

# Electronic Health Records: Why You Need Them and Where to Begin

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**Family Planning**  
National Training Center  
*for Management and Systems Improvement*





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# Purpose

- Identify three core functions of electronic health records.
- Describe two benefits of EHRs and how they relate to family planning programs.
- Identify two resources or next steps that family planning programs can take to support EHR adoption.

# Market Forces Driving EHR Implementation

- **January 2004:** President Bush launches EHR initiative, David Brailer appointed as National Health IT Coordinator
- **February 2009:** President Obama reiterates government support for EHRs, ARRA/HITECH Act signed into law, Meaningful Use introduced
- **March 2010:** PPACA signed into law, strengthens HITECH and Meaningful Use

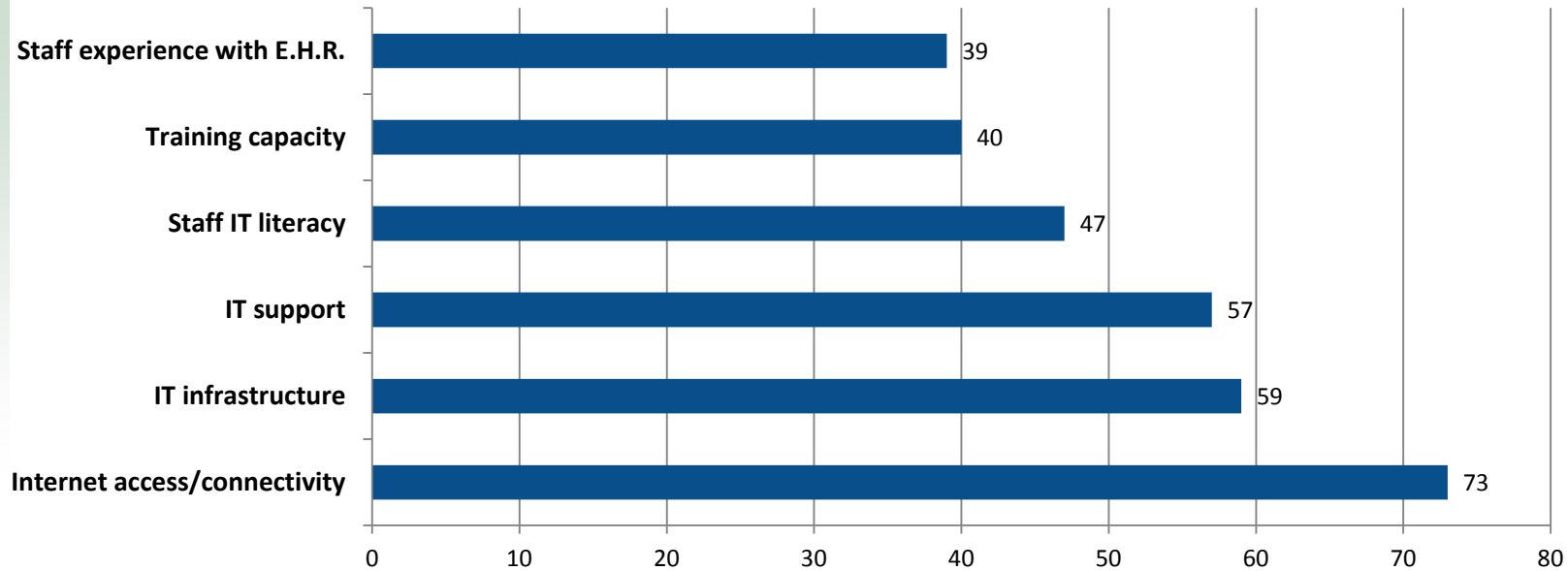


# Market Forces Driving EHR Implementation

- **October 2011:** The Final Rules for ACOs strengthen the need for robust EHRs
- **June 2012:** The Supreme Court upholds the ACA; Meaningful Use incentive program in Phase 1

# EHR Preparedness in Family Planning Programs

% of Agencies prepared in each area



Source: Guttmacher Policy Review, Winter 2012, Vol 15, Number 1



# Audience Poll: Which of these components do you have in place to embark on Electronic Health Records?

- Staff Experience with EHRs
- Training Capacity
- Staff Information Technology (IT) Literacy
- IT Support
- IT Infrastructure
- Internet Access/Connectivity

You can cast your vote in the Polling Panel of Webex!



