

EMR Support/Management



HEALTH SERVICES

12/01/2011

EMR Team

- EMR Manager – Nancy Mault
- Bigfork Site Manager – Carmen Heinecke
- Lead EMR Nurses – Linda Buckingham and Nancy Hakala
- SISU Support – Leah/Alayna/Shane/Kyle
- IT – Ron Stelter

EMR Support/Communication

- **EMR issues** are reported by phone, flag, or e-mail to EMR Manager or Bigfork Site Manager – depending upon site, with Lead EMR Nurses as backup
- **Software/Interface Issues** are resolved in-house if possible, otherwise SISU support is either e-mailed, called directly or the help desk contacted, depending upon issue
- **Hardware issues** – Internal IT, SISU, Bigfork Site Manager/EMR Manager provide support
- **Printing issues** – EMR Team provides support with close communication involving SISU support. Default issues continue to be a daily issue at most SRHS sites – Cook site nurses have all been trained in changing printer defaults
- **Providers request support** either verbally addressing EMR team members, or by phone, flags, or e-mails
- **On-site support for providers/staff** is available by at least one of the EMR team at the two larger clinic sites at all times, with support by phone available at the smaller sites

Training/Ongoing Communication

- EMR manager is responsible for communicating EMR changes, updates, implementations to all providers and support staff
- Minor changes are communicated either through phone calls, flags, or e-mails
- New implementations/form changes/updates are reviewed by EMR Manager and Medical Director
- New form implementations/reviews/changes are demonstrated through on-site EMR meetings at all sites by EMR manager
- Providers communicate to EMR Manager/Medical Director/EMR team requests for changes. These changes are then reviewed by EMR Manager and Medical Director for implementation
- New providers are trained by EMR Manager. Support staff is trained by EMR Manager, lead nurses, and site managers

EMR Form Changes/Updates

- Form issues/edits are addressed initially by EMR manager and Bigfork Site Manager
- Text file editing is completed by Nancy Mault for CCC forms.
- Virtual form editing is completed by Leah/Alayna
- Custom forms are completed by Diana Masser

Documentation

- **GE Centricity Templates (click and type)**
 - Documentation reviewed by coders for accuracy/daily
- **Dragon –Voice Recognition (4 Providers)**
 - Documentation reviewed and edited by transcriptionists
 - Documentation is then reviewed by coders for accuracy/daily
 - Support for Dragon is provided by Bigfork site manager
- **Dictation (1 SRHS provider, locums, occasional on-call provider)**
 - Documentation transcribed by transcriptionists
 - Provider then merges transcription into office visit
 - Documentation is reviewed by coders for accuracy/daily

Documentation Issues: Providers are flagged by coders if any changes or further editing is required. EMR manager is flagged by coder if visits need to be recreated or form issues are noted.

Quality Reporting

- Quality Improvement reports are completed by EMR Manager, Bigfork Site Manager, and Health Educator. QI presentation is completed quarterly by Medical Director and EMR Manager
- Federal reporting (clinical measures for grants, UDS) is completed by EMR Manager, Medical Director, and Bigfork Site Manager, and EMR clerk, with some Crystal report support by SISU, and Cy-Solution Reports
- MNM reporting is completed by EMR Manager, Bigfork Site Manager, Health Educator, Cook Lead Nurse, and EMR clerk
- Chronic Disease Registries used to support QI reporting are maintained by EMR Manager, Health Educator, and EMR clerk
- Recall processes completed as part of SRHS QI Program are completed by EMR Manager, Health Educator, Lead nurses, and EMR clerk

Orders/Medication/Hospital Discharge Reconciliation

- Orders are reconciled for all clinic sites by Cook lead nurse
 - Recall letters are sent by Cook lead nurse for patients not completing ordered tests
- Post hospital discharge/specialty referral reconciliation of medications, histories and problems lists are completed by Cook and Bigfork lead nurses, as well as support from nursing staff at the Floodwood site