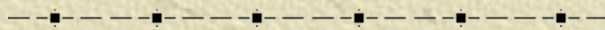




Welcome !!!
Electronic Health Record &
Meaningful Use Session

Sponsored by the
NORTHERN MINNESOTA NETWORK

May 3 – 4, 2012



OVERVIEW

- ✦ Your Feedback – December, 2011 Session
- ✦ Sharing Resources, Ideas, Initiatives
- ✦ Overview of Health Care Programs
- ✦ Using the EHR and data in a meaningful way to improve patient care and experience
- ✦ Clinical Transparency

AGENDA – MAY 3rd

- ✦ Welcome - Introductions
- ✦ NMN Updates:
 - Work Plan, Projects, SISU Support Ticket Data, Emails, SISU Contractual Process
- ✦ EHR Tips and Tales
- ✦ Minnesota Healthcare Home: Betty Hanna
- ✦ HIE Bridge Initiative: Cheryl Stephens
- ✦ GE CHUG Conference Highlights
- ✦ Work group breakout sessions

AGENDA – May 4th

- ✦ QI Overview: NMN Members
- ✦ Work group breakout sessions
- ✦ MU Update: Linda Ridelhuber
- ✦ Increasing Efficiency of your EHR:
- ✦ Patient Portal Demos
- ✦ Summary & Evaluation
- ✦ Wrap-up & Box Lunch Available

INTRODUCTIONS

- ✦ Your Name & Health Center
- ✦ Your Role at the Health Center
- ✦ Time with an EHR System.....



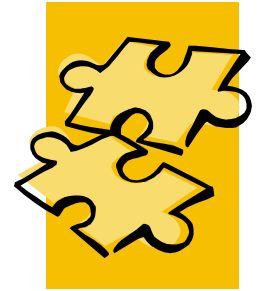
NETWORK



- ✦ 501©3
- ✦ HCCN (Health Center Controlled Network)
- ✦ Providing HIT systems, resources and support to safety net providers in support of the community health care system
- ✦ 10 year history
- ✦ Our members:
CAHS dba SRHS, MHSI, SMC, LSCHC, and
CHP of IL



NETWORK STATS



- ✦ Members provide health care at 28 locations across four states: Minnesota, Wisconsin, North Dakota, Illinois
- ✦ We support 305 end users
- ✦ We support 50 providers
- ✦ Admin Office – beautiful downtown Isanti, MN
- ✦ Technical support - SISU in lovely Duluth, MN

NETWORK SYSTEM

- ✦ Centricity EHRS v 9.5
- ✦ Practice Management System
- ✦ Sure Scripts E-prescribing v 3.3.1
- ✦ Electronic Faxing Applications
- ✦ Electronic Transmission of Lab Results – 4 systems
- ✦ Documents Management Interface
- ✦ Dragon Voice Recognition Application
- ✦ Multiple Applications for Data Extraction and Reporting



NETWORK EQUIPMENT

- ✦ 40 Virtual Servers
- ✦ 32 Physical Servers
- ✦ Blade Center with 9 open blades
- ✦ Over 2,200 GB on storage on the SAN
- ✦ Test Environment set-up for each Member



HIT SYSTEM PROJECT PLAN

- Define general timelines for projects that expand and optimize the Network's HIT capabilities, infrastructure and capacity to support system adoption and use.
- Goal: link applications with accurate data to enhance the quality, safety and efficiency of primary care for your patients.

2012 Q1 Projects

1. 5010 Claim Conversion
2. MHSI: E-Prescribing
3. CHP: PM System Implementation
4. IT Strategic Planning for all Members
5. Infrastructure Hardware Evaluations
6. Complete Q4 2011 activities
7. Access/Excel Clinical reporting project for all members

2012 Q2 Projects

1. SRHS - eRx
2. SMC - eRx
3. Begin HIE Bridge interface project
4. CHP EHR Kick-Off & Implementation
Planning
5. SRHS - Dentrix Upgrade
6. SRHS - GURU Installation

2012 Q3 Projects

1. Conclude HIE Bridge
2. MIIC Immunization
3. WI Immunization
4. IL Immunization
5. ND Immunizations
6. CHP EHR Implementation

2012 Q4 Projects

1. Centricity v10 (or v11) Upgrade and Training
2. CHP Dentrrix & Dexis Implementation
3. CHP EHR Implementation
4. ICD-10 Conversion Planning