## Responses

Please look at the  
Polling Panel for  
results!





# Making Sense of EHR Alphabet Soup

- **Electronic Health Record (EHR):** Created/maintained by organization to share information across facilities/providers
- **Electronic Medical Record (EMR) or Electronic Patient Record (EPR):** Created/maintained by a single medical organization, informs the EHR
- **Personal Health Record (PHR):** Created by organization or individual, maintained and controlled by the patient



# Making Sense of EHR Alphabet Soup

- **Health Information Exchanges (HIE):** Sharing electronic health-related information with confidentiality, privacy, and security
- **Office of the National Coordinator for Health Information Technology (ONC):** Federal entity coordinating nationwide efforts to implement and use health IT
- **Certified EHRs:** Approved products by the ONC that meet standards and criteria for EHRs



# Making Sense of EHR Alphabet Soup

- **Meaningful Use (MU):** Set of standards defined by the Centers for Medicare & Medicaid Services (CMS) Incentive Programs that governs the use of EHRs and allows eligible providers and hospitals to earn incentive payments by meeting specific criteria.
- **Eligible Professionals (EPs):** Professionals such as physicians, certified nurse-midwives, NP, PA practicing in a FQHC or RHC



Source: [www.cms.gov](http://www.cms.gov)

# What are EHRs?

**Moving From**



**To This**



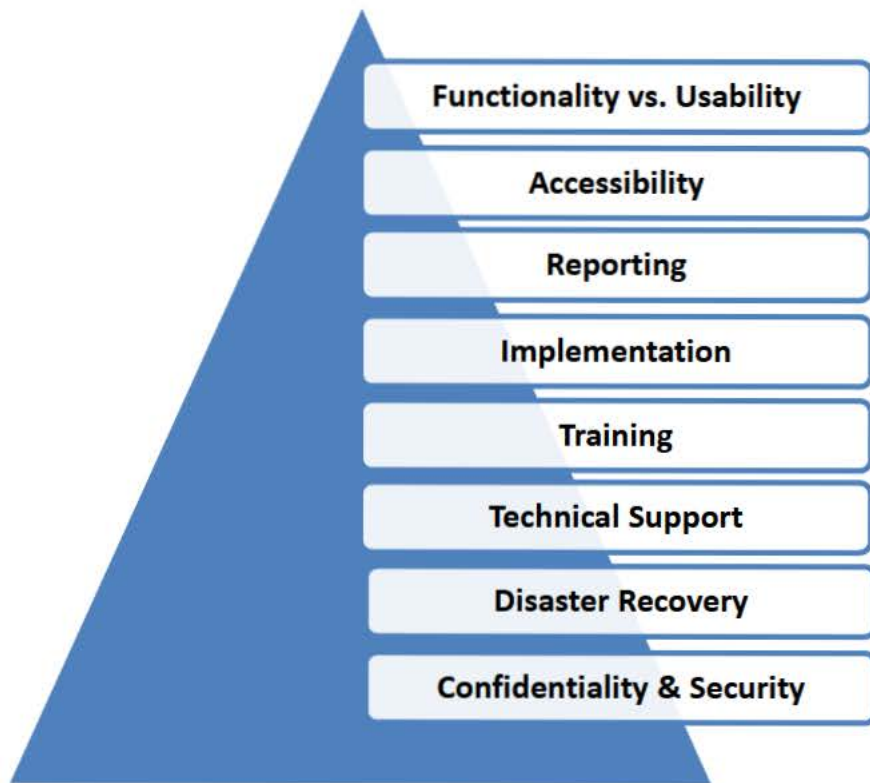
**Real-time, patient-centered records with demographics, problem lists, medication lists, history**

# More about EHRs

- Information available, "whenever and wherever it is needed"
- Ability to capture external docs
- Care plans, guidelines and protocols
- Patient-specific instructions



