



Navigating Through Unfamiliar Waters

Health Information Technology



Center for Health Information Technology
November 7, 2008



Today's Discussion Points Include...

- MHCC leading activities
- Health IT drivers
- Electronic Health Records (EHR)
- Five key activities to EHR adoption
- Questions



Our Goals

- Implement a private and secure statewide health information exchange where the patient controls access
- Identify challenges to health IT adoption and use, and formulate solutions and best practices for making health IT work
- Increase the availability and use of standards-based health IT through consultative, educational, and outreach activities
- Promote and facilitate the adoption and optimal use of health IT for the purpose of improving the quality and safety of health care
- Harmonize service area health information exchange efforts throughout the state
- Certify all electronic health networks that accept electronic health care transactions originating in Maryland
- Develop programs that promote electronic data interchange between payers and providers



An Update on the CMS EHR Demonstration Project

- Eligible primary care practices can earn up to \$58,000 for solo practices and \$290,000 for a group practice with 20 or fewer physicians
- Application period ends November 26th
- Application volume slow among the four states in the first phase
- Some reasons for the low application volume
- Information and application available at the MHCC website



Why Health IT is Important

- We live in the age of technology
- Solutions that will improve the health and quality of life are available through IT
- Consumers of health care use technology in many other areas and expect it in health care



Impact of Technology

- Airline Industry
 - Airline reservation system
 - Flying an airplane
- Banking industry
 - Credit cards, ATM machines, electronic banking
- Retail Industry
 - Grocery stores – bar codes
 - Retailers – inventory management
- Automotive sales
- Transportation – FedEx, UPS



Influencing Health IT

- Political
 - Bioterrorism, Homeland Security, natural disasters, public health surveillance, war, media, patient safety, Congress
- Economic
 - Rising costs of care, new drugs more selective, increasing number of non-insured, shortage of human resources
- Social
 - Aging population, baby boomers, culture, mobile populace, patient safety, privacy, ethics, genetics, equal access to care, digital divide
- Environmental
 - AIDS, Mad Cow Disease, West Nile Virus, SARS, Avian Flu....
- Technology
 - Standards, Internet, computing power, mass storage, universal connectivity, cell phones



Motivators for Change

- Patient safety
- Cost containment in the face of increasing health care costs
- Health surveillance and bio-defense
- Natural disaster
- Accommodating an aging and mobile population
- Consumer sophistication in health
- Increasing importance for secondary uses of data

A photograph showing a vast number of colorful folders (green, yellow, orange, red) organized in neat rows on dark shelves. The perspective is from a slightly elevated angle, looking down at the rows, which recede into the distance, creating a sense of depth and scale. The lighting is somewhat dim, highlighting the texture of the paper folders.

A Case for Technology



EHRs....

- Support multiple clinical domains and therapeutic areas
- Become a part of the patient care team, and provide data and give advice supported by literature when and where appropriate
- Filter and screen superfluous data; present data appropriate for circumstances
- Support both push and pull data interchange
- Enhance belief of data integrity, sound decision support, competent workflow management, and provide adequate privacy and security
- Provide data that is reusable

4/3-98. Hjärtat "helt" öfver lita⁴ pistla
tiderna. Hjärtat & lita⁴ snart. Lagen yvrig
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Jokk skilj sedan med en annan och stark
hjärta lita⁴ på lita⁴ värmen. Värst lita⁴ het



EHRs – The Push for Adoption

- 57,000 Americans die needlessly each year because they do not receive appropriate health care
- Decisions based on latest and complete data and knowledge
- Complete problem list
- Compliance with evidence based medicine
 - Disease management with data automatically tracked and followed-up to insure management goals are met
- Decision Support System



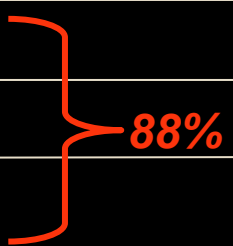
Things to Consider....

- Cost – EHRs can be expensive to implement and support
- Legacy system – integration/replacement
- Data sharing and interoperability – information available as needed
- Standardization – adoption of consistent nomenclature/data dictionary
- Access – device strategy, mobility, remote capability
- Security – network, application, single signon
- Data integrity – who owns it
- Workflow – enhancements without complications
- Training – what works

EHR Adoption – Slow Growth

- Practices between 1- 9 physicians account for over 80% of physicians
- In practices larger than 9 physicians, adoption rates are significantly higher

| Practice Size (# of Physicians) | % Using EHR | % Distribution of Physicians in Sample (n=3,360) |
|------------------------------------|-------------|--|
| | | |
| | | |
| | | |
| | | |
| 10-19 | 28.7 | 7.1 |
| 20-above | 38.9 | 4.9 |



