



RESOURCE AND PATIENT MANAGEMENT SYSTEM

# **RPMS EHR 2014 for MU Go-Live Training**

## **Agenda**

November 3 – 7, 2014

Office of Information Technology  
Albuquerque, New Mexico

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## 1.0 General Information

### 1.1 Purpose of Training

This RPMS EHR 2014 Basic End-User Training is designed to prepare Clinic and Hospital staff the basics of being able to utilize the RPMS EHR 2014 functionality after Installation.

**Participants will:**

- Learn about using the RPMS EHR 2014.
- Learn what elements of the RPMS EHR 2014 must be configured, changed, updated, etc. immediately after upgrade.
- Learn how workflows will need to be adjusted to accommodate RPMS EHR 2014 functionality.

**Hands-on practice includes, but is not limited to:**

- Configuration and use of the RPMS EHR 2014 software

The training consists of lecture with PowerPoint presentations, demonstration of the tool, and hands-on exercises using individual computer terminals and a simulated training database.

### 1.2 Prerequisites

Successfully upgraded RPMS EHR 2014 area training database

### 1.3 Intended Audience

This training has been prepared specifically for:

- Area/Site CACs
- Area/Site MU Coordinators
- Area Consultants (Pharmacy, Radiology, Lab, etc.)
- Clinical Professionals
- Pharmacy Professionals
- HIM Professionals
- Laboratory Professionals

## 1.4 Course Material and References

Due to the short lead time between course development and delivery, all course materials will be distributed to participants through the Adobe Connect file transfer. All documents downloaded from the Adobe Connect file transfer are to be considered DRAFT documents. Content may change as adjustments are made to the software.

When RPMS EHR 2014 is released nationally, these materials will be standardized and available through the EHR ftp sites.

## **2.0 Learning Objectives**

At the end of this session, participants will be able to:

1. Examine preparations needed to utilize RPMS EHR 2014 at their respective facilities.
2. Employ the configuration that will be needed to implement RPMS EHR 2014.
3. Analyze the impact RPMS EHR 2014 will have on workflows.
4. Identify and dedicate resources required in transitioning to RPMS EHR 2014.

### 3.0 Detailed Agenda

All times are Mountain Daylight Time.

#### 3.1 Day 1 – Facilitator Kimiko Gosney & Katie Johnson

Start	Topic	Duration
8:30 a.m.	<b>Welcome and Introductions</b> All <ul style="list-style-type: none"> <li>Introduce students and solicit their expectations.</li> <li>Review Rules of Engagement and Adobe Connect Etiquette</li> <li>Review agenda and learning objectives</li> </ul>	30 min. Tab 1
9:00 a.m.	<b>Best Practice Patient Visit Overview and Hands-On</b> Kathy Ray At the end of this session, participants should be able to identify best practices for: <ul style="list-style-type: none"> <li>Analyzing Workflows for RPMS EHR 2014 preparation and conversion</li> </ul>	90 min. Tab 2
10:30 a.m.	<b>Break</b>	15 min.
10:45 a.m.	<b>Best Practice Patient Visit Overview and Hands-On (cont.)</b> Kathy Ray	75 min. Tab 2
12:00 p.m.	<b>Lunch</b>	60 min.
1:00 p.m.	<b>Best Practice Patient Visit Overview and Hands-On (cont.)</b> Kathy Ray	75 min. Tab 2
2:15 p.m.	<b>Review and Questions</b>	15 min.
2:30 p.m.	<b>Break</b>	15 min.
2:45 p.m.	<b>Installation, Configuration &amp; Implementation Lessons Learned</b> Kathy Ray	75 min. Tab 2
4:00 p.m.	<b>Adjourn</b>	

#### 3.2 Day 2 – Facilitator Katie Johnson & Robin Bartlett

Start	Topic	Duration
8:30 a.m.	<b>Welcome and Review Previous Days Topics</b> All	30 min.
9:00 a.m.	<b>Pre-Deployment Check List</b> <b>Basic MU Discussion</b> Katie Johnson	15 min. Tab 3
9:15 a.m.	<b>Pre-Deployment Check List</b> <b>Discussion of RPMS EHR 2014 Checklists</b> Teresa Chasteen At the end of this session, participants should be able to: <ul style="list-style-type: none"> <li>Identify activities to execute in preparation for the RPMS EHR 2014 Deployment</li> <li>Utilize RPMS EHR 2014 Checklists (contained in distributed spreadsheet)</li> </ul>	75 min. Tab 3

