Welcome

A Structural Framework for Meaningful Use of EHR in the HCH Setting

Thursday, January 31, 2013

We will begin promptly at 1 p.m. Eastern.

Event Host:

Melissa DaSilva, MS, RN
Deputy Director
National Health Care for the Homeless Council

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Presenters

Anna Gard, FNP-BC
Health Disparities Consultant
Association of Clinicians for the Underserved

Yael Harris, PhD, MHS
Director
Office of Health IT & Quality
Health Resources and Services Administration

Health Care and Housing are Human Rights
A Structural Framework for Meaningful Use of EHR in the HCH Setting

January 30, 2012
A Structural Framework for Meaningful Use of Electronic Health Records

Anna M. Gard, FNP-BC
What is Meaningful about Meaningful Use?
Opportunities through Meaningful Use of HIT

**Improve Quality and Safety**
- Utilize clinical decision support within EMR to prompt clinicians
- Utilize quality measurement capability to track adherence, and to evaluate impact

**Engage Patient and Families**
- Utilize patient engagement technologies to assist them in managing their health

**Improve population and public health**
- Utilize aggregate patient level data to identify population level strategies
Stages of Meaningful Use

- **Stage 1**: Data capturing and sharing
- **Stage 2**: Advanced clinical processes
- **Stage 3**: Improved outcomes

**Stage 2** is highlighted as the current focus.
Integration of Systems

EHRS  HIE  PHR
People, get ready...
Engaged Leadership
Strategic Planning

why

what

how
Alignment with organizational priorities is a great place to start.

