



Implementing an EMR in a Ryan White-Funded Community Health Center

Presented by:
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Goals

- Introduce Unity Health Care
- Summarize Unity's EMR Implementation Experience
- Describe Early Benefits of EMR
- Present Reporting Challenges and Successes
- Highlight Unity's Next Steps to Achieving Meaningful Use



Unity Health Care

- Unity's Mission is: "to offer a citywide network of quality health and human services to the medically underserved regardless of race, ethnic background, or ability to pay."
- A Federally Qualified Health Center (FQHC) and Ryan White Parts A, B, and C grantee/sub-grantee
- In 2009, served 81,250 patients, 2,500 of whom were living with HIV
- Large network of 20+ sites, including health centers, homeless service sites, correctional sites, and mobile sites



PM/EMR System

- eClinicalWorks (eCW) is an integrated practice management (PM) and electronic medical record (EMR) application
- Customized eCW for Unity's needs and workflows
- Implemented PM in all sites March 2009
- Implemented EMR in phased approach (5 phases) June – December 2009
- All clinical providers and staff use eCW, except dental (which is still on paper)

eClinicalWorks (eCW)

Patient Information (Configuration, Jacqueline A)

Personal Info

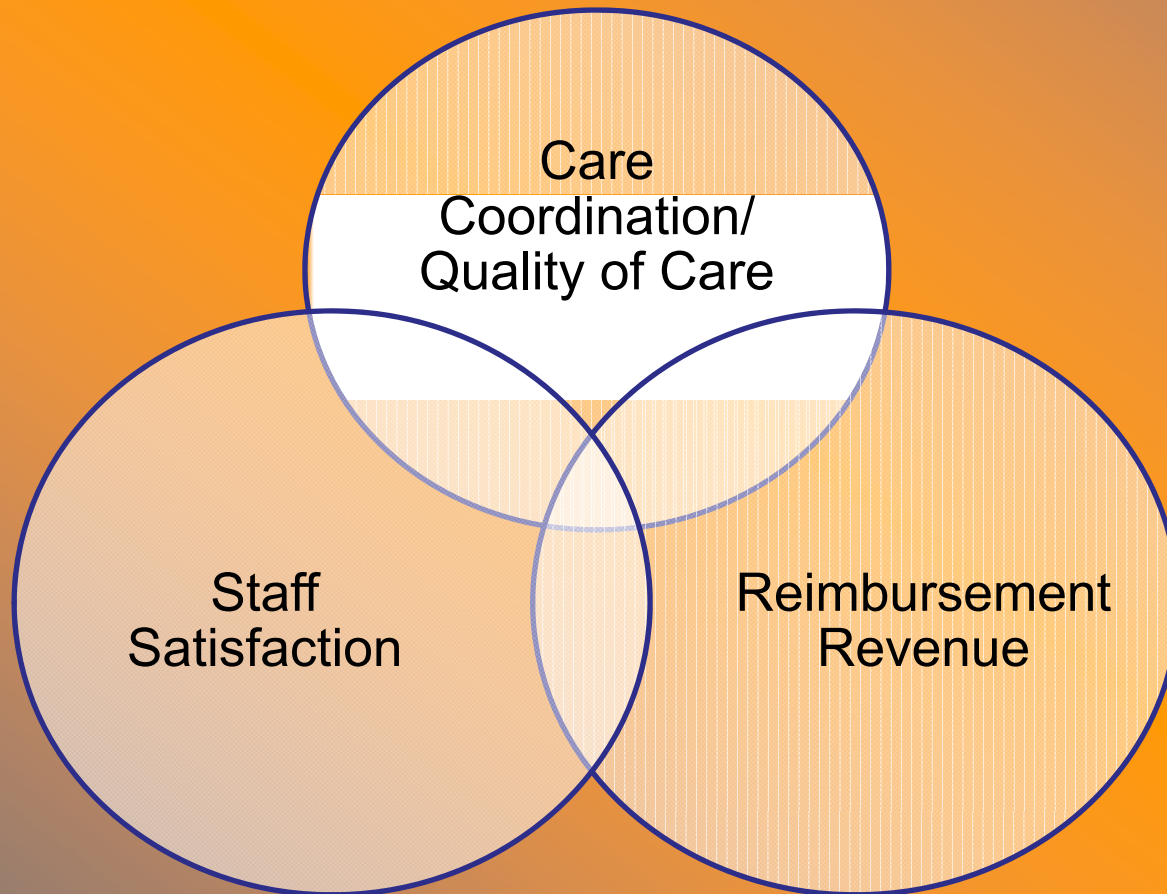
Account No: 300019634 Prefix: | PCP: Padilla, Luis
 Last Name: Configuration Referring Provider:
 First Name: Jacqueline MI: A Rendering Provider/Primary Care Giver: Padilla, Luis
 Previous Name:
 Address Line 1: 1617 Configuration Dr Date of Birth: 08/20/2004 Age: 5Y 3M
 Address Line 2: Sex: F Female Transgender
 City: Washington Marital Status: Married
 State: DC Zip: 20005 Country: US Social Security: 999-99-9999
 Home Phone: 999-999-9999 Cell No: - - Employer Name:
 Work Phone: - - Ext: Emp Status: (None Selected)
 Student Status: (None Selected)
 (statements will be addressed to responsible party) Select Remove
Responsible Party* Name: Configuration, Jacqueline A Emergency Contact:
 Relation: 1 Self - patient is the insured Acct Balance: 0.00 Details Gr. Bal
 Last Appt: 12/04/2009 09:45 AM Patient: 0.00 Acc Inquiry
 Next Appt:
Insurance
 Sliding Fee Schedule Fee Schedule: Unity Fee Schedule Self Pay Add Update Remove

