIT)
Albuquerque, New Mexico

National Indian Health Board (NIHB)

United South & Eastern Tribes Regional Extension Center (USET REC)

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1.0 General Information

1.1 Purpose of Training

The purpose of this Meaningful Use [MU] and Electronic Health Record [EHR] training and deployment activity is to assist Eligible Providers [EPs] achieve and maintain four Meaningful Use Stage 1 Performance Measures for 2011 through 2013. Training will examine necessary EHR configuration and workflow structured activities for these four measures to ensure EPs will receive maximum incentive payments. Meaningful Use Performance Measures that will be examined during this training and deployment activity include:

- Clinical Summaries
- Patient Reminders
- Medication Reconciliation
- Patient Specific Education

There will be an overview presentation followed by a question & answer session. RPMS MU & EHR subject matter experts will also be available to assist with individual site challenges through Hands-On RPMS and EHR Configuration Activities.

1.2 Prerequisites

Participants must have a background in (a) Meaningful Use Stage 1 Performance and Clinical Quality Measures and (b) the Resource Patient Management System Electronic Health Record [RPMS-EHR] healthcare documentation. Each participant must have access to a computer with internet connection and a separate telephone line to dial into the web conferencing number. Participants must have access to their facility's RPMS EHR system [roll and scroll, EHR GUI] equivalent to the role of Clinical Applications Coordinator [CAC] as well as access to the MU Performance Measures and Clinical Quality Measure Reports.

1.3 Accreditation

No Continuing Education will be Offered for this Training Activity

2.0 Learning Objectives

At the end of this e-Learning activity participants should be able to:

- Examine the Center for Medicare & Medicaid Services (CMS) Performance Measures for:
 - Clinical Summaries
 - Patient Reminders
 - Patient Specific Education
 - Medication Reconciliation
- Configure the RPMS EHR to Specifically Meet the MU Performance Measures for:
 - Clinical Summaries
 - Patient Reminders
 - Patient Specific Education
 - Medication Reconciliation
- Integrate EHR and MU Workflow into Clinic and EHR Processes to Specifically Meet the Performance Measures for:
 - Clinical Summaries
 - Patient Reminders
 - Patient Specific Education
 - Medication Reconciliation

3.0 Instructors and Facilitators

Disclosure Statement: As a provider accredited by ACCME, ANCC, and ACPE, the IHS Clinical Support Center must ensure balance, independence, objectivity, and scientific rigor in its educational activities. Course directors/coordinators, planning committee members, faculty, and all others who are in a position to control the content of this educational activity are required to disclose all relevant financial relationships with any commercial interest related to the subject matter of the educational activity. Safeguards against commercial bias have been put in place. Faculty will also disclose any off-label and/or investigational use of pharmaceuticals or instruments discussed in their presentation. The course directors/coordinators, planning committee members, and faculty for this activity have completed the disclosure process and have indicated that they do not have any significant financial relationships or affiliations with any manufacturers or commercial products to disclose.

3.1 Albuquerque, NM (OIT EHR Training & Deployment)

- David Taylor, MHS, RPh, PA-C, RN, OIT EHR Training and Deployment Manager
- Phil Taylor, BA, RN (Contractor), Medsphere Systems Corporation Clinical Applications Specialist
- Chris Lamer, PharmD, MHS, BCPS, OIT Meaningful Use Coordinator
- Joann Hawkins (Contractor), Data Networks Corporation, IHS OIT Meaningful Use Team Lead
- Deborah Burkybile, MSN, RN, CPC, OIT EHR Training and Deployment Specialist
- Mike Allen, MIS, RPh, OIT USET EHR Clinical Pharmacy Consultant
- Mollie Ayala, MHI, OIT USET EHR Coordinator
- Cathy Whaley, PMP (Contractor), Data Networks Corporation EHR Project Manager

3.2 National Indian Health Board Regional Extension Center (NIHB REC) & United South & Eastern Tribes Regional Extension Center (USET REC)

- Vicki French, USET REC Meaningful Use Lead
- Carol Smith, MS, RN, CPHQ, USET REC Meaningful Use Clinical Nurse Consultant
- Karen Pinto, MS, RN, USET REC Meaningful Use Clinical Nurse Consultant

4.0 Detailed Agenda

All Times are Mountain Time!