# Key Considerations



# Limits of Paper Charts

Keeping track of charts is difficult

Only one person can have chart at a time

Delays in retrieving charts are aggravating

Handwriting is illegible

Charts are disorganized, info hard to find

Some info doesn't get in chart for days

Space in chart limits historical info

Paper filing is time consuming

Chart files take up a lot of space



# **Vs. The Benefits of EHRs**

**Ability to Exchange Information with Partners**

**Automated Performance Monitoring**

**Quality Improvement Support**

**Automated Reporting for Stakeholders**

**Clinical Decision Support Tools**





# Benefits to Title X Patients

- **Comprehensive record**
  - Your staff can be *more knowledgeable about your patients*
- **Improved privacy and security of health information**
  - Passwords, encryption, and other safeguards



# Benefits to Family Planning Programs

- Automate and streamline providers' workflow
- Identify patterns or trends in preferences, behaviors, and health of clients
  - Scheduling appointment preferences, services and methods clients want, health problems clients are facing
- Offer access to evidence-based tools that can be used in supporting clinical decisions



# Benefits to Family Planning Programs

- **Collective/rapid information sharing with partners:**
  - Doctors, emergency facilities, school and workplace clinics, pharmacies, laboratories, and medical imaging facilities
- **Ability to participate in new service delivery systems**
- **Ability to report to stakeholders**
- **Facilitate reimbursement from payers**



# So Why Should Family Planning Programs Care About MU?

- **Medicaid Expansion part of ACA**
- **Medicaid EHR Incentive Program**
  - Voluntarily offered
  - 30% of clinician's clients must be Medicaid enrollees
- **Eligible Professionals can receive up to \$63,750 over the six years that they choose to participate in the program**
- **Positively impact patient care**



Source: EHR Incentive Program, [www.cms.gov](http://www.cms.gov)

# Paving the Way

- Utilize certified systems
- Focus on standards and security
- Improve data exchange



# Review: Why You Need EHRs

- **Comprehensive records**
- **Facilitate safe and secure sharing of information**
- **Automate and streamline workflow**
- **Support clinical decisions**



# Review: Why You Need EHRs

- Identify trends or patterns in patients
- Facilitate reimbursement from payers
- Medicaid Incentive Program
- Improve patient outcomes



