Ways to Maximize the Use of Your EHR
A Strategic Approach to EHR Utilization
Introductions

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Agenda

• EHR in Long term Care Overview
• Leading Age of Missouri Survey Results
• Poll
• Features & Components
• Change Management
• Maximizing the Use
Objectives

• To present a systematic approach to analyzing current state and use of existing EHR.
• Setting organizational goals to optimize EHR functionality throughout the enterprise
• To identify EHR key features that can maximize results
How many in the group are currently using their EHR 100% for electronic charting?

- **A** All electronic - no paper
- **B** Electronic & paper
- **C** All paper

Respond at PollEv.com/kezialilly096 or text KEZIALILLY096 to 22333 once to join, then A, B, or C.
Has your organization implemented an EHR?

Are you using an Electronic Admin System?

Are you using an E-MAR system for pharmacy?

Does your organization use E-Prescribing?
Your poll will show here

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EHR Overview
Current Trends
LTC Opportunities and Challenges

• Long Term Care facilities will be mandated to have EHRs in coming years
• EHR automation promises to dramatically improve quality of health care
• Reduce prescribing errors
• Facilitate adherence to care plans for patients
• Enhance provider coding accuracy for a more complete medical record
• Improve billing accuracy and efficiency
• Free nurse staffing hours through efficiencies to allow more direct patient care or reduce cost
“Now patients and families leave the hospital after mom has had a stroke expecting the same “hi-tech” setting they found at the hospital. . .

*We can’t afford to lose those admissions!*”

--A Chicago LTC Executive
Broader Role for Long Term Care

- Improve communication with physicians and hospitals across the care continuum
- Strategically positions LTC providers for a broader role throughout the health care industry to maintain health status for the elderly and to reduce hospital admissions
LeadingAge Missouri Survey results
EHR Adoption—Benchmarking Results from Other States

<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>EHR System Implemented</td>
<td></td>
<td>30%</td>
<td>29.2%</td>
<td>34.8%</td>
</tr>
<tr>
<td>Electronic Admin System</td>
<td>83%</td>
<td>35%</td>
<td>46.3%</td>
<td>52.2%</td>
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<tr>
<td>E-MAR</td>
<td>49%</td>
<td>19%</td>
<td>19.5%</td>
<td>22.7%</td>
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<tr>
<td>E-Prescribing</td>
<td>1.7%</td>
<td>--</td>
<td>7.3%</td>
<td>--</td>
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</tbody>
</table>

EHR Adoption data on LTC is sketchy

- Minnesota out-distanced other states in 2008

State Mandates Looming—

- Minnesota: Misdemeanor Legal Violation (2015)
- CMS is currently pushing states to install Medicaid incentives for EHR use
Member Profile for EHR Survey

Member organizations responding – 28. Multiple locations and levels of care represented

EHR Survey Respondents-- Member Levels of Care

- Skilled Nursing: 37
- Intermediate Care: 11
- Residential Care: 52
- Independent Living: 17
- Rehabilitation: 53
- Home Health: 6
- Hospice: 3
- Adult Day Services: 2
- Private Duty Nursing: 3
- EHR Adoption
Members Report High Satisfaction with Current EHR Systems

If your organization currently uses an EHR, what is your level of satisfaction with the system?
Rapid Expected Growth for MO LTC Providers

Survey responses indicate EHR adoption from 20% current to 92% within next 5 years

What are your organization's plans to implement an EHR? Over what time frame are you considering this action? Please indicate?
If you plan to implement an EHR, in which levels of care do you plan to implement it?
Improved Reporting, Reduced Storage and Quality Monitoring Seen as Top EHR Advantages (High = 5)

What are the perceived advantages of an EHR system for your organization? Rate all – Low (1) to High (5).
Notifications, Prompts and Drug Alerts Rank High on Clinical Features (High = 5)

Which of the following clinical features of an EHR would be most useful in your organization? Rate Low (1) to High (5).

- Enter care plans and track resident/client progress: 4.3
- Highlighting abnormal lab values: 4.3
- Follow up notifications: 4.5
- Reminders for guideline-based interventions and screenings: 4.3
- Prompts to order test, studies, etc.: 4.4
- Warnings of drug interactions/side effects: 4.4
As you consider an EHR for your organization, what barriers would prevent implementation? Please rate each consideration below from Low (1) to High (5).

<table>
<thead>
<tr>
<th>Barriers to EHR Acquisition</th>
<th>Rank</th>
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<tbody>
<tr>
<td>EMR system cost</td>
<td>4.3</td>
</tr>
<tr>
<td>Implementation and training expense</td>
<td>3.9</td>
</tr>
<tr>
<td>Staff resistance to IT</td>
<td>2.7</td>
</tr>
<tr>
<td>Low return on investment</td>
<td>2.4</td>
</tr>
<tr>
<td>Risk of system failure</td>
<td>2.4</td>
</tr>
<tr>
<td>Too many EHR products to critique</td>
<td>2.2</td>
</tr>
<tr>
<td>Loss of productivity from EHR</td>
<td>2.1</td>
</tr>
<tr>
<td>Company is too small</td>
<td>1.9</td>
</tr>
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</table>
Rate the level of interest in the following topics regarding future educational programs on EMR/EHR for your organization and staff.