2012 Projects

*Ongoing Operational Activities:

- a. Data Extraction & Reporting
- b. NMN QI Measurements
- c. NMN Workgroups
- d. Technical System Maintenance & Test environment up keep

Share Point Projects

- ✦ IT Strategic & Project Planning – all members completed to date
- ✦ Brief look at projects in Share Point
- ✦ Share lessons learned or tips for success with other members

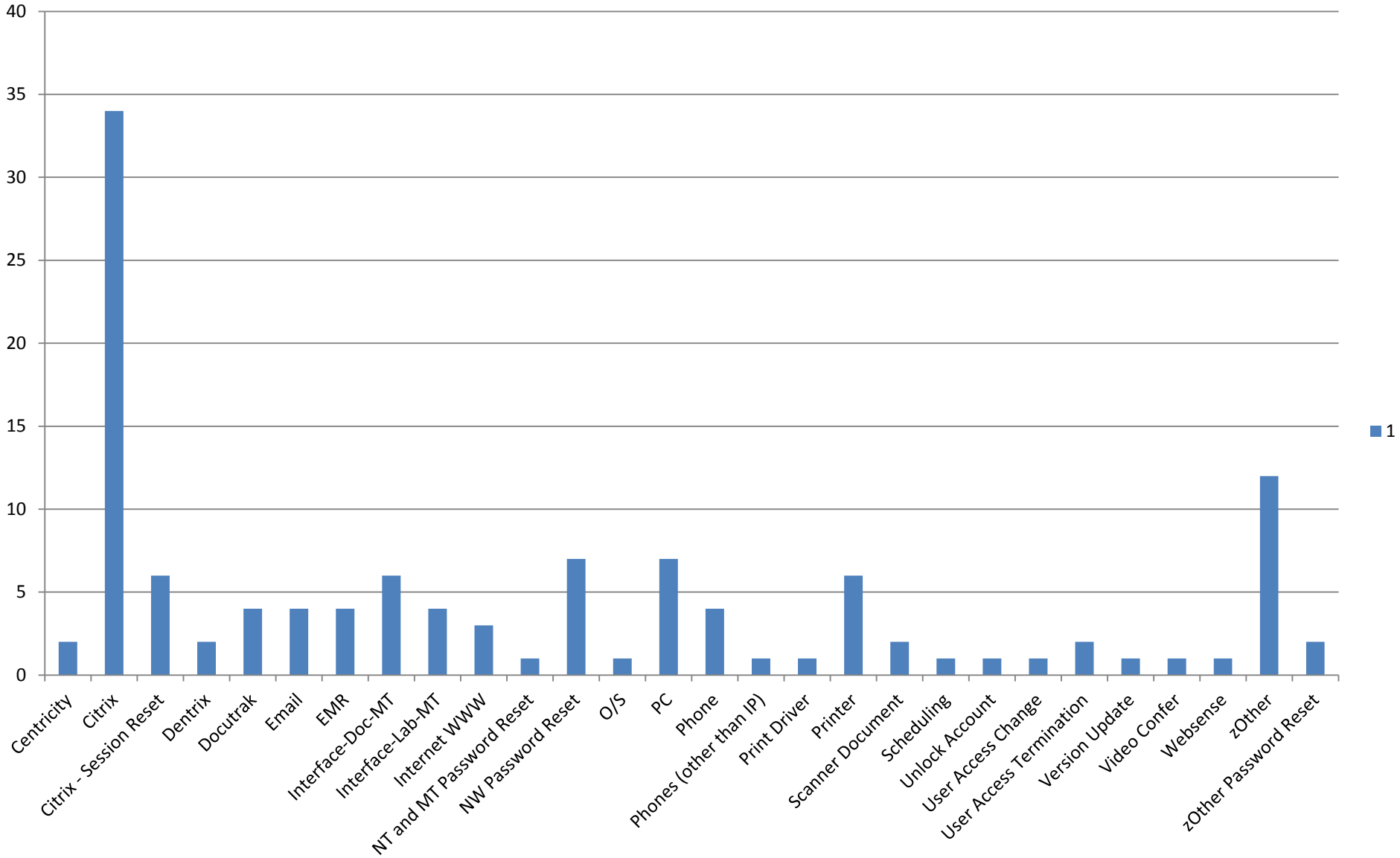