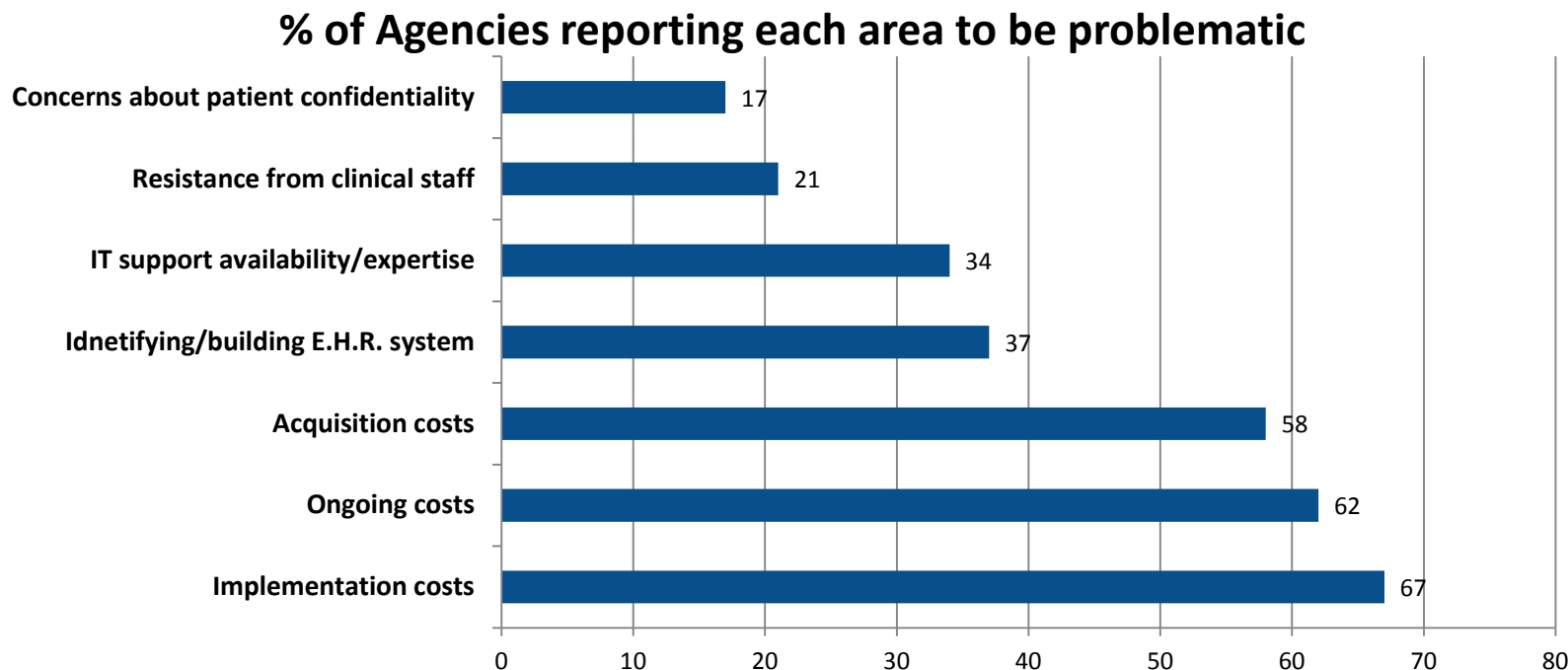
# EHRs: How to Start

- **Consider the benefits and how to take advantage of them**
- **Consider the challenges and how to overcome them**





# Family Planning Programs Are Most Concerned About Costs



Source: Guttmacher Policy Review, Winter 2012, Vol 15, Number 1



# Audience Poll and Chat: What Most Concerns You?

1. Cost
2. Information Technology support availability/expertise
3. Resistance from staff
4. Concerns about patient confidentiality

You can cast your  
vote in the Polling  
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## Responses

Please look at the  
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# Taking the Sting out of Financial Barriers

- **Creative financing**
  - Leasing
  - Deliverable-based payments
- **Software and hardware grants from local/state foundations**
- **Group purchasing and partnerships**



# Gaining Technology Support

- **Identify an EHR ally/mentor**
- **Contact vendors**
- **EHR Implementation Lifecycle:**  
[www.healthit.gov/providers-professionals/ehr-implementation-steps](http://www.healthit.gov/providers-professionals/ehr-implementation-steps)
- **HRSA Health IT Adoption Toolkit:**  
<http://www.hrsa.gov/healthit/toolbox/HealthITAdoption/toolbox/index.html>



# Ensuring Confidentiality

- **ONC certification process of EHR system requires technological capability, functionality, and *security***



# Breaking Down the Cultural Barriers

- Leadership support
- Workflow analysis
- Readiness assessment & training
- Change management: Communicating the change to staff, patients and family
- Migration plan from paper to EHR





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**Mari Dominguez, RN**





# How We Made EHR Happen for Us

- About Bridgercare
- Who we serve
- Why we chose to implement an EHR system
- How we funded an EHR system



# How We Made EHR Happen for Us

- Struggles/setbacks in implementation
- How we alleviated challenges during implementation
- How our EHR system has helped us
- Advice for clinics considering implementing EHR



# Resources and Next Steps to Implement EHR



# 62 Regional Extension Centers

- **Located in every region of the U.S.**
- **On-the-ground assistance for priority primary care providers such as:**
  - Individual and small practices of 10 providers or less
  - Community health centers, primary care clinics or rural health clinics
  - Another setting that predominantly serves uninsured, underinsured, or medically underserved populations



# Regional Extension Centers Services

- **Services include outreach and education, EHR support and technical assistance in implementing health IT and using it in a meaningful way to improve care**
- **Contact your local REC to see if you eligible for free or reduced-price support**
  - Look up your REC by zip code at <http://www.healthit.gov/providers-professionals/regional-extension-centers-recs>



# Additional Resources

- **Office of the National Coordinator for Health IT:**  
[www.healthit.gov](http://www.healthit.gov)
- **Meaningful Use:** [www.cms.gov](http://www.cms.gov)
- **Bridgercare:** <http://www.bridgercare.org/>
- **Planned Parenthood of Utah:**  
<http://www.plannedparenthood.org/utah/>
- **Other Title X providers!**



# Questions / Discussion



Please send questions or  
comments to Caitlin Hungate at  
[chungate@jsi.com](mailto:chungate@jsi.com)

