The EMR rEvolution – Are You and Your Providers Ready?

Jim Yankech
ACHA Annual Meeting
June 5, 2010

Session Objectives

1. Describe the components of an EMR
2. Discuss EMR selection criteria
3. List steps an administrator can take to help ensure provider participation and engagement

EMR Components

• Servers
• Turnkey Application
• Application Service Provider (ASP)
• Value-Added Reseller (VAR)
• Infrastructure

EMR Components

• Practice Management Module
• Medical Record Module
• Clinical Knowledge Base
  - MEDCIN, SNOMED, LOINC (codified data systems)

EMR Components

• Wireless Network
• Access Point
• Tablet
• “Thin” and “Fat”
• Template
EMR Components

- Patient Portal
- Report Writer
- Dashboard
- Encryption
- VPN – Virtual Private Network

EMR Components

- Speech Recognition
- Claims Validation (Scrubbing)
- Data Backup
- Disaster Recovery
- Interface

EMR Components

- Authentication
- Audit Trail
- Hybrid Record
- e Prescribing
- Imaging

Selection Criteria

Do you need to interface your EMR with other health center systems?

Do you need to interface your EMR with university systems?
Selection Criteria

Do you need to interface your EMR with public health agencies?

Selection Criteria

Is the system compliant with HL7?

Selection Criteria

Do you want a turnkey or ASP solution?

Selection Criteria

What is the financial health of the vendor?

Selection Criteria

How well do you know your CAT?

Or in other words ...

Selection Criteria

... is your infrastructure sufficient?
Selection Criteria

Internal and external IT support ...

Selection Criteria

IT support for ...
- Servers
- Applications
- Infrastructure
- Hardware selection and purchase advice

Selection Criteria

IT support for ...
- Administrative consultation
- Augmenting in-house support

Selection Criteria

Does the EMR have an embedded disease management protocol?

Selection Criteria

Is the product certified?

Selection Criteria

How accessible is your decision data?
Selection Criteria

Don’t forget your students – what do they want and expect?

Selection Criteria

Make sure you see the current version in action.

Selection Criteria

Do not simply try to automate what you are currently doing.

Selection Criteria

The dealership salesman will sell you the first car …

Selection Criteria

… the service department will sell you the second.

Selection Criteria

It’s time to call your rich uncle.
Selection Criteria

You will probably not find the perfect system.

Selection Criteria

When you have all the information you need the answer becomes obvious.

Ensuring Provider Participation

Constant Learning

• Unfreezing – Movement – Refreezing

Lewin (1947) in Ford and Greer (2006)

Ensuring Provider Participation

Overcoming Clinician Resistance

1. Recognizing Similarities and Differences
2. Gaining Clinician Involvement
   – Seek active involvement
   – Recognize time is a precious commodity
   – Make sure all points of view are represented
   – Compensate clinicians

Ensuring Provider Participation

3. Gaining Clinician Acceptance of Change
   – Determine the environment’s degree of readiness
   – Establish a clear vision and migration path
   – Establish expectations
   – Commit the necessary funds

Amatayakul (2007)
Ensuring Provider Participation
Sustaining Momentum
- Provide resources
- Build a support system for change agents
- Develop new competencies and skills
- Reinforce new behaviors
- Stay the course

*Cummings and Worley (2005)*

Ensuring Provider Participation
The Handwriting on the Wall
- Change Happens
- Anticipate Change
- Monitor Change
- Adapt to Change Quickly
- Change
- Enjoy Change
- Be Ready to Quickly Change Again and Again

*Johnson (1998)*

Ensuring Provider Participation
People resist change for four basic reasons ...
1. Lack of involvement in the process
2. Lack of knowledge about the change
3. Insecurity about the future as a result of the change
4. Feelings of powerlessness to control their own destinies

*Lee and Krayer (2003)*

Ensuring Provider Participation
"Change management is about dealing with reversion of the process from the very start."

*Lientz and Rea (2004)*

Ensuring Provider Participation
Prepare for a culture shift.

Ensuring Provider Participation
The week of go-live feels very strange. It’s like coming home to a new spouse.
Ensuring Provider Participation

It’s kind of like learning how to ride a bicycle all over again.

Ensuring Provider Participation

Stock up on some “WHEATIES – THE BREAKFAST OF CHAMPIONS.”

Ensuring Provider Participation

Identify mentors or ...

Ensuring Provider Participation

... just hire some scribes.

Ensuring Provider Participation

Emphasize the importance of customer service during go-live.

Ensuring Provider Participation

Communicate.

Communicate.

Communicate.
What else do you need to know?

ONC HITECH
Office of the National Coordinator
Health Information Technology for Economic and Clinical Health

What else?

ONC ARRA (Stimulus) Grant Funded Programs

- Regional extension centers
- Health information exchanges
- Curriculum development
- Research
- Beacon communities

What else?

ONC ATCBS
Authorized Testing and Certification Bodies

What else?

Authorized Testing and Certification Bodies

Early entries …

- Certification Commission for Healthcare Information Technology (CCHIT)
- Drummond Group
- MacPractice

What else?

Does an EMR = an EHR = a PHR?
personal health record “vault”

Health Information Exchange - HIE

PHINMS

Public Health Information Network Messaging System

Meaningful Use

1. Improve quality, safety, efficiency, and reduce health disparities
   – 16 criteria
2. Engage patients and families in their health care
   – 3 criteria

3. Improve care coordination
   – 3 criteria
4. Improve population and public health
   – 2 criteria
What else?

Meaningful Use

5. Ensure adequate privacy and security protections for personal health information
   - 1 criterion

What else?

HIPAA

- Security Breaches
- Business Associates

What else?

PPACA

Patient Protection and Affordable Care Act
- Electronic data interchange standards
- Transaction standards
- Electronic funds transfers

What else?

Cloud Computing

“…trend in which applications are run in remote data centers and often rented to customers rather than purchased and installed on customers’ personal computers.”

Wall Street Journal, Nick Wingfield, Monday, March 29, 2010

What else?

Professional Organizations

- AHIMA – American Health Information Management Association
- HIMSS – Healthcare Information and Management Systems Society
- EDUCAUSE – nonprofit association whose mission is to advance higher education by promoting the intelligent use of information technology

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Citations


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