<b>Start</b>	<b>Topic</b>	<b>Duration</b>
10:30 a.m.	<b>Break</b>	15 min.
10:45 a.m.	<b>Pre-Deployment Check List (cont.)</b> <b>Discussion of RPMS EHR 2014 Checklists</b> Teresa Chasteen	75 min. Tab 3
12:00 p.m.	<b>Lunch</b>	60 min.
1:00 p.m.	<b>Post-Deployment Check Lists</b> <b>Discussion of RPMS EHR 2014 Checklists</b> Steve Thibodeau At the end of this session, participants should be able to: <ul style="list-style-type: none"> <li>• Identify changes that are needed for RPMS EHR 2014</li> <li>• Utilize RPMS EHR 2014 Checklists (contained in distributed spreadsheet)</li> </ul>	90 min. Tab 4
2:30 p.m.	<b>Break</b>	15 min.
2:45 p.m.	<b>Post-Deployment Check Lists (cont.)</b> <b>Discussion of RPMS EHR 2014 Checklists</b> Steve Thibodeau	75 min. Tab 4
4:00 p.m.	<b>Adjourn</b>	15 min.

### 3.3 Day 3 – Facilitators Elvira Mosley and Tammy Brewer

<b>Start</b>	<b>Topic</b>	<b>Duration</b>
8:30 a.m.	<b>Welcome and Review Previous Days Topics</b> All	30 min.
9:00 a.m.	<b>Documentation</b> <b>Adverse Reaction Tracking (ART)</b> Wil Darwin At the end of this session, participants should be able to: <ul style="list-style-type: none"> <li>• Document Allergies in the RPMS EHR 2014</li> </ul>	45 min. Tab 5
9:45 a.m.	<b>Documentation (cont.)</b> <b>Text Integration Utility (TIU)</b> <b>New Search options in notes</b> Roney Won At the end of this session, participants should be able to: <ul style="list-style-type: none"> <li>• Utilize the TIU search capability in the RPMS EHR 2014</li> </ul>	15 min. Tab 6
10:00 a.m.	<b>Break</b>	15 min.
10:15 a.m.	<b>Documentation (cont.)</b> <b>Integrated Problem List (IPL)</b> Cornelius Dial At the end of this session, participants should be able to: <ul style="list-style-type: none"> <li>• Document patient information using the IPL in the RPMS EHR 2014</li> </ul>	75 min. Tab 7
11:30 a.m.	<b>Lunch</b>	60 min.

<b>Start</b>	<b>Topic</b>	<b>Duration</b>
12:30 p.m.	<p><b>Documentation (cont.)</b>  <b>Integrated Problem List (IPL)</b></p> <p>Kimiko Gosney                      At the end of this session, participants should be able to:</p> <ul style="list-style-type: none"> <li>• Create IPL Templates</li> </ul>	30 min. Tab
1:00 p.m.	<p><b>Documentation (cont.)</b>  <b>Family History</b></p> <p>Teresa Chasteen                      At the end of this session, participants should be able to:</p> <ul style="list-style-type: none"> <li>• Document Family History in the RPMS EHR 2014</li> </ul>	15 min. Tab 8
1:15 p.m.	<b>Break</b>	15 min.
1:30 p.m.	<p><b>Documentation (cont.)</b>  <b>'I' button and 'ED'</b></p> <p>Leslye Rauth                      At the end of this session, participants should be able to:</p> <ul style="list-style-type: none"> <li>• Explain the difference between the 'I' button and 'ED' button</li> <li>• Identify the setup needed for these buttons</li> </ul>	30 min. Tab 9
2:00 p.m.	<p><b>Documentation (cont.)</b>  <b>Infant Feeding</b></p> <p>Leslye Rauth &amp; Tammy Brewer                      At the end of this session, participants should be able to:</p> <ul style="list-style-type: none"> <li>• Document Infant Feeding</li> </ul>	15 min. Tab 10
2:15 p.m.	<p><b>Documentation (cont.)</b>  <b>Immunization</b></p> <p><b>Use non-specific immunization SNOMED terms</b></p> <p><b>Episodic status</b></p> <p><b>Enter specific in provider narrative or as CPT codes</b></p> <p>Kathy Ray                      At the end of this session, participants should be able to:</p> <ul style="list-style-type: none"> <li>• Use non-specific immunization SNOMED terms</li> <li>• Use Episodic status</li> <li>• Enter specifics in provider narrative or utilize CPT codes</li> </ul>	15 min. Tab 11
2:30 p.m.	<b>Break</b>	15 min.
2:45 p.m.	<p><b>Documentation (cont.)</b>  <b>Consolidated Clinical Document Architecture (CCDA): Focus on Clinical Summary/Transition of Care (TOC) &amp; Clinical Information Reconciliation (CIR)</b></p> <p>Elvira Mosely                      At the end of this session, participants should be able to:</p> <ul style="list-style-type: none"> <li>• Utilize the CCDA in the RPMS EHR 2014</li> <li>• Utilize the CIR in the RPMS EHR 2014</li> </ul>	75 min. Tab 12
4:00 p.m.	<b>Adjourn</b>	15 min.