NMN – EHR/MU Meeting

SISU Ticket Data

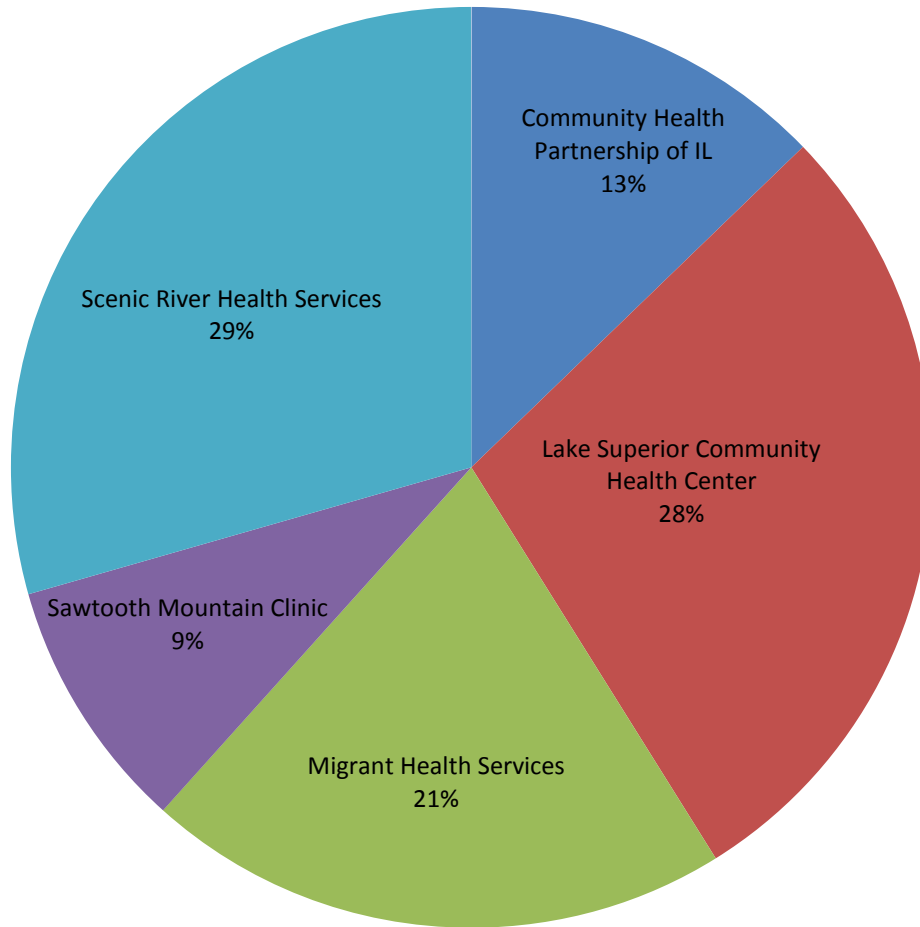
Urgent Ticket by SubCallType

1



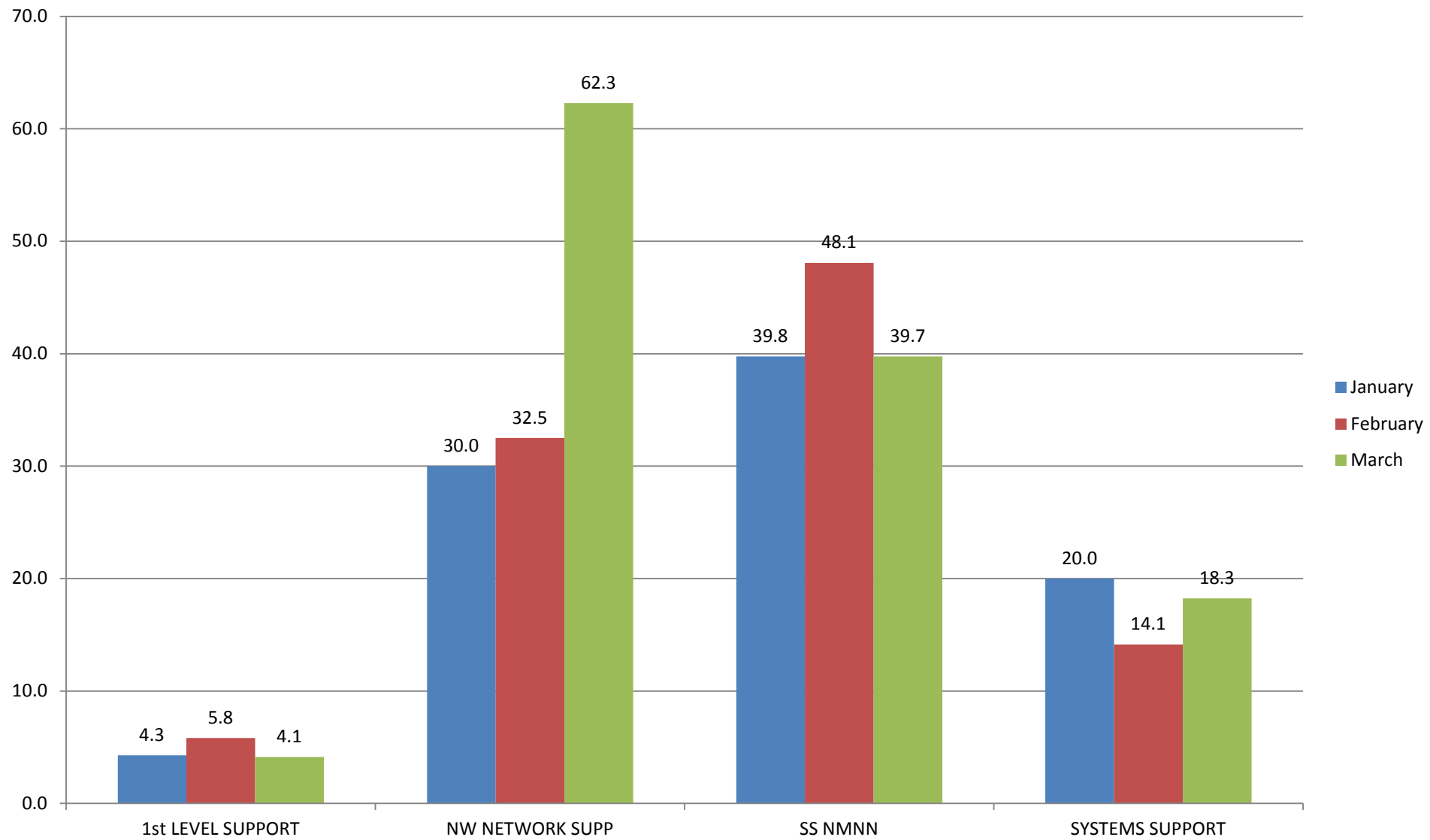
Overall Tickets by Site

