

Fulcrum Methods

Meaningful Use From The Field: A Practical
Guide For Your Meaningful Use Program

October 5, 2011

Welcome !!!

- * Goal for today - an interactive exchange of information among colleagues
- * Questions, reflections, opinions welcome along the way
- * Two sections to our hour together
 - * Observations, reflections and commentary from Fulcrum Methods Meaningful Use assessment tool
 - * The MaineHealth Meaningful Use Program
 - * Eric Anderson, Director, Quality Data Management
 - * Laura Brann, Program Manager, Quality Data Management

Fulcrum Methods – Systems Life Cycle Management

Program/Project Management Office

- Consistent project management and governance
- Reduced project failure rates
- Synchronized organizational efforts
- Improved visibility around change initiatives



Vendor Selection Methodology

- Decreases selection project time
- Faster benefits realization
- Scenario-based demonstrations ensure products can perform required tasks

Long-Range Planning

- Establishes multi-year vision
- Evaluates technology and vendor alternatives
- Integrates of information technology planning into strategic planning

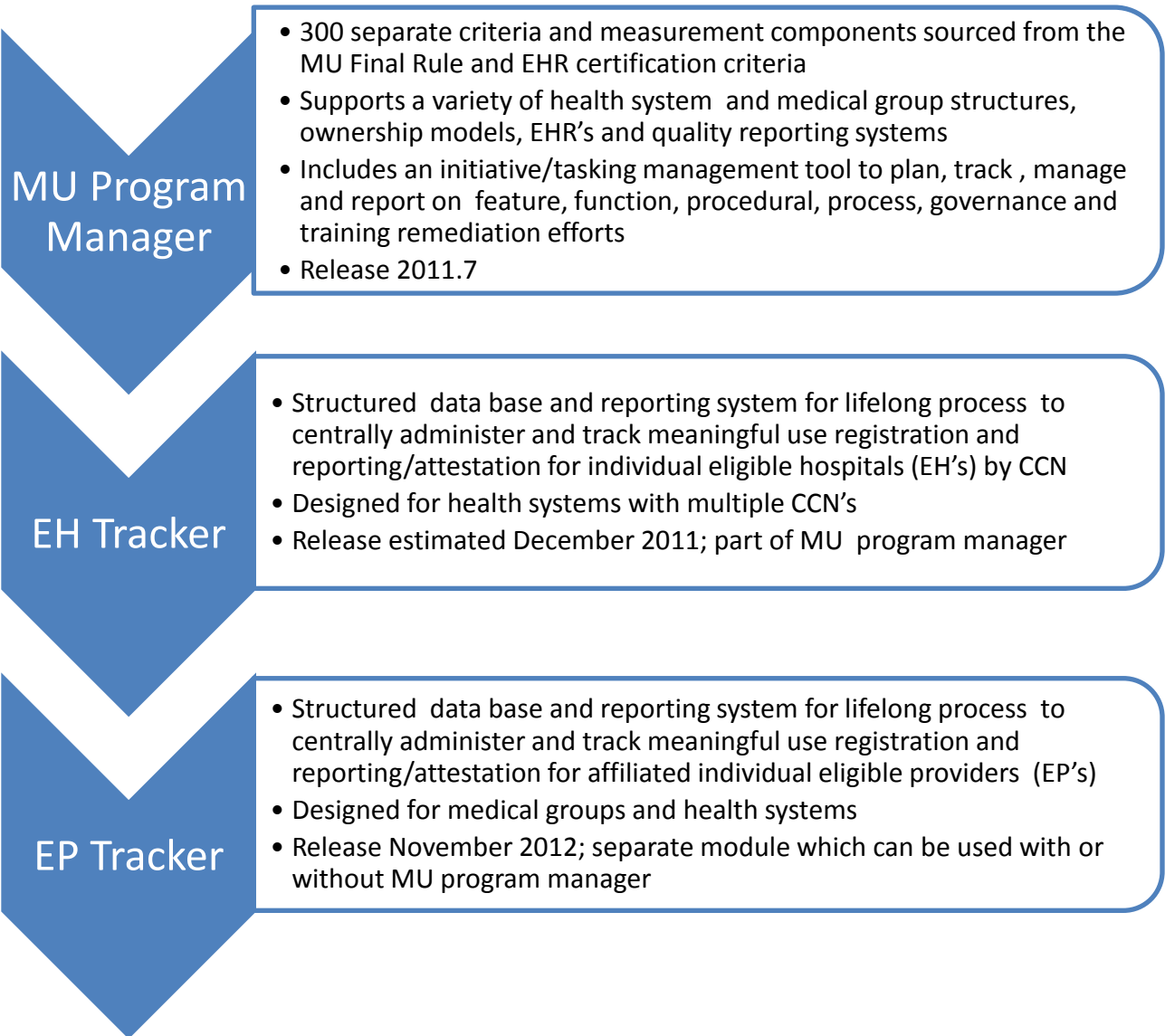
Organization Change Management

- Align strategic initiatives with capabilities, core competencies and availability
- Enhance collaboration, communication and decision-making
- Establish accountabilities throughout organization