### 3.4 Day 4 – Facilitator Robin Bartlett and Leslye Rauth

<b>Start</b>	<b>Topic</b>	<b>Duration</b>
8:30 a.m.	<b>Orders Lab</b>  Kimiko Gosney At the end of this session, participants should be able to: <ul style="list-style-type: none"> <li>Examine the impact of IPL on Laboratory Process</li> <li>Review Laboratory Package Configuration affecting RPMS EHR 2014</li> </ul>	30 min. Tab 13
9:00 a.m.	<b>Orders Pharmacy - Workflows, Paperless Refill, Pharm ED button, Processing Prescriptions</b>  Katie Johnson, Cornelius Dial & Wil Darwin At the end of this session, participants should be able to: <ul style="list-style-type: none"> <li>Apply Pharmacy Workflow changes to Paperless Refill, Pharm ED button, Processing Prescriptions in the RPMS EHR 2014</li> </ul>	30 min. Tab 14
9:30 a.m.	<b>Orders (cont.) Pharmacy (cont.) Clinical Indication Report – changes to</b>  Robin Bartlett At the end of this session, participants should be able to: <ul style="list-style-type: none"> <li>Generate and utilize the Clinical Indication Report in the RPMS EHR 2014</li> </ul>	30 min. Tab 14
10:00 a.m.	<b>Orders (cont.) Referred Care Information System (RCIS)</b>  Emmanuel Yennyemb At the end of this session, participants should be able to: <ul style="list-style-type: none"> <li>Document RCIS in the RPMS EHR 2014</li> </ul>	15 min. Tab 15
10:15 a.m.	<b>Break</b>	15 min.
10:30 a.m.	<b>Orders (cont.) Radiology</b>  Teresa Chasteen At the end of this session, participants should be able to: <ul style="list-style-type: none"> <li>Identify the steps to optimize the RPMS Radiology application and to facilitate radiology order entry in RPMS EHR 2014</li> </ul>	30 min. Tab 16
11:00 a.m.	<b>Orders (cont.) Consults</b>  Robin Bartlett At the end of this session, participants should be able to: <ul style="list-style-type: none"> <li>Document Consults in the RPMS EHR 2014</li> </ul>	60 min. Tab 17
12:00 p.m.	<b>Lunch</b>	60 min.

<b>Start</b>	<b>Topic</b>	<b>Duration</b>
1:00 p.m.	<p><b>RPMS Optimization</b></p> <ul style="list-style-type: none"> <li><b>Practice Management Application System (BMW)</b></li> </ul> <p>Robin Bartlett &amp; Elvira Mosely</p> <p>At the end of this session, participants should be able to:</p> <ul style="list-style-type: none"> <li>Demonstrate how the patient registration process and Practice Management Application Suite (PMAS) (BMW) Patient Registration GUI will assist with documentation of patient demographics</li> </ul>	15 min. Tab 18
1:15 p.m.	<p><b>RPMS Optimization (cont.)</b></p> <p><b>iCare</b></p> <p>Kathy Ray</p> <ul style="list-style-type: none"> <li>At the end of this session, participants should be able to:</li> </ul> <p>Demonstrate the use of Patient Reminders in iCare</p>	15 min. Tab 19
1:45 p.m.	<p><b>RPMS Optimization (cont.)</b></p> <p><b>Clinical Reminders</b></p> <p>Emmanuel Yennyemb, Elvira Mosely</p> <p>At the end of this session, participants should be able to:</p> <ul style="list-style-type: none"> <li>Recognize the importance of Clinical Reminder Optimization in the RPMS EHR 2014</li> </ul>	45 min. Tab 20
2:45 p.m.	<b>Break</b>	15 min.
3:00 p.m.	<p><b>RPMS Optimization (cont.)</b></p> <p><b>Imaging Viewer</b></p> <p>Marilyn Freeman</p> <p>At the end of this session, participants should be able to:</p> <p>Examine the Image Viewer in the RPMS EHR 2014</p>	20 min. Tab 21
3:20 p.m.	<p><b>RPMS Optimization (cont.)</b></p> <p><b>Vista Imaging</b></p> <p>Marilyn Freeman</p> <p>At the end of this session, participants should be able to:</p> <ul style="list-style-type: none"> <li>Examine Vista Imaging in the RPMS EHR 2014</li> </ul>	20 min. Tab 22
3:40 p.m.	<p><b>RPMS Optimization (cont.)</b></p> <p><b>Health Summary Button vs. Patient Wellness Handout</b></p> <p>Elvira Mosely, Cornelius Dial</p> <p>At the end of this session, participants should be able to:</p> <ul style="list-style-type: none"> <li>Optimize the Health Summary Button in the RPMS EHR 2014</li> </ul>	20 min. Tab 23
4:00 p.m.	<b>Adjourn</b>	

### 3.5 Day 5 – Facilitator Kimiko Gosney & Leslye Rauth

<b>Start</b>	<b>Topic</b>	<b>Duration</b>
8:30 a.m.	<p><b>Welcome and Review Previous Days Topics</b></p> <p>All</p>	30 min.