Source: Burt and Sisk, 2005

The EHR Adoption Journey





EHR Implementation Challenges

- Identify the right set of tools to meet the practice's goals
- Identify the right approaches that introduce the EHR to the workplace
- Identify the limitations of the EHR



Implementation Don'ts

- Try to catch up with the Joneses
 - Different practices have different needs
 - Building infrastructure is vital
- Ignore practice culture
 - Attitudes about technology and work
- Get discouraged by early results
 - Change takes time
 - Success shows up in many different forms



Implementation Do's

- Understand the work in the practices
 - Not just formal workflow
 - Routine exceptions
- Incorporate different user groups in the process
 - EHR is a collaborative tool
- Take advantage of other's experiences
 - Talk to similar practices



Five Key Activities to EHR Adoption

Complete an environmental scan

- Interview all staff members, patients, physicians, & nurses
- Recognize & document issues
- Conduct an assessment that includes:
 - Costs
 - Inefficiencies and time wasters
 - Risks
 - Issues of patient, staff, and physicians
 - Quality of care
 - Patient retention and referrals
 - Current Systems



Five Key Activities to EHR Adoption

(Continued)

Formulate an approach plan

- Make a list and prioritize activities
- Define objectives
- Break down challenges into smaller activities
- Allocate appropriate time
- Identify physician and non-physician champions
- Engage staff



Five Key Activities to EHR Adoption

(Continued)

Find a solution

- Match the product with your practice needs
- Look for highly integrated and flexible systems
- Review and understand ROI for your practice goals
- Seek a product that has superior support and service



Five Key Activities to EHR Adoption

(Continued)

Make a decision

- Discuss practice goals with each vendor under consideration
- Understand current work flows vs. future work flows
- Involve all physicians and key practice staff in the decision making process
- Assign appropriate resources with commitment and accountability