### PCMH 2011 Draft Standards

<table>
<thead>
<tr>
<th>#</th>
<th>Description</th>
<th>Set</th>
<th>Component</th>
<th>Ind #</th>
<th>GPRO #</th>
<th>Measure</th>
<th>Dept</th>
<th>Standards</th>
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<tbody>
<tr>
<td>2B</td>
<td><strong>Identity and Manage Patient Populations</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>2B-1</td>
<td>Uses nationally standardized codes for patients, clinicians and clinical data, including medication allergy data</td>
<td>Core</td>
<td>Active Problem, Med, and Med Allergy Lists as structured data</td>
<td></td>
<td></td>
<td>Notes documented/signed within required timeframe</td>
<td>Various</td>
<td>75%</td>
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<tr>
<td>2B-2</td>
<td>Documentation of age-appropriate preventive services (NCQA will specify based on USPSTF recommendations)</td>
<td>Menu</td>
<td>Preventive and F/U reminders</td>
<td>112</td>
<td>Prev-5</td>
<td>Notes documented/signed within required timeframe</td>
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<td>75%</td>
</tr>
<tr>
<td>2B-3</td>
<td>Documentation of results of screenings and risk factor assessments</td>
<td>Core</td>
<td>Smoking Status</td>
<td>114</td>
<td></td>
<td>Notes documented/signed within required timeframe</td>
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<td>75%</td>
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<tr>
<td>2B-4</td>
<td>Allergies and adverse reactions</td>
<td>Core</td>
<td>Active Med Allergy List, Drug-Drug/Allergy Checks</td>
<td></td>
<td></td>
<td>Documented in record</td>
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<tr>
<td>2B-5</td>
<td>Blood pressure with date of update</td>
<td>Core</td>
<td>Vitals Charted</td>
<td>122</td>
<td></td>
<td>Documented in record</td>
<td>Pediatrics</td>
<td>75%</td>
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<tr>
<td>2B-6</td>
<td>BMI (N/A for pediatric practices)</td>
<td>Core</td>
<td>Vitals Charted</td>
<td>180</td>
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<td>Documented in record</td>
<td>Pediatrics</td>
<td>75%</td>
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<tr>
<td>2B-7</td>
<td>Length, weight, head circumference plotted on growth chart for ≤ 2 years of age (N/A for adult practices)</td>
<td>Core</td>
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<td>Pediatrics</td>
<td>75%</td>
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<td>BMI percentile plotted on growth chart for ≥ 17 years (N/A for adult practices)</td>
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<td>2B-9</td>
<td>Lists of prescription medications with date of updates</td>
<td>Core</td>
<td>Active Med List</td>
<td>130</td>
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<td>75%</td>
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<td>Lists of over-the-counter medications with date of updates</td>
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<td>Lists of supplements and alternative therapies with date of updates</td>
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<td>2B-12</td>
<td>Laboratory test results</td>
<td>Menu</td>
<td>Lab Results</td>
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<td>Process TAT</td>
<td>Path/Lab Med</td>
<td>75%</td>
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<tr>
<td>2B-14</td>
<td>Care in other facilities and dates</td>
<td>Menu</td>
<td>Transition Summary</td>
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<td></td>
<td>D/C Summaries completed within required timeframe</td>
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<td>75%</td>
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<td>2C</td>
<td><strong>Comprehensive Health Assessment</strong></td>
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<tr>
<td>2C-3</td>
<td>Medical history of patient and family</td>
<td>Core</td>
<td>Updated Problem List</td>
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<td></td>
<td>Documented in record</td>
<td>Psychiatry</td>
<td>75%</td>
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<td>Advance care planning (N/A for pediatric practices)</td>
<td>Menu</td>
<td>Adv Directives (Hosp only)</td>
<td>47</td>
<td></td>
<td>Documented in record</td>
<td>Psychiatry</td>
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<td>Depression screening for patients with chronic conditions using a standardized tool</td>
<td>Core</td>
<td>Decision Support Rule</td>
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<td>Documented in record</td>
<td>Psychiatry</td>
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<td>2C-6</td>
<td>Behaviors (smoking, nutrition, physical activity, dental care) and family risk factors (e.g. second hand smoke)</td>
<td>Core</td>
<td>Record Smoking status</td>
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<td>Psychiatry</td>
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<tr>
<td>2C-7</td>
<td>Patient and family mental health/substance abuse (stress, alcohol, prescription drug abuse or illegal drug use, maternal depression)</td>
<td>Core</td>
<td>Updated Problem List</td>
<td>173</td>
<td></td>
<td>Documented in record</td>
<td>Psychiatry</td>
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SHOW ME THE MONEY!
### How Much Are the Incentives?

**Medicaid Incentive Payments Detail**

- Columns = first calendar year EP receives a payment
- Rows = Amount of payment each year if continue to meet requirements

<table>
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<tr>
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<td>CY 2019</td>
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<td>CY 2020</td>
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<td>CY 2021</td>
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<td><strong>TOTAL</strong></td>
<td><strong>$63,750</strong></td>
<td><strong>$63,750</strong></td>
<td><strong>$63,750</strong></td>
<td><strong>$63,750</strong></td>
<td><strong>$63,750</strong></td>
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Build an IT/QI Committee

“If you Build it, They Will Come”

Field Of Dreams 1989
THE POWER OF COMMUNICATION

COMMUNICATION MATTERS
Install an IT Strategy
Health Center Controlled Networks

- **IT Project Management**
  - Strategic planning - HIPAA security management - Contract review - Turn-key IT department - Project management - Budget and staffing support

- **Training & Support**
  - Hardware and software support/help desk - Best practice implementation and support – UDS training and support - Practice office management solutions - Extended hours support/help desk - 24 hour / 7 day service

- **Data Management**
  - Data security - Data storage - Data access, connectivity and portability

- **Meaningful Use Adoption**
  - Electronic health record - Electronic oral health record - Electronic behavior health record

- **Hosting Solutions**
  - Hosting - Clinical forms / provider templates - Disaster planning and recovery - System maintenance and upgrade - Business intelligence reporting - Database management
Analyze workflow

Develop team based care model

Implement clinical decision support

Care Coordination and Management

Health information exchange strategy
Roles of Team Members

Provider:
- LPN
- Clinical Assistant

Clinical Care:
- Patient Representative
- Patient Care Partners

Patient:
- All clinical assessment, evaluation, treatment and care is managed through the partnership between provider and patient.