<b>Start</b>	<b>Topic</b>	<b>Duration</b>
9:00 a.m.	<p><b>HIM Focused/Business Office</b>  <b>CPT Superbill with associations</b></p> <p>Teresa Chasteen, Deborah Alcorn</p> <ul style="list-style-type: none"> <li>At the end of this session, participants should be able to:                      Remove ICD Associations from CPT Superbill in the RPMS EHR 2014</li> </ul>	30 min. Tab 24
9:30 a.m.	<p><b>HIM Focused/Business Office (cont.)</b>  <b>Coding Queue &amp; PCC Reports</b></p> <p>Teresa Chasteen, Deborah Alcorn</p> <p>At the end of this session, participants should be able to:</p> <ul style="list-style-type: none"> <li>Examine impact of IPL, Family History, and Immunization Documentation upon the Coding Queue in the RPMS EHR 2014</li> </ul>	30 min. Tab 25
10:00 a.m.	<p><b>HIM Focused/Business Office (cont.)</b>  <b>PCC error report and uncoded diagnosis on problem list</b></p> <p>Teresa Chasteen, Deborah Alcorn</p> <p>At the end of this session, participants should be able to:</p> <ul style="list-style-type: none"> <li>Examine impact of IPL, Family History, and Immunization Documentation upon PCC Error Reports in the RPMS EHR 2014</li> </ul>	30 min. Tab 25
10:30 a.m.	<b>Break</b>	15 min.
10:45 a.m.	<p><b>HIM Focused/Business Office (cont.)</b>  <b>SNOMED Picklists</b></p> <p>Teresa Chasteen</p> <p>At the end of this session, participants should be able to:</p> <ul style="list-style-type: none"> <li>Utilize the SNOMED Picklists in the RPMS EHR 2014</li> </ul>	60 min. Tab 26
11:45 a.m.	<p><b>HIM Focused/Business Office (cont.)</b>  <b>Third Party Billing (TPB)</b></p> <p>Kathy Ray</p> <p>At the end of this session, participants should be able to:</p> <ul style="list-style-type: none"> <li>Discuss the Impact of RPMS EHR 2014 upon Utilize Third Party Billing</li> </ul>	15 min. Tab 27
12:00 p.m.	<b>Lunch</b>	60 min.
1:00 p.m.	<p><b>HIM Focused/Business Office (cont.)</b>  <b>TIU</b>  <b>Cosign Rule Changes</b></p> <p>Teresa Chasteen</p> <p>At the end of this session, participants should be able to:</p> <ul style="list-style-type: none"> <li>Recognize the Cosign Rule changes for TIU notes in the RPMS EHR 2014</li> </ul>	15 min. Tab 28
1:15 p.m.	<p><b>HIM Focused/Business Office (cont.)</b>  <b>TIU</b>  <b>Mapping Note Titles</b></p> <p>Teresa Chasteen</p> <p>At the end of this session, participants should be able to:</p> <ul style="list-style-type: none"> <li>Use TIU note title mapping in the RPMS EHR 2014</li> </ul>	75 min. Tab 28

<b>Start</b>	<b>Topic</b>	<b>Duration</b>
2:30 p.m.	<b>Break</b>	15 min.
2:45 p.m.	<p><b>HIM Focused/Business Office (cont.)</b>  <b>Personal Health Record (PHR)</b>  <b>DIRECT Messaging</b></p> <p>Marilyn Freeman                      At the end of this session, participants should be able to:</p> <ul style="list-style-type: none"> <li>• Examine the roles/responsibilities of HIM in managing the Personal Health Record and Direct Messaging</li> <li>• Identify the necessary steps for HIM professionals in implementing PHR and Direct Messaging</li> </ul>	45 min. Tab 29
3:30 p.m.	<p><b>Putting it all together</b>  <b>Scavenger Hunt</b></p> <p>Kimiko Gosney                      At the end of this session, participants should be able to:</p> <ul style="list-style-type: none"> <li>• Recognize how to enter data into RPMS EHR 2014 that is needed to meet Meaningful Use performance objectives</li> </ul>	30 min. Tab 30
4:00 p.m.	<b>Adjourn</b>	