| Name | State | Subscriber No | Rel | Insured | Co Pay | Group No |
|--------------------------------|-------|---------------|-----|-----------------------------|--------|----------|
| P DC Chartered Health Alliance | DC | 74832948 | 1 | Configuration, Jacqueline A | | |

 Release of Information: Y
 Rx History Consent: U Scan
 Signature Date: / /
 Advance Directive:
 Additional Info Alert Misc Info Options OK Cancel



EMR Stabilization: Early Benefits Realized





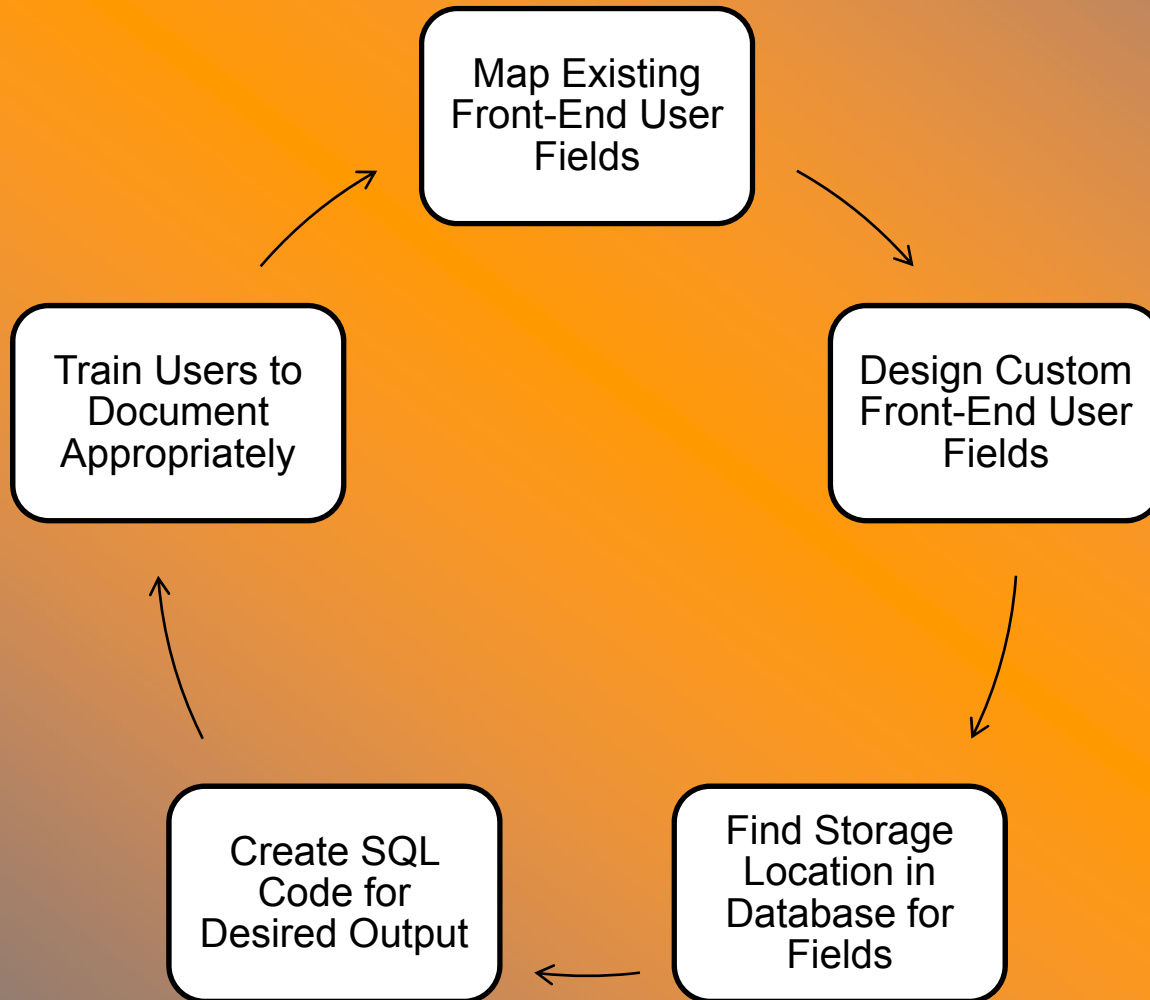
EMR Stabilization: Early Challenge



- Reporting:
 - Lack of data dictionary
 - Customized workflows for analysts and staff to learn
 - Inconsistent data entry
 - New reporting requirements (RSR client-level data)
 - Extracting data from multiple systems
 - Prioritization: If you build it, they will ask!



EMR Stabilization: Reports Customization



Custom Fields

HPI Notes [Close]

Free-form | **Structured** [Clear All]

Assessment

| Name | Value | Notes |
|--|-------|-------|
| <input type="checkbox"/> Clinical Assessment: | | X |
| <input type="checkbox"/> Viralological Assessment: | | X |
| <input type="checkbox"/> Current class: | | X |
| <input type="checkbox"/> Current stage: | | X |
| <input type="checkbox"/> Change in stage? | | X |
| <input type="checkbox"/> Adherence Assessment: | | X |
| <input type="checkbox"/> CD4 Assessment: | | X |

Adherent
 Non-adherent
 Not on treatment
 100% for past 3 months
 100% for past 2 months
 100% for past month
 <100% for past 3 months
 <100% for past 2 months
 <100% for past month

[Custom] [Close]

Reports: Lessons Learned

- Use structured fields to capture important reportable data
- Design essential custom fields prior to go-live
- Apply user feedback regarding data capture within efficient workflows
- Providers hate paperwork!



Reports: Lessons Learned

- Find ways to eliminate duplicative paperwork through electronic reporting
- Review reports for missing fields early
- Provide feedback early to providers and staff regarding performance on data entry
- Be Patient: Review, remind, and re-train!





Meaningful Use: Introduction



- As part of the HITECH Act, incentives will be offered starting in 2011 for meeting meaningful use; By 2015, fines may be in place for not meeting it.
- Basic Requirements: Use EHRs in a meaningful way, promote care coordination, and report clinical quality measures
- Must meet 14 required elements and 5 from the optional list
- Benefits: Incentive payments from CMS up to \$63,750 per provider per year for those who qualify



Achieving Meaningful Use: Unity's Next Steps

- Participate in the local RHIO
- Develop patient portal or personal health records
- Implement call reminder system
- Purchase e-prescribing
- Implement dental module
- Provide technology for eCW
use on Unity's mobile van



Questions?

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