Start	Topic	TAB 1
10:00 AM	Welcome & Introductions Orientation to Use of ThinkTank® United South and Eastern Tribe Regional Extension Center (USET REC) Meaningful Use Videos and Workflow Documents	
Start	Topic	TAB 2
10:30 AM	Meaningful Use Overview At the end of this session participants should be able to: <ul style="list-style-type: none"> • Analyze CMS EHR Incentive Program • Understand and differentiate the Meaningful Use Performance Measures and Meaningful Use Clinical Quality Measures • Review the current Meaningful Use performance Measures as they pertain to Clinical Application Coordinators 	
Start	Topic	TAB 3
11:15 AM	Clinical Summaries At the end of this session participants should be able to: <ul style="list-style-type: none"> • Analyze the Objective & the Measure • Examine the use of the Patient Wellness Handout (PWH) for meeting this Measure • Print the Patient Wellness Handout utilizing the EHR GUI and RPMS Roll and Scroll • Compare and Contrast the Patient Wellness Handout Tally Report (PINT) & MU Performance Measures Report • Examine policy and guidelines for Clinical Summaries 	
12:00 PM	Lunch	
Start	Topic	TAB 4
1:00 PM	Patient Reminders At the end of this session participants should be able to: <ul style="list-style-type: none"> • Analyze the Objective & the Measure • Examine the use of the Patient Wellness Handout (PWH) for meeting this Measure • Configure Patient Reminders into the PWH • Print the Patient Wellness Handout utilizing the EHR GUI and RPMS Roll and Scroll • Compare and Contrast the Patient Wellness Handout Tally Report (PINT) & MU Performance Measures Report 	
Start	Topic	TAB 5

1:30 PM	Patient Specific Education At the end of this session participants should be able to: <ul style="list-style-type: none"> Analyze the Objective & the Measure Examine the configuration and use of Education Picklists and Education Associations in Superbill Picklists. Use of the “i” Button for meeting this Measure 	TAB 5
Start	Topic	TAB 6
2:00 PM	Medication Reconciliation At the end of this session participants should be able to: <ul style="list-style-type: none"> Analyze this presentation is an overview Medication Reconciliation Recall the MU requirements for meeting the Med Rec Performance Measure Design the necessary Components and required Documentation for meeting the Med Rec Performance Measure Integrate the use of the Patient Wellness Handout in the Med Rec Process Compare and contrast the Outside Medications functionality with Outpatient and Inpatient medications functionality Explain why Outside Medications data population is important in maintaining a complete Medication Profile Utilize the principles, practices, and techniques for documenting patient reported medications 	
Start	Topic	TAB 7
2:45 PM	Questions and Answers Hands-On RPMS & EHR Activities with Individual Sites At the end of this session participants should be able to: <ul style="list-style-type: none"> Integrate EHR & MU Workflow into Clinic and EHR Processes Configure RPMS EHR to Specifically Meet the Four MU Performance Measures to include (a) Clinical Summaries, (b) Patient Reminders, (c) Patient Specific Education, and (d) Medication Reconciliation 	

5.0 Biographical Sketches

CAPT Michael Allen, MIS, RPh
IHS OIT USET EHR Clinical Pharmacy Consultant

CAPT Allen is a commissioned Officer in the USPHS. He came from a family of pharmacists and holds a BS degree from Idaho State University. He has a Master of Information Systems degree from University of Phoenix. He started with USPHS after working in retail pharmacy for a few years. During his years in IHS he has served in Portland Area, Phoenix Area, and currently is in Tucson Area. His duties have included, besides being a pharmacist: Site Manager, Assistant Site Manager, CAC, Pharmacy Package Administrator, and POS specialist. He serves on the Pharmacy PSG and was recently appointed to the POS Technical Advisory Group. His children are out of the house and he has one granddaughter he misses greatly. He lives in Tucson with his wife and cat.

LCDR Mollie Ayala, MHI
IHS OIT USET EHR Coordinator

LCDR Mollie Ayala is a Commissioned Officer in the United States Public Health Service and has been with the Indian Health Service Office of Information Technology (OIT) since 2009 and the Phoenix Area since 2002. Mollie serves as the EHR Coordinator for all EHR Training and Deployment activities. She is a graduate of Arizona State University with a Master's Degree in Healthcare Innovation (MHI). In addition, she has served in a variety of positions ranging from IT Specialist where she implemented an area level Help Desk system that is still currently providing a centralized level of support for all Phoenix area facilities. She then moved on to become a Revenue Application Coordinator for the Phoenix Area – Management Services Organization. In this position, she was responsible for providing specialized 3rd Party and Accounts Receivable application support for 12 clinics and hospitals.

CAPT Deborah Burkybile, MSN, RN, CPC
IHS OIT USET EHR Deployment Specialist

Deborah has been a Registered Nurse for 32 years. During this time her nursing practice led her to work in a variety of private sector hospitals, clinics, tribal facilities, and for the last 20 years in Indian Health Service. Ms. Burkybile is a citizen of the Cherokee Nation of Oklahoma. She received her commission in the U.S. Public Health Service in 1988 and works from the Nashville Area Office, Indian Health Service where she had served Tribes and IHS facilities in the role of Area Managed Care Consultant. Currently she has been assigned to support the implementation of the Indian Health Service Electronic Health Record by assisting the IHS Office of Information Technology as one of the EHR Implementation Team Consultants. Ms.

Burkybile is also a Certified Professional Coder and has worked diligently with the Nashville Area Tribes to train and certify coding professionals at the Service Unit, Tribal, and Urban levels. Health Care Compliance is another field of particular interest and work for Ms. Burkybile. Ms. Burkybile's knowledge and expertise in nursing has enabled her to provide assistance to Indian Health Service, Tribal, and Urban facilities from both clinical and business perspectives with a focus on quality health care service delivery.