Medical Provider:
- Vitals
- Smoking and PHQ assessment
- Referrals to HRHCare classes

Care Manager:
- Self Management
- Clinical Management questions
- Goal assessment
- Review and management of treatment plan
- Use of registries for planned care visits

Clinical Assistant:
- Behavioral Health

Nurse:
- Medication Management
- Review of referrals
- Instruction on Self-Management

Patient Care Partner:
- Assistance with translation, transportation, appointments with referrals; PAP; diagnostic tests
- Dietitian referrals

Specialists:
- Evaluation, assessment and counseling of patients
- Self management

Dietitian:
- Assessment, evaluation, and nutrition counseling
- Self management support for patients

Pharmacy:
- Use of interface between EHR and health center staff.
Never underestimate the power of people. It’s not just about technology, but about the people who will use it.
Patient Engagement
Using Technology to Connect Patients & Providers

Yael Harris, PhD, MHS
Director, Office of Health IT & Quality
Health Resources & Services Administration
Department of Health & Human Services
Stage 2 of Meaningful Use

Key Features:

- Information Exchange
- Population health
- Patient Engagement
I will manage my diabetes and get help when I have questions.
"Patient Engagement is the Blockbuster Drug of the Century"

The insight of the year goes to Leonard Kish, a health IT strategy consultant, for making that statement regarding patient engagement. The corollary to this statement is a game changer: What happens when effective patient
The Patient Engagement Gap

Base Level Outcome

The Engagement Gap $290 Billion

Potential Outcome

Unengaged Patients
Average Adherence
Subjective feedback
Infrequent biometric data

Fully engaged Patients
Optimal Adherence
Objective feedback
Frequent biometric data
I already drive my own email, blog and social netgroup. Why wouldn’t I drive my own EHR?
Van Antwerp, G “Consumer Engagement Technology in Healthcare” Sept 2012
Engaged Consumers

- BLUE BUTTON
- PATIENT PORTALS
- mHEALTH
Patients download their health info into a simple portable file

- Federal partners
  - VA
  - CMS
  - Dept of Defense

- Insurers
  - Relay Health
  - Aetna
  - Humana
  - United
Patient Portal

[Image of a Patient Portal on an iPad and a computer screen showing the interface of a healthcare application.]
Timely Access to Health Info
Scheduling

Nov 4 — 10 2012

Appointment Date & Time Search

Preferred Date: □ Next Available ○ Around this date: 11/05/2012
Preferred Provider: Any

Search for Available Appointments

Appointment Search Criteria

- Facility: DOHMH
- Provider: Willis, Sam
- Visit Type: Emergency Visits
- Reason: Headache
- Date From: 05/27/2011
- Preferred Time: Morning

Notes:
I don't feel well...

Appointment Reminder.
Monday, Oct. 20th, @ 9 am with Dr. Jones. Reply 1 to confirm or 2 to cancel or call 555-555-1234.
Secure Messaging

Send a Message

Send Message To: mike smith

Enter Message Topic: Re(2): xray

Enter Message:

Mike,
We have received your X-Ray results. We have been able to confirm that your leg is in fact broken. I have attached a PDF of your X-Ray to this message.

–Dr. Peterson

Attach File (up to 2Mb):

Select File

Mike Smith Femur X-R... (935.98KB)

Send Message  Close

“It actually cuts down on the phone calls and the back and forth.”