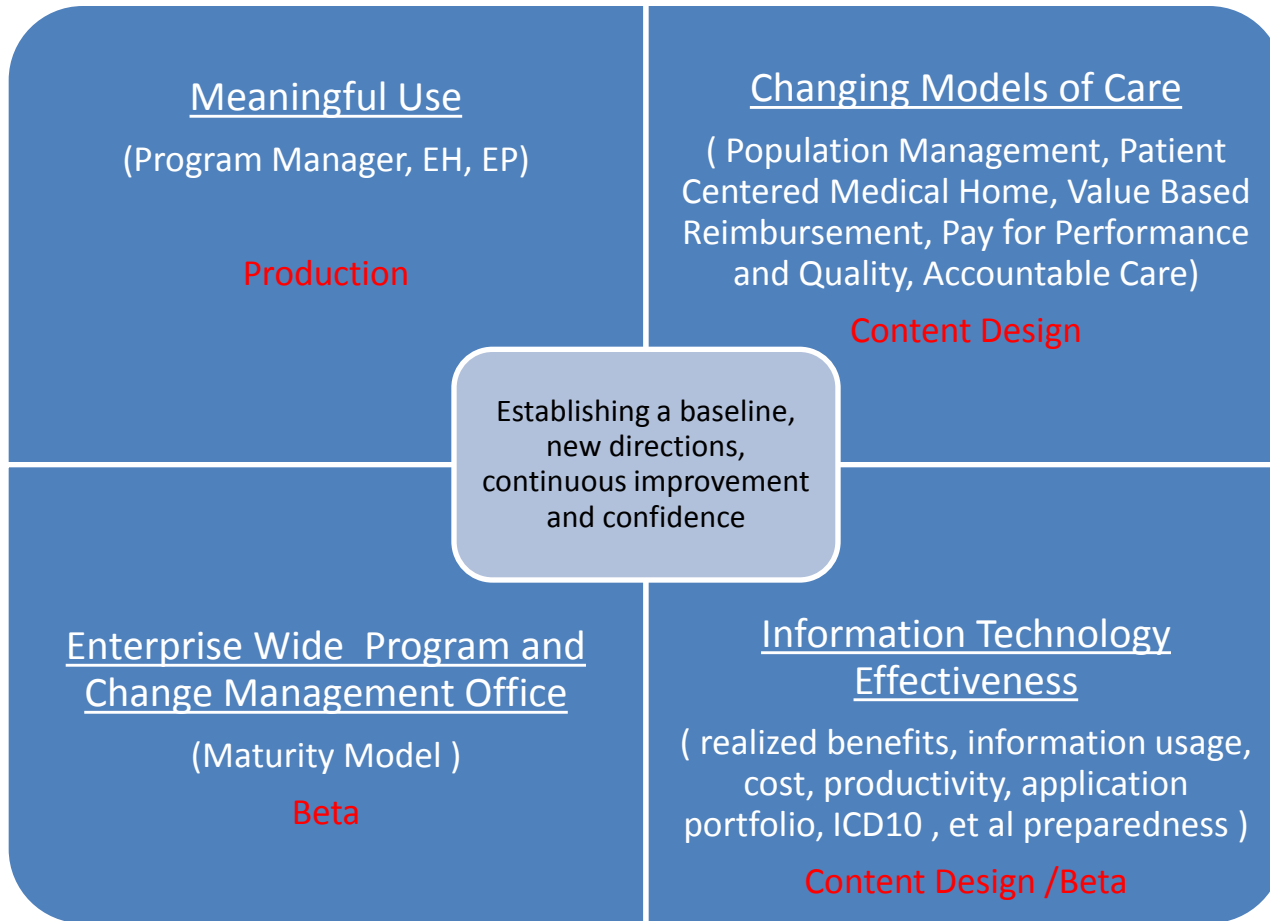
Systems Implementation methodology

- Controlled process for designing, assembling and implementing a solution
- Proven control and review points for project monitoring / escalation
- Enforced accountability throughout project structure

Fulcrum Methods-Meaningful Use Management (SaaS)



Fulcrum Methods- The Next Generation



Fulcrum Methods Clients



Meaningful Use From The Field

“Nothing is easy.... Working through PECOS registration processes, Medicare incentive program registration and Medicaid incentive program registration processes may not be a straight forward process (and likely will involve multiple levels of involvement within an EH or EP organization). Start early in getting registered else you may be in for problems when it comes time to attest.”