**Joanne Hawkins, (Contractor) Data Networks Corporations
Meaningful Use Team Lead**

Joanne is the Team Lead for the IHS Office of Information Technology. She has over 13 years of training experience in various industries including healthcare. Her focus is to help Indian Country achieve Meaningful Use of an Electronic Health Record and maximize Incentives.

**CDR Christopher Lamer, PharmD, MHS, BCPS, CDE NCPS
IHS Office of Information Technology Meaningful Use Lead**

CDR Christopher Lamer is a Commissioned Officer in the United States Public Health Service and has been in the Indian Health Service since 1998. CDR Lamer is a pharmacist and works as a clinical informaticist for the Office of Information Technology and Health Education. CDR Lamer currently serves as the Meaningful Use Federal Lead and participates in the development of clinical programs, quality metrics, and support of RPMS applications.

**Karen Pinto, MSN, RN
USET REC Meaningful Use & Quality Improvement Nurse Consultant**

Karen has been a Registered Nurse for 25 year as well as a Medical Informaticist. The majority of her career has been in the private sector. She developed the Bone Marrow Transplant program for the Adult sector at the University of Utah Medical Center and for the pediatric facility for Intermountain Health Care. She finished her career with Intermountain Health Care (IHC) as the Operations Director for the nine Oncology Facilities throughout Utah. She worked with the Medical Oncology, Surgical, Radiation, Pathology, Nursing, Cancer Registry and Clinical Trials, but also developed and deployed the Oncology Enterprise Data Warehouse. Through this process the IHC team was able to develop many clinical outcome measures to present at National meetings.

Ms. Pinto is a citizen of the Navajo Nation. Karen established her own business in 2008, Clinical Quality Improvement Consultants, LLC. She has contracted with Billings and Phoenix Area Office and has had the opportunity to work in IHS facilities throughout Montana and Arizona. Karen also worked for the National Improving Patient Care (IPC) team and for the Yellowhawk Tribal Health

Care Center in Pendleton, OR. Currently Karen is a Nurse Consultant for United South Eastern Tribes (USET) focusing on the meaningful use (MU) initiative.

Ms. Pinto's knowledge and expertise in nursing and informatics has enabled her to provide assistance to Indian Health Service, Tribal, and Urban facilities. She has provided guidance in the clinical arena, evaluating work flow, developing programs, assessing data access, EHR training, quality improvement classes and business planning with a focus on quality health care service delivery.

Carol E. Smith, MS, RN, CPHQ
USET REC Meaningful Use & Quality Improvement Nurse Consultant

Carol is a Meaningful Use and Quality Improvement Nurse Consultant for United South & Eastern Tribes, Inc. She has been a Registered Nurse for many, many years and is retired from the Indian Health Service. During her IHS career, Carol provided nursing care in general medical, surgical, pediatric, emergency and ambulatory care areas. Administrative experience included Accreditation Specialist, Performance Improvement and GPRA consulting responsibilities. Carol has completed the Health Informatin Technology Professional (HITPro) training and testing as a Workforce Trainer.

CAPT (ret) David R. Taylor, MHS, RPh, PA-C, RN
IHS OIT EHR Training and Deployment Manager

CAPT (ret) David Taylor is a retired Commissioned Officer in the United States Public Health Service and is a certified physician assistant, registered pharmacist, and registered nurse. He holds more than 35 years of public health, clinical, and clinico-administrative experience in the Indian Health Service (IHS) as both a Commissioned Officer and Federal Employee. Mr. Taylor has served as a pharmacist, physician assistant, quality manger, risk manager, and compliance officer for the Pine Ridge, South Dakota and Cherokee, North Carolina Indian Hospitals. He has also served as an HIV/AIDS/STD consultant, performance improvement consultant, pharmacy consultant, diabetes clinical consultant, and RPMS health informatics consultant for the Nashville Area Indian Health Service. Since 2002 David Taylor has been assigned to the Indian Health Service Office of Information Technology as a National Medical Informatics Consultant and has been charged with both training and deployment of the Meaningful Use of an Electronic Health Record throughout the entire Indian Health Care system. David Taylor was awarded the PHS Meritorious Service Medal (MSM) in recognition for his accomplishments in the EHR arena during his Commission.

Philip Taylor, RN (Contractor)
Medsphere System Corporation

Phil is a Clinical Consultant for Medsphere Systems Corporation. Phil has been a Registered Nurse for over 35 years. He holds a degree in Nursing from Vincennes

University and a B.A. in Classical Studies from Indiana University. Phil provided clinical application support to VA Medical center staff using the VistA electronic medical record system for over 12 years prior to joining Medsphere. Phil's clinical history was primarily in Psychiatric Nursing. Currently Phil's primary responsibilities are providing training support (such as Basic CAC School and EHR for Inpatient) and configuration/setup support to OpenVista/EHR installations.

Appendix A: United South and Eastern Tribe Regional Extension Center (USET REC) Videos and Workflow Documents

- <http://www.usetinc.net/ehr/default.aspx>