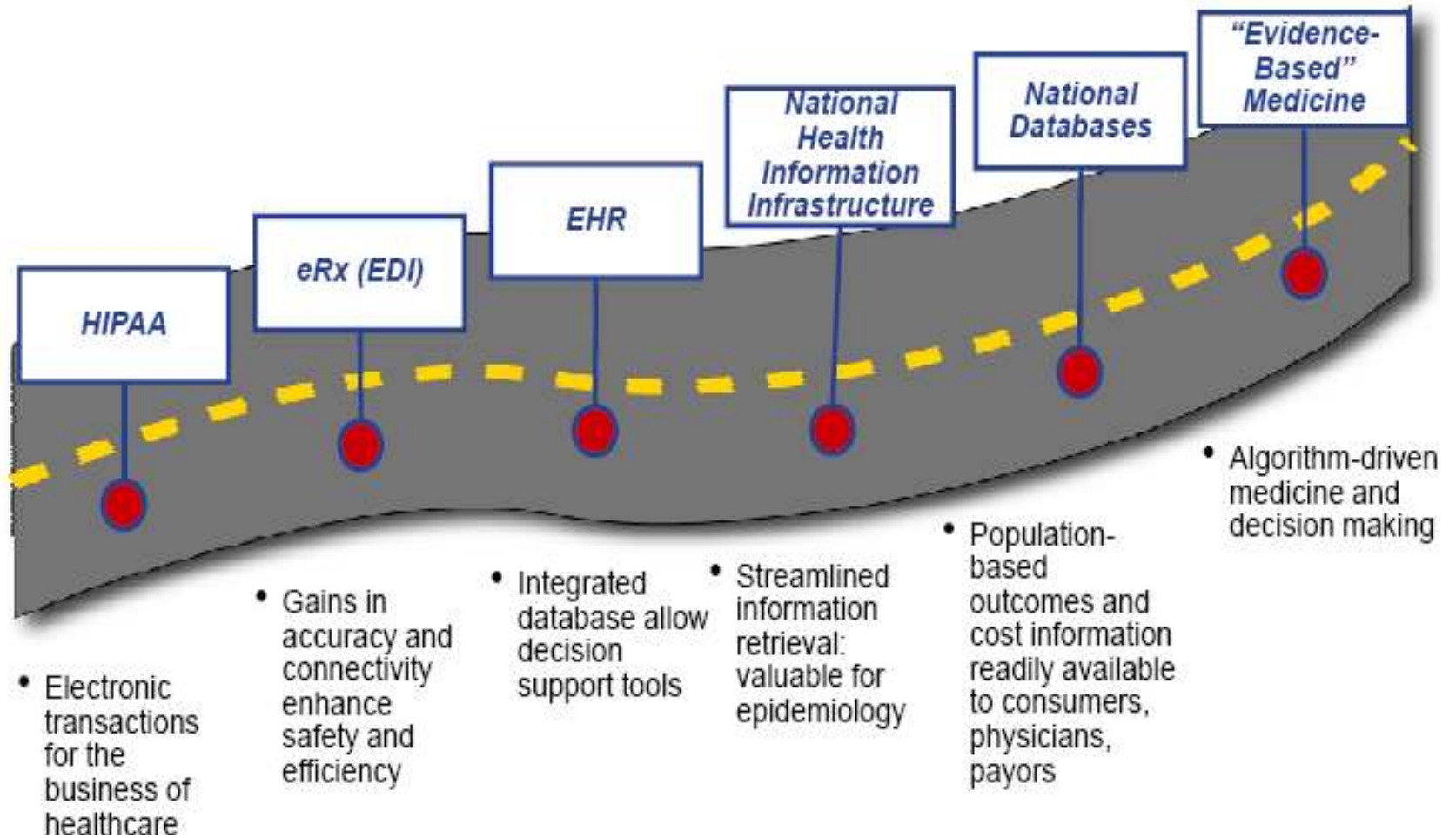
Five Key Activities to EHR Adoption

(Continued)

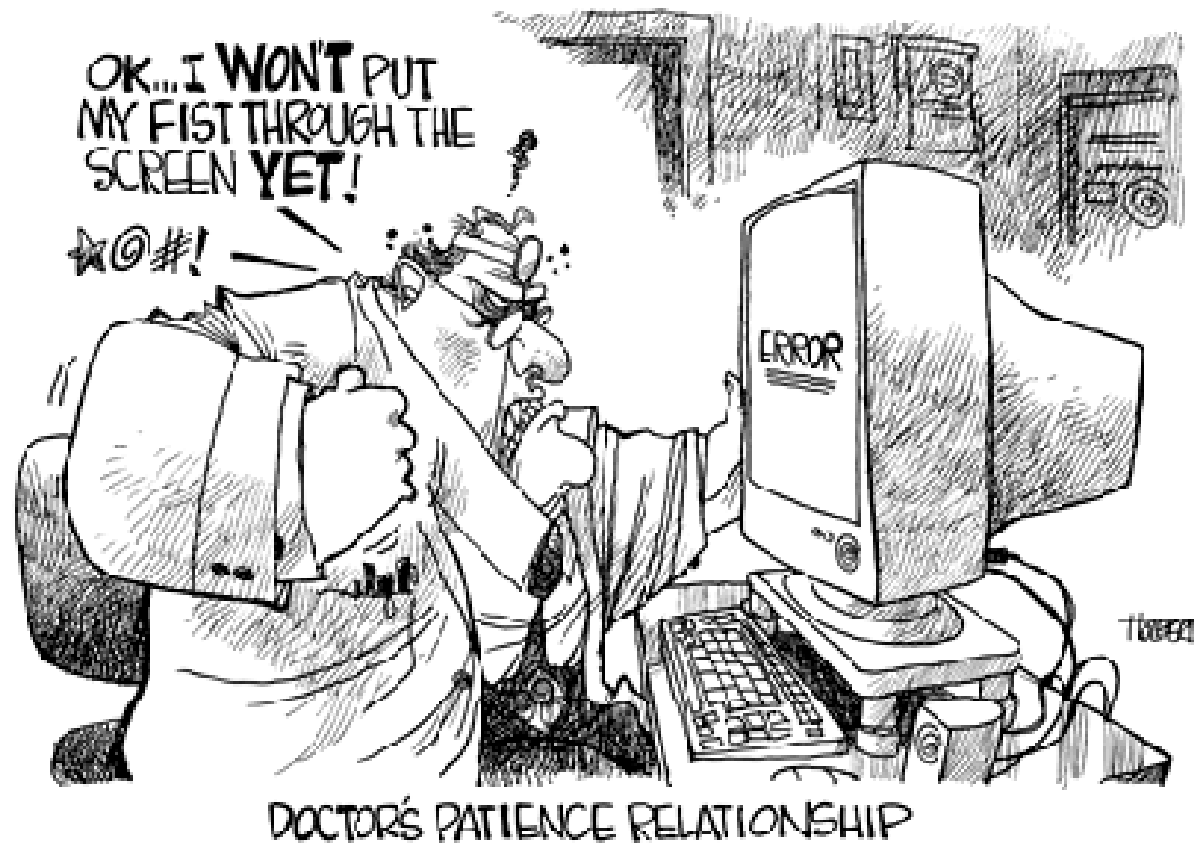
Implement a phased in approach

- Taking each task, implement, test, train, and revise the approach for other tasks as appropriate
- Make gradual changes to the workflows and processes
- Document and share successes with staff to create more advocacy

Technology Pathway to the Future



Health IT - A complex transition....



Questions?