–Tracy Morris
Online Doctor visit

Teladoc Connect

Consult info | Medical history

Alerts | QA Issues | Past Consults | RX | Problems | Social History
Encounters | Family History | Healthcare Providers | Lab Results | Claims

Problems

<table>
<thead>
<tr>
<th>Problem</th>
<th>Date</th>
<th>Status</th>
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<tr>
<td>Sleep Apnea</td>
<td>12/10/2009</td>
<td>Yes</td>
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<tr>
<td>Asthma</td>
<td>03/24/2010</td>
<td>Yes</td>
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<tr>
<td>Pink Eye</td>
<td>04/03/2010</td>
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Patient info

Name: Bob Smith
Primary phone: (214) 123-1234
Alternate phone: (972) 321-8765
Birthday (Age): 04/21/1960 (50)
Sex: Male
Height: 6'2"
Weight: 210 lbs.
Appropriate medical facilities to evaluate this disease:

- Emergency Department
- Urgent Care
- Primary Care Office
- Retail Clinic
- Pharmacy

DISEASE SPECIFIC FACILITY LISTINGS ARE NOT INTENDED TO REPLACE OR OVERRULE THE JUDGMENT OR DIAGNOSIS OF A PHYSICIAN OR LICENSED HEALTH CARE PROFESSIONAL AND MUST NOT BE USED AS THE BASIS FOR MAKING ANY DIAGNOSIS OR DECISION TO SEEK OR NOT TO SEEK TREATMENT.
IT'S FOR YOU MOM

Free tips on your cell phone
and visit www.text4baby.com

Put your baby's health at your fingertips
Exercise & Fitness

Dashboard for James P

Monday, Jan 16, 2008
pick a day or see next day, previous day

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<th>Goal</th>
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<td>10,879</td>
<td>12,874</td>
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<tr>
<td>Calories burned</td>
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</tr>
<tr>
<td>Calories eaten</td>
<td>1,974</td>
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</table>

How you did over the day
For the day, excluding sleep, you were

83.7% sedentary 10.2% lightly active 5.3% fairly active 0.8% very active

Calories burned every 15 minutes

Your sleeping pattern

Updates from your friends
Recent comments from friends
Joa P @ 2:15pm on Jan 18, 2008
Hey this is a comment that I am writing to you. Please write back.
Dark L @ 2:15pm on Jan 10, 2008
Hey this is a comment that I am writing to you. Please write back.
read more comments...
Remote monitoring
So How Do We Get There?
What Can We Do To Help

2012 Health IT Week

September 10th - 14th, 2012

HRSA highlights the importance of efficient information systems that protect the privacy and security of personal health information while improving the delivery of health care in the United States.

Learn More

Grantee Spotlight

AltaMed

In recognition of September’s National Health Information Technology (IT) Week, HRSA’s Health IT website is highlighting AltaMed Health Services, community health center’s integration of the electronic health record (EHR) with an electronic dental record (EDR) to improve care coordination within their primary care centered home model of care. By demonstrating meaningful use of the EHR technology, AltaMed became eligible for the Centers for Medicare & Medicaid Services’ EHR Incentive Program in 2011. To date, over 90 medical providers

News

HRSA September Health IT and Quality Webinars:

“ONC- HRSA Webinar: Demo of the New ONC Privacy and Security Training Game and Program Update for Safety Net Providers”, Tuesday Sept 11, 10 AM ET (Register Now)

“Leadership Tips During A Health IT Implementation”, Friday, September 14, 2PM ET. (Register Now)

“Overview of the Meaningful Use Stage 2 Final Rule for Safety Net Providers”, Tuesday, September 18, 1 PM ET. (Register Now)

Key Resources

Webinars

eNewsletter and Comments

Current Health IT and Quality eNewsletter

Comments?
E-mail the HealthIT e-mail box:
healthit@hrsa.gov
Clinical Quality & Performance Measures Toolbox

The toolkit is comprised of tools and resources to support an organization's new or existing QI program.

Health IT Adoption Toolbox

Assistance and resources for the various stages in implementing Health IT.