<table>
<thead>
<tr>
<th>Topic</th>
<th>Somewhat Interested</th>
<th>Very Interested</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information in communicating with my clients about using EHR</td>
<td>9</td>
<td>9</td>
</tr>
<tr>
<td>Assistance in selecting a vendor</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Workflow analysis and redesign</td>
<td>3</td>
<td>9</td>
</tr>
<tr>
<td>Return on investment opportunities</td>
<td>6</td>
<td>9</td>
</tr>
<tr>
<td>Implementation planning approaches and cost</td>
<td>6</td>
<td>8</td>
</tr>
<tr>
<td>Information on privacy laws</td>
<td>3</td>
<td>9</td>
</tr>
<tr>
<td>EHR system pricing</td>
<td>5</td>
<td>7</td>
</tr>
<tr>
<td>Features of current systems available</td>
<td>6</td>
<td>10</td>
</tr>
</tbody>
</table>

Member Information Needs on EHR
Would you be interested in receiving assistance from a non-biased source with any of the following issues? (Check all that apply).

- Group purchasing of EMR software
- Onsite EMR implementation assistance
- Onsite practice and workflow redesign for EMR
- Assistance with interoperability and health information
- Technical assistance—EMR security and privacy requirements

**NOTE:** Stats include those respondents who already have EHR.
Workflow Analysis
Goal Setting

- Gain efficiencies through automation
- Quickly add new clients with minimum data entry and screens
- Elimination of paper forms and records and move toward an electronic health record
- Greater efficiency through elimination of redundant and cumbersome practices
- Eliminate reporting and manual checks by automation and system workflow
- Improve access to patient clinical information
- Improve residents care
- Meet regulatory and billing requirements
- Support payroll requirements
- Improve employee satisfaction
Steps to Workflow Analysis

• Review & assess current state of EHR
  – What are you paying for?
  – What are you using?
• Define your ideal future state
  – Paperless!
  – Utilizing all that you are paying for?
• Summarize the benefits & operational savings
• Map out your plan
Potential Features “Modules”

1. Census Management
2. Financial
3. Customer Relations/Marketing Management
4. Therapies (OT, PT, etc)
5. Monitoring & Alerts
6. Reporting
7. MDS
8. Emar/Etar
9. ePrescribing
10. Physician Orders

Quick Poll

Out of the X modules how many is your LTC currently using?
Your poll will show here

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Getting Ready for Implementation
Change Management
Benefits & Savings

- **Overall efficiency**
  - One central patient record for easy reference
  - Automated reporting of monthly reports

- **Employee time efficiency**
  - Avoid duplicate entry of falls and other incidents
  - Ease of “look –up” for patient records

- **Physical space utilization**
  - Desk top, laptop, kiosk or I-Pad access to patient chart
  - Reduce file room capacity and demand

- **Improvements in customer service**
  - Auto-reminders of patient dietary needs and preferences

- **Compliance**
  - Information screens set to include all mandated information and services

- **Employee job satisfaction!**
Change Management

Why is it important?

Exhibit 1 Kotter’s Three-Phased Approach to Managing Change

- **Current State**
  - People
  - Process
  - Technology

- **Future State**
  - Paper → EHR
  - Successful MU 1 → MU 2
  - Upgrade/Replace Existing EHR
  - Successful Implementation of PCMH

- **Time**

- **Phase 1** Creating a climate for change
- **Phase 2** Engaging and enabling the organization
- **Phase 3** Implementing and sustaining the changes
Smother Journey When Everyone Understands:
• Why they have to leave the current state/Status Quo
• Why the future state is better
• What changes in workflow are necessary
• What technologies and skills will be required
• How staff will learn those new skills and gain knowledge of how the technology fits into their everyday work life.
Change Management

Create the Climate for Change

- Engage everyone in this process.
- Give the project a fun name.
- Tie individual performance goals to success.
  
  *A bonus? Manager recognition?*

- Make the goals visible for everyone to see.
- Prime the organization for engagement
Engage & Enable the Organization

• Communicate the future state
• Identify champions from each facility
• Empower others to engage and take action
• Plan for and create short term wins

A key lesson from the field:

*Listen to your staff—they are the experts in the operational nuances in your practice setting.*
Change Management

Implementing & Sustaining the Change

• Update the system based on feedback
• Reward the staff
• Provide ongoing support and training
Effective project management calls for the most knowledgeable and directly effected staff to lead across traditional lines of authority and across standard communication channels.
Process Improvement

Re-design clinical workflows that promote automation and efficiencies
Incorporate the 80/20 rule for system selection--
  • Avoid selecting a product for 20% of your cases
  • Focus on the 20% of cases that represent 80% of your solution

Create your project team based on expertise and communication

Project management is critical to your success

Prepare to test and train
QUESTIONS?