Total



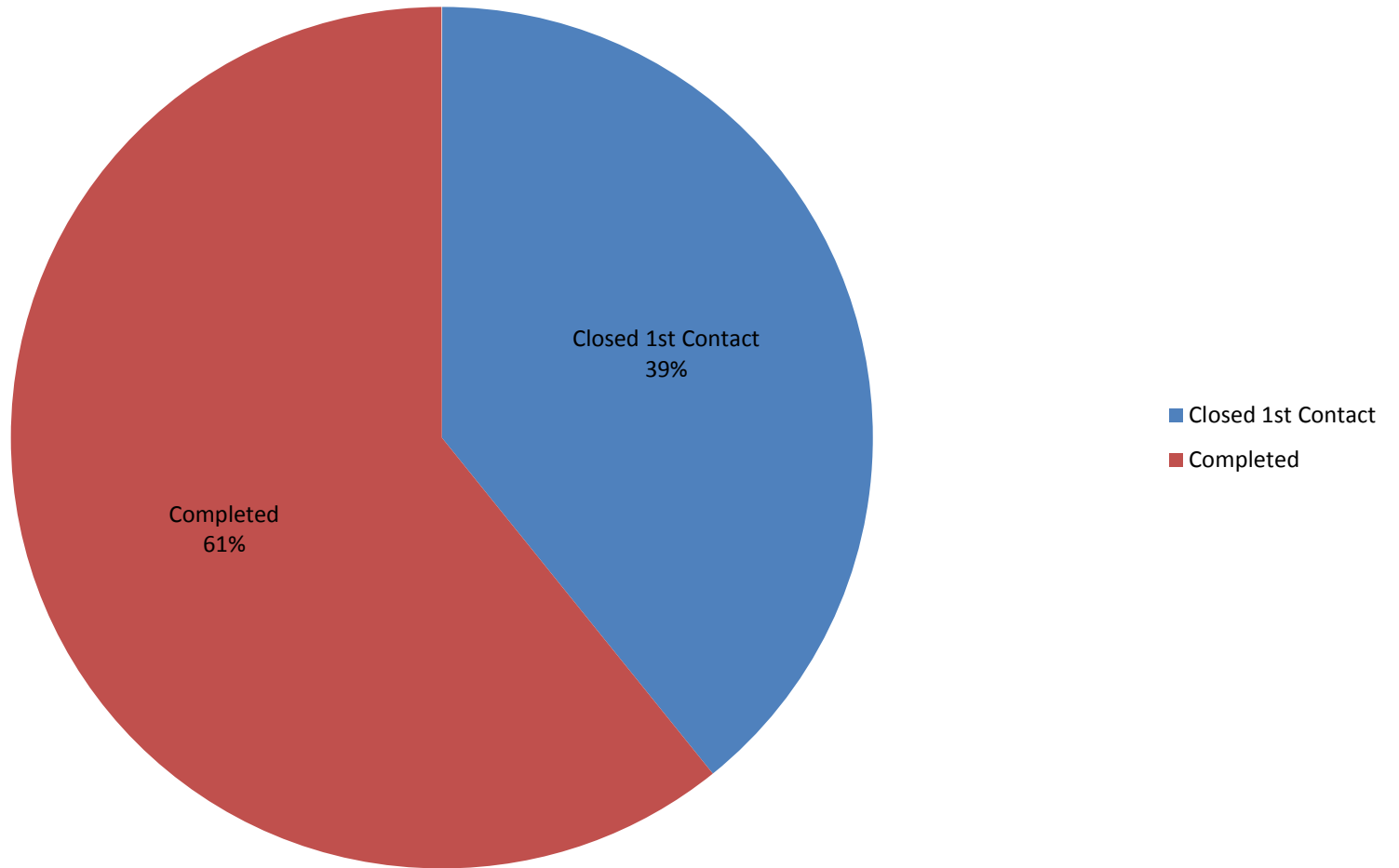
- Community Health Partnership of IL
- Lake Superior Community Health Cent
- Migrant Health Services
- Sawtooth Mountain Clinic
- Scenic River Health Services