Rural Health IT and Meaningful Use Toolbox

This toolkit is designed by HRSA grantees and is intended to help rural providers find resources for health IT, electronic health records, meaningful use and related topics.

Oral Health IT Toolbox

Information, tools, and resources regarding oral health and health IT.

Telehealth Toolbox

This module provides an overview of telehealth with an emphasis on its application in a rural setting.

Health IT for Children Toolbox

Resources for the children's health community to integrate information technology into promoting pediatric health and well-being.

Health IT for HIV/AIDS Care Toolbox

This HIV/AIDS Health IT Adoption Toolbox was designed to serve the HAB community and other HIV/AIDS care providers.
Directory of Health Center Networks

25 tables outlining services & expertise:

- EHR selection, purchase, implementation
- Quality reporting & incentive programs
- Registries & data warehouses
- Information exchange
- Person Centered Medical Homes
HRSA's November/December Health IT and Quality Newsletter

Correction to ICD-10 Version 5010 Compliance Deadline

Health IT and Quality Events

- HRSA HIT and Quality Webinar, “Tips For Overcoming the Gray Areas of Meaningful Use Stage 1 for Safety Net Providers,” December 13, 2011, 2PM ET - Register

- HIV/AIDS Bureau Webinar, “Oral Health Exams in Primary Care Settings” December 13, 2011, 2PM ET. CME credit is available for this course. Register

- HHS Webinar: “Text4baby: Advances in Health Text Messaging for Maternal Care”, December 14th, 12PM ET - Register

- HRSA HIT and Quality Webinar: “Tips For Engaging Safety Net Patients Using Health IT,” Friday, January 20, 2PM ET - Register

Health IT Workforce News and Resources

Secretary Sebelius Visits Cleveland, Ohio, Area Community College to Promote Health IT Workforce Programs

HHS Secretary Kathleen Sebelius recently visited Cuyahoga Community College in Cleveland, Ohio. Cuyahoga Community College’s Health IT workforce program is funded through Office of the National Coordinator’s (ONC) Health IT Community College program. During the Secretary’s visit, she announced new actions to speed the use of health IT in doctors’ offices and hospitals nationwide, which will improve health care and create jobs nationwide.

“When doctors and hospitals use health IT, patients get better care and we save money,” said Secretary Sebelius. “We’re making great progress, but we can’t wait to do more. Too many doctors and hospitals are still using the same record-keeping technology as Hippocrates. Today, we are making it easier for health care providers to use new technology to improve the health care system...
Grantee Spotlights

September 2012 Health IT Grantee Spotlight

AltaMed: Integrating the Electronic Health Record with the Electronic Dental Record to Enhance Care Coordination

In recognition of September’s National Health Information Technology (IT) Week, HRSA’s Health IT website is highlighting AltaMed Health Services, community health center’s integration of the electronic health record (EHR) with an electronic dental record (EDR) to improve care coordination within their primary care centered home model of care. By demonstrating meaningful use of the EHR technology, AltaMed became eligible for the Centers for Medicare & Medicaid Services’ EHR Incentive Program in 2011. To date, over 90 medical providers and 9 dentists at AltaMed have qualified for the Meaningful Use Stage 1 incentives. Dentists at AltaMed were able to qualify as a result of their access to, and integration with, AltaMed’s certified EHR.

About AltaMed
Webinars

Health IT and Quality webinars are technical assistance webcasts for HRSA grantees and other safety net providers who are either using or planning to use Health IT to improve the quality of patient care. Each webinar features experts with hands-on experience from within the safety net community, as well as speakers with various grantee experiences and federal expertise.

Upcoming Special Health IT Week Webinars

- **September 11, 10 AM ET:** "ONC- HRSA Webinar: Demo of the New ONC Privacy and Security Training Game and Program Update for Safety Net Providers", [Register Now](#)
- **September 14, 2 PM ET,** "Leadership Tips During A Health IT Implementation", [Register Now](#)
- **September 18, 1 PM ET,** "Overview of the Meaningful Use Stage 2 Final Rule for Safety Net Providers", [Register Now](#)

*Topics and dates subject to change.*

These webinars focus on health IT and quality topics based on feedback from HRSA grantees that includes becoming meaningful users of health IT. Any topic suggestions are welcome and can be sent to healthit@hrsa.gov.