David Lillibridge, EMR Program Manager (interim)
and Kristi Gay, CFO
Memorial Health System of East Texas

Meaningful Use From The Field

“Beware of “the perfect storm”: 5010-implementation (January 1, 2012), ICD-10 conversion (October 2013), Meaningful Use adoption (before 2016), Accountable Care Organizations (tbd); shifting requirements associated with government mandated healthcare coverage (tbd). Plan holistically whenever (wherever) possible to focus efforts and minimize disruption and change for affected staff.”

David Lillibridge, EMR Program Manager (interim)
and Kristi Gay, CFO
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Meaningful Use From The Field

“NorthBay HealthCare is a mature organization with respect to our EHR implementation. As such, we were pretty far along with many of the meaningful use criteria even before the stage 1 final rule was issued.”

“Our biggest challenge, and ultimately the benefit of meaningful use, was to prove that our implementation was as good as we thought it was. The process forced us to accelerate our drug-drug and drug-allergy checks, make sure we were properly recording vitals, demographics, smoking, etc., and upgrade critical code. These were all important and ultimately made us a better organization.”

Justin Graham, MD
CMIO and Practicing Physician
NorthBay Healthcare

Meaningful Use From The Field

“Looking back, it’s critical to perform a gap analysis and create a plan as early as possible. There’s no harm in waiting to attest if the vendor’s code is not up to snuff, or if the project will tie up IT resources.”

“It’s also critical to engage the organization’s CFO at the earliest possible moment. In our organization he is the one who’ll be signing off, and, as the organization is ultimately aligning its resources around financial goals, it’s imperative that he be the champion from an early stage.”

Justin Graham, MD
CMIO and Practicing Physician
NorthBay Healthcare

Meaningful Use From The Field

“Implementing an EMR is not enough. Meaningful Use means many clinicians across your health system must change the way they work, and operational leaders must be accountable for the assuring the change is a priority. ”

“Make the investment in contracting with an objective, knowledge resource to evaluate your internal assessment, help your team understand the complexities of the EHR Incentive program and educate upward and outward. This is one of the best things we did.”

Jennifer Carpenter, BSN, RN
EMR Project Coordinator
University Hospitals, Cleveland

Meaningful Use From The Field

“Prepare your EMR resources (and IT leaders) for the priority of MU build efforts. Reporting resources are significant, even with vendor supplied reports. We identified companion reports for each measure to give us additional details that will be needed for remediation.”

“In a large, multi-hospital system, you need a dedicated project manager for the EH and another for the EP. “

“Dedicate several internal resources that can submerge themselves in the details of MU from many directions:

- * Deep Knowledge of your EMR environment(s).
- * Connections to state and federal resources
- * Share and brainstorm with other groups (same EMR vendor clients, academic medical center consortiums, etc...)”

Jennifer Carpenter, BSN, RN

EMR Project Coordinator

University Hospitals, Cleveland

Meaningful Use From The Field

“Implement a process early to document a thorough analysis of your EMR environment and clinical workflows against the requirements of MU and assure that any gaps in your system have a clinical and IT owner accountable for remediating them. You will have many concurrent projects with broad impact. The FULCRUM Meaningful Use tool has helped me account for all gaps and the associated work efforts and will ultimately serve as the source of the documentation supporting our attestation for MU. ”

Jennifer Carpenter, BSN, RN
EMR Project Coordinator
University Hospitals, Cleveland

Meaningful Use From The Field

” Meaningful Use, to a large degree, is a clinical initiative potentially affecting clinical workflow and, in some cases, maybe impacting established patient care practices. There is no need to wait for meaningful use certified technology to be fully implemented before starting to evaluate current clinical practices (from a meaningful use requirement perspective) and beginning to implement clinical workflow changes where needed – e.g. evaluating smoking status on 13 year olds; performing medication reconciliation on admits, transfers and discharges; capturing/collecting required quality measures; etc.”

David Lillibridge, EMR Program Manager (Interim)
and Kristi Gay, CFO
Memorial Health System of East Texas

Meaningful Use From The Field

” For hospitals and health systems (many/most of which are aware of meaningful use and the pending requirements): don’t assume that your community-based physicians have the same level of understanding as you. Meaningful Use may provide a great opportunity to collaborate with your community-based providers through venues such as joint education sessions, joint project management-related sessions, etc.”

David Lillibridge, EMR Program Manager (Interim)
and Kristi Gay, CFO
Memorial Health System of East Texas

Contact Information

Fulcrum Methods

* Joe DeLuca

Knowledge Architect

jdeluca@fulcrummethods.com

(510) 287-3920

* Rick Beberman

Corporate Programs

rbeberman@fulcrummethods.com

(510) 287-3927