Time per Ticket by Group

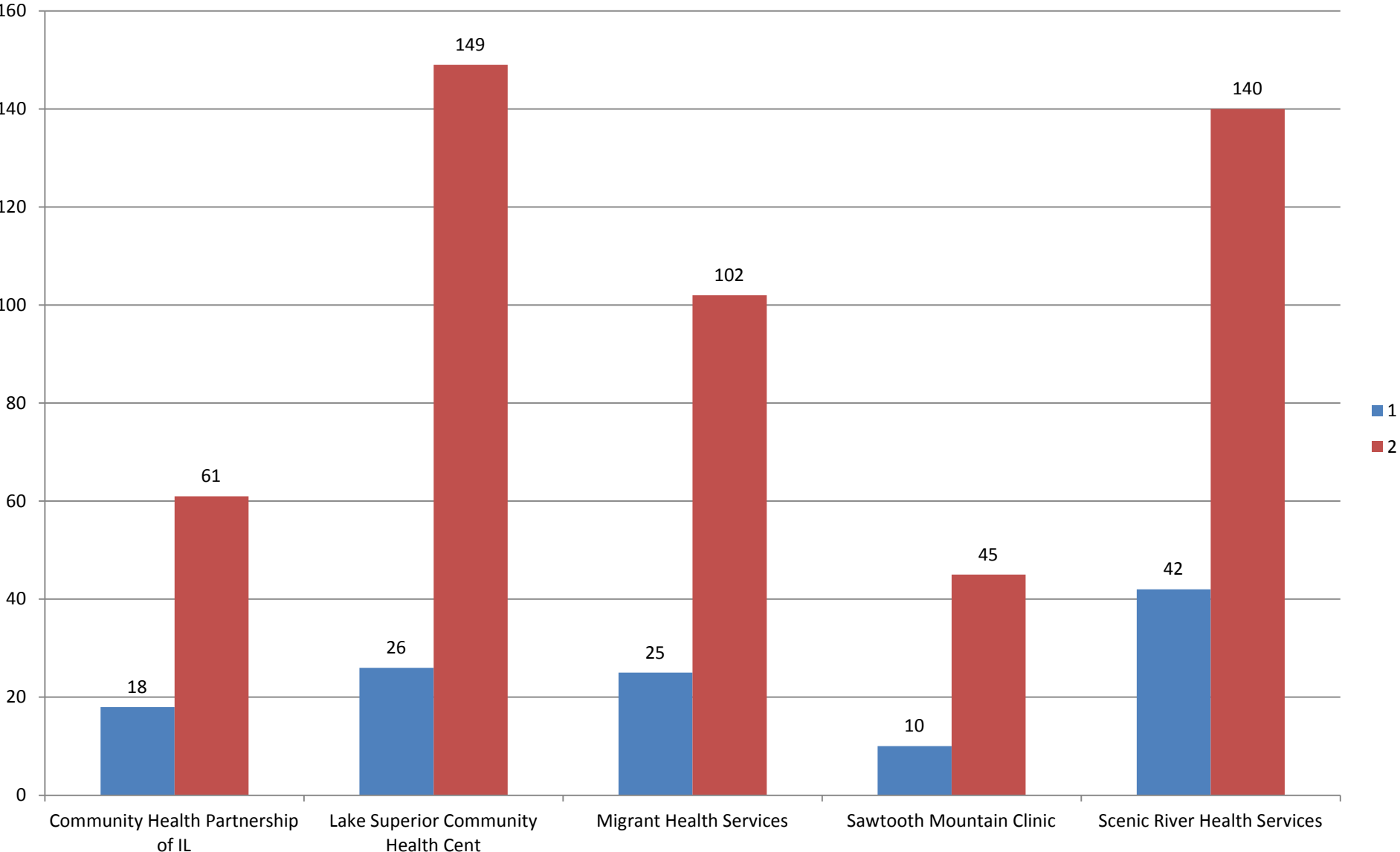


1st Level vs 2nd Level

Closed

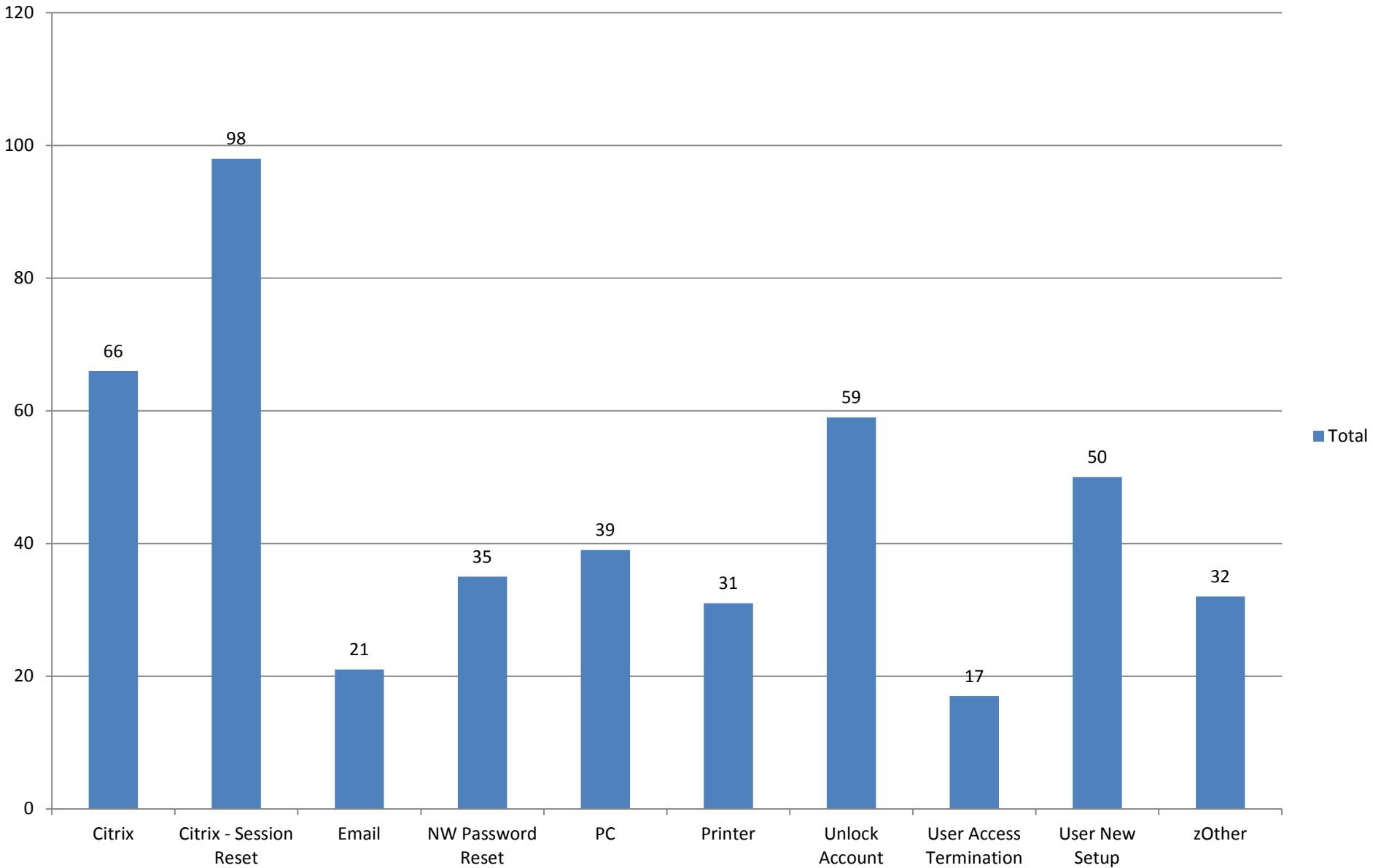


Ticket Priority by Month & Site



CallSubType Top 10

Total



EMAIL ETIQUETTE

- ✦ Always use the subject field to indicate content and purpose
- ✦ Keep messages brief and to the point.
- ✦ Use sentence case. **USING ALL CAPITAL LETTERS LOOKS AS IF YOU'RE SHOUTING.**
- ✦ Use “reply to all” and courtesy copy appropriately.



EMAIL ETIQUETTE

- ✦ Don't send chain letters, virus warnings, or junk mail
- ✦ Remember that your tone can't be heard in e-mail.
- ✦ Use a signature that includes contact information
- ✦ Set a time to check your email daily!



SISU CONTRACTUAL PROCESS

- ✦ New Business Model
- ✦ In Scope Services
- ✦ Out of Scope Services



SISU CONTRACTUAL PROCESS

IN SCOPE SERVICES



- ✓ Support Hours: 24/7/365
- ✓ Systems Support Level 2
- ✓ Network Level 2 Infrastructure Support for Core Network and Site Connectivity Only

SISU CONTRACTUAL PROCESS

IN SCOPE SERVICES



- ✓ Data Center Support
- ✓ Applications Support
- ✓ One annual on-site visit to each of the primary five sites by an applications analyst
