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

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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)

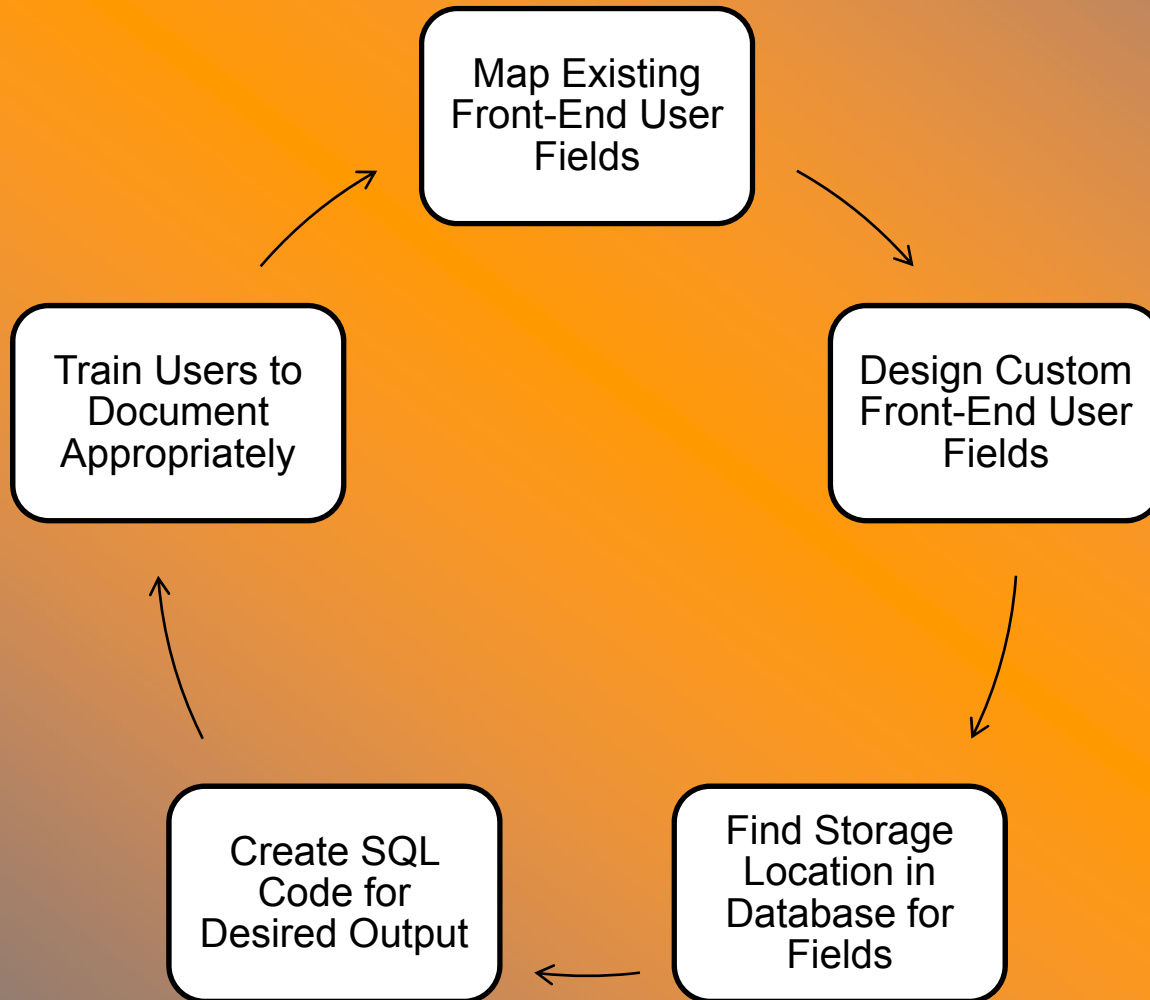# EMR Stabilization:
Early Benefits Realized
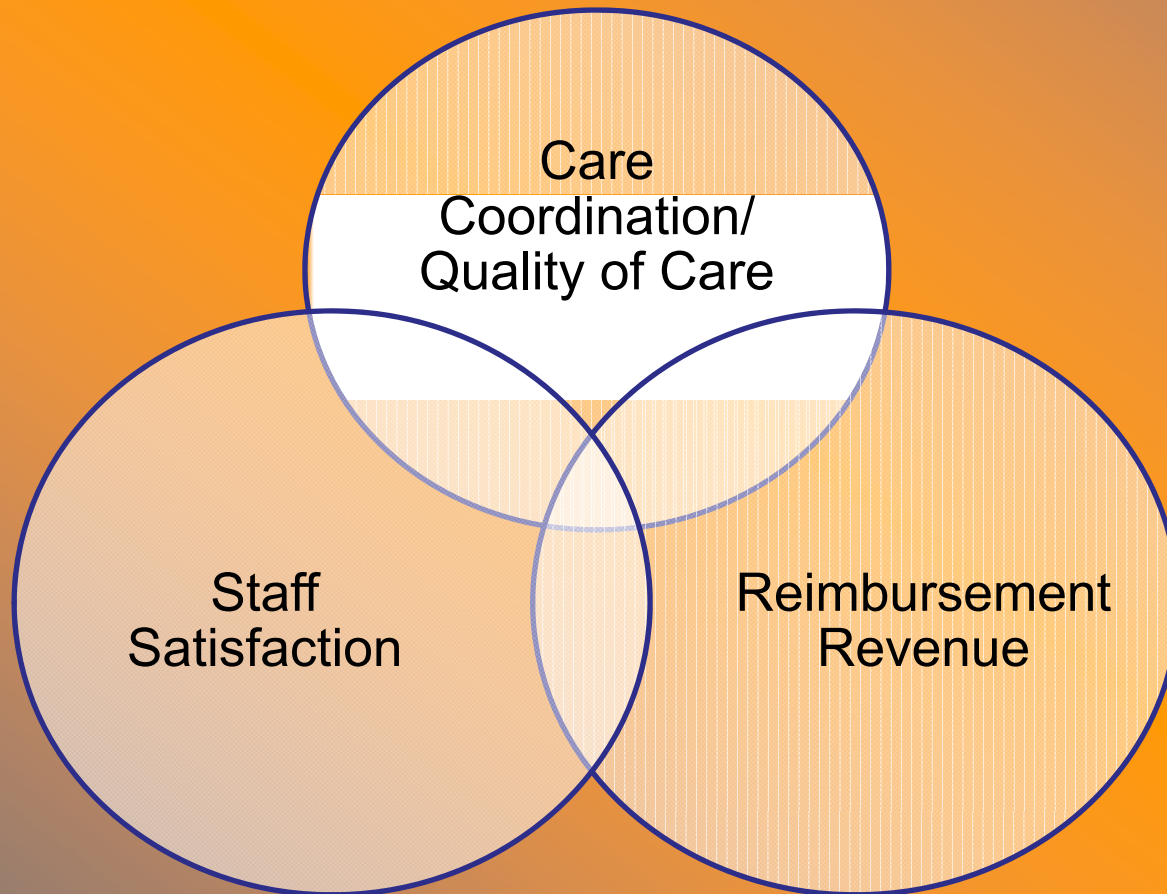
EMR Stabilization: Early Challenge

- 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

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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