Archived Webinars by Category

- Quality Improvement and Reporting
- Health IT Due Diligence/Selecting a Health IT System
- Health IT Implementation/Operations/Workflow/Budgeting
- Meaningful Use
- Workforce and Safety Net Providers
- Health and Quality Programs/Topics

View All Webinars

Please click on the webinar title to access the webinar description and video.
Meaningful Use Webpage

What is "Meaningful Use"?

Simply put, "meaningful use" means providers need to show they're using certified EHR technology in ways that can be measured significantly in quality and in quantity.

Meaningful Use Resources for Safety Net Providers

Federal and Non-Federal EHR Medicaid Incentive Program Resources for safety net providers.

Meaningful Use Stage 1

One important objective set forth in the Meaningful Use Program is to improve the quality of health care by putting in place and using EHR technology to improve the quality and efficiency of care at the point of delivery. The Meaningful Use Program will lead to better care, improved health outcomes, and lower costs for all Americans.

Meaningful Use Stage 2

Centers for Medicare & Medicaid Services has released the Meaningful Use Stage 2 Final Rule, which implements some important changes to Stage 1 of Meaningful Use. These changes are in response to the public comment period on the proposed rule, which ended on May 15, 2012. The final rule is set to take effect in October 2012.
What is mHealth?

mHealth is the use of mobile and wireless devices to improve health outcomes, healthcare services and health research.

- This definition was developed by a NIH Consensus group.

Video Report: What is mHealth?

Federal mHealth Coordination

Text4Health Task Force

In November 2010, the Department of Health and Human Services (HHS) established the Text4Health Task Force as part of the agency’s commitment to promoting innovation at HHS. The task force, comprised of public health experts across HHS, was charged with providing recommendations for HHS’
Telehealth

Telehealth is the use of electronic information and telecommunications technologies to support long-distance clinical health care, patient and professional health-related education, public health and health administration. Technologies include videoconferencing, the internet, store-and-forward imaging, streaming media, and terrestrial and wireless communications. HRSA works to increase and improve the use of telehealth to meet the needs of underserved people by:

- Fostering partnerships within HRSA, and with other Federal agencies, states and private sector groups to create telehealth projects.
- Administering telehealth grant programs.
- Providing technical assistance.
- Evaluating the use of telehealth technologies and programs.
- Developing telehealth policy initiatives to improve access to quality health services.
- Promoting knowledge exchange about "best telehealth practices."

The Office for the Advancement of Telehealth

The Office for the Advancement of Telehealth (OAT) promotes the use of telehealth technologies for health care delivery, education, and
Links to Online Resources

cms.gov/ehrincentiveprograms

Office of the National Coordinator:
Healthit.hhs.gov
Other Resources

1. National Association for Community Health Centers (NACHC) – www.nachc.org


Q & A

Anna Gard, FNP-BC
Health Disparities Consultant
Association of Clinicians for the Underserved

Yael Harris, PhD, MHS
Director
Office of Health IT & Quality
Health Resources and Services Administration

Health Care and Housing are Human Rights
Resources

- 2013 National Health Care for the Homeless Conference & Policy Symposium

- Health IT for the Underserved Conference, March 7&8, 2013
  http://clinicians.org/hit-conference-home/

Publications

- Healing Hands: Pursuing National Quality Recognition | Spring 2012

Webinars

- Leading Transformation to a Patient Centered Medical Home | November 2012
- Moving Forward with Meaningful Use in the HCH Setting | November 2012
- Ready, Set, Go: The Road to Meaningful Use of HER | May 2012
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