- ✓ Upgrades/Testing within 30 days post go-live (for example: code changes, etc.)

SISU CONTRACTUAL PROCESS



OUT OF SCOPE SERVICES

- ✓ Application support for third-party products not associated to the Centricity systems and not located within SISU data center
- ✓ Desktop support unless directly associated with the above applications
- ✓ Implementations
- ✓ Post-live implementation support
- ✓ Project planning / project management

SISU CONTRACTUAL PROCESS



OUT OF SCOPE SERVICES

- ✓ System build requirements as a result of Meaningful Use changes
- ✓ Workflow redesign - i.e. defining a new workflow process and building that new process into the system
- ✓ Interface coordination (including dental interface with GE)
- ✓ Quality improvement sessions

SISU CONTRACTUAL PROCESS



OUT OF SCOPE SERVICES

- ✓ Writing of reports
- ✓ Training
- ✓ E-prescribing set-up
- ✓ System build – Creation of new tables, dictionaries, parameters, and/or background information
- ✓ Form build – Creation of new forms or templates within the system

SISU CONTRACTUAL PROCESS



OUT OF SCOPE SERVICES

- ✓ Upgrades/Testing beyond 30 days post go-live (for example: code changes, etc.)
- ✓ Travel

What's Next?

Planning for the Network!

