Maximizing EHR Effectiveness to Gain Efficiencies

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Why Is EHR Efficiency Important?

- Practice Production
- Expectations of Patients
- Merit Based Incentive Payment System
- Alternative Payment Models
- Documentation and Operational Standards
Effective EHR Use Yields Benefits

- EHR Records are Vulnerable
- Patient Service Expectations
  - First Response
  - Final Resolution/Recommendation
  - Value-Based Requirements
- Due Diligence to Protect Patient Records
  - Avoid Degradation
  - Maintain Accuracy and Consistency

Effective EHR Use Yields Benefits

- Managing Increasing Number of Electronic Interactions
  - Patients
    - Messages
    - Patient Access to Information
    - Remote Patient Monitoring Systems
  - Providers
    - Transition of Care
  - Labs
  - Diagnostic Tests and Results
Assessing Your Efficiency

Worry If…

- You have no EHR suggestions.
- Physicians/Staff have not been trained within the past year.
- Daily operations and patient services cannot be managed (and tracked) in the EHR.
- Paper records and forms are managed outside of the EHR.
- Doctors and Staff are not using the EHR in a consistent manner.
- Patient Portal information is not helpful to patients or the practice.
Still Worry If…

• Operations and patient service has not changed with the EHR.
• Scanning patient information that has to be separately entered into the EHR.
• You are not using the Patient Portal.
• EHR is missing important features to your practice.
• If you enter the same information into the EHR more than once.

Review of EHR Effectiveness and Efficiency

• Review EHR Use
  • Clinical Documentation
  • Operations
  • Workflow
  • Reporting
Review of EHR Effectiveness and Efficiency

- Review Practice Operations
  - Use of Clinical Content
  - Patient Service Information
  - Patient Service Activities
  - Management Tools

Review of EHR Effectiveness and Efficiency

- Review EHR Product
  - Examine Features and Capabilities
  - Determine Changes Since Installation
  - Inventory Features that Would Improve Efficiency and Effectiveness
EHR Efficiency is CRITICAL...

- Assure Provider Effectiveness in “Stretching the Clinic”
- Telemedicine
- Meeting Evolving Standards
  - Patient Centered Medical Home (PCMH)
  - Patient Centered Specialty Practice (PCSP)
- Required to Meet MACRA
  - Merit Based Incentive Payment System
  - Moving Patients to Alternative Payment Models

Implementing Efficient EHR Use
Basis for Efficiency Changes

- External Challenges that may help.
  - Standard of Care Requirements
  - ACO/Payer Contracts
  - Patient Service Demand
  - Incentive Payments
  - Qualifying for ACO
  - Premium Pay for Performance

Maintain and Enhance EHR Efficiency

- Establish Operational/Documentation Standards
  - Empowered by Medical Leadership
  - Capitalize on EHR Capabilities
- Train Physicians/Staff on EHR use within Standards
- Monitor Performance Daily
- Review EHR Use Periodically
  - Changes to Practice
  - Operational Information
- Monitor EHR Product and Vendor Changes
Seek Continual Improvement

- Consistent Use
- Utility of Patient Information
- Policies and Procedures
- Tools
- Patient Service Needs and Obligations

Cases
Case – Free Form Text Notes

Doctors are happy with the EHR which is used to document free form text notes for patient visits.

Discussion Issues:

• What are some of the features that are not supported with free form text notes?
• How would you compel the physicians to consider using the note features?

Case – Old Software Version

Practice is using an old version of the EHR.

Discussion Issues:

• What is the impact on efficiency and effectiveness?
• What are the risk factors that the practice is exposed to?
• What process should be used to move to a newer version of the EHR?
Case – Operational Problems

- A practice does use the EHR to address patient flow and service management.

Discussion Issues:

• What are possible barriers to managing patient service with the EHR?

• How can you determine the scope of the problem and a viable solution?

Case – Inconsistent Use

- Physicians use different features to address patient service issues.

Discussion Issues:

• What are some of the business reasons to avoid the use of different features?

• How would you get the physicians to use the system consistently?
Case – EHR Diverges from Practice Needs

- EHR has been successful in an area of medicine that differs from your practice. The vendor has invested development funds in the needs of the other practice area.

- Discussion Issues:
  - How does this affect your effectiveness and efficiency?
  - What are your options?

Case -

- Doctors and staff complain that the system is not effective and requires “too many clicks.”

- Discussion Issues:
  - What are the implications for efficiency and effectiveness?
  - What is the mitigation strategy?
Case -

- Doctors and staff know that the HER is not being properly used.

- Discussion Issues:
  - What are the reasons for compelling a change to EHR use?
  - How would you go about encouraging change?

QUESTIONS AND ANSWERS
Ron is presenting Conquering Value-Based RCM at MGMA17.

Ron Sterling, a HIMSS Book of the Year Award winner, authored Non-Fee-for-Service Revenue Cycle Management from Greenbranch Publishing. He is a nationally recognized thought leader on electronic health record and healthcare billing systems.

Ron advises practices, and healthcare organizations on EHRs and Medical Billing tactics and strategies. Ron has analyzed software from over 150 vendors. He is a frequent speaker to a variety of organizations on MACRA/MIPS, HIPAA Security, Quality, and Medical Professional Liability. Ron has contributed over 250 articles to a wide range of publications including Medical Economics. Ron serves on the Medscape Physician Business Academy Faculty.

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