Illinois Foundation for Quality Health Care

Introduction to DOQ-IT



Illinois Foundation for Quality Health Care

- Federally funded by Center for Medicare and Medicaid Services
- Physician Office Services
 - DOQ-IT
 - Cultural Quality



DOQ-IT Overview

- Work with Primary Care Physicians practices
 - Family Practice
 - Internal Medicine
- Assist the practice in obtaining efficiency realization & adoption of using an EHR
- Focus on Chronic Care Performance
- Improvement in Patient safety & outcomes



What DOQ-IT Provides

- Resources with Expertise in:
 - Culture & Leadership change
 - Preparing practices for EHR readiness
 - EHR functionality requirement analysis
 - EHR vendor selection and implementation planning
 - EHR feature functionality optimization



What DOQ-IT Provides

- Office redesign guidance
- Interoperability considerations
- Quality improvement process
- Vendor intermediary for system improvement



What DOQ-IT does <u>NOT</u> Provide

IT Support

- Resources to install the system
- Application Trainers
- Technology support system
- EHR help desk services



What DOQ-IT does <u>NOT</u> Provide

- Vendor Selection
 - Refer a particular vendor system
 - Influence the physician decision making

Vendor Neutral



DOQ-IT Methodology

6 Phases

- Practice Assessment
- Practice Planning
- EHR Selection
- EHR Implementation
- Process Evaluation
- Process Improvement



EHR Roadmap - Where are you?

SELECTION **EVALUATION** IMPROVEMENT PLANNING IMPLEMENTATION **ASSESSMENT** 2-4 Weeks 2 - 4 Weeks 1 - 4 Weeks 2 -3 Months Ongoing Ongoing 1. Learn about DOO-IT 1. Identify team members 1. Understand and review 1. Schedule routine daily 1. Review EHR 1. Complete preproject and complete an available EHR solutions implementation baseline maintenance and develop implementation impact Application to Participate 2. Identify and target and test disaster recovery evaluation analysis 2. Define EHR system improvement plans 2. Complete Practice opportunities requirements 2. Create EHR system 2. Utilize quality reporting and implementation plan and 2. Arrange for post-live analyses for improvement Assessments Analyze office 3. Evaluate DOQ-IT timetable support for all issues 3. Hold regular staff 3. Utilize EHR to practice environment for compliant EHR vendors meetings and select your workflow/process issues and solutions 3. Install, order and 3. Conduct post go-live evidence-based medicine reviews of project team configure hardware 4. Define EHR 4. Create an RFI implementation 4. Identify and target 4. Review Practice implementation goals and 4. Perform data additional care management Assessment and prepare for timeline 5. ROI analysis conversions 4. Conduct post go-live and process improvement readiness EHR staff training opportunities 5. Establish EHR budget 6. Contract review and 5. Customize forms. 5. Attend EHR educational - investigate funding negotiation templates, etc. 5. Complete post-5. Prepare to submit data for opportunities options implementation pay for performance programs 7. Select EHR system. 6. Test file and table evaluation and national database 6. Identify resource solution, and vendor builds 6. Capture chronic and requirements 6. Utilize project tools and 8. Begin to prepare staff 7. Install, configure and preventive care measures optimize shared learning 7. Determine (drop dead) and office for an EHR test EHR system data sets 7. Attend EHR educational anchor date system 8. Prepare staff and office 7. Utilize project tools opportunities 8. Prepare practice for 9. Prepare practice for for EHR - Train staff and optimize shared change change learning 9. Go-live with EHR 9. Utilize project tools 10. Utilize project tools system 8. Attend EHR and optimize shared and optimize shared educational opportunities learning learning 10. Utilize project tools



EHR Implementation Roadmap and Timeline

11. Attend EHR

educational opportunities

10. Attend EHR

educational opportunities

This material was prepared by the Illinois Foundation for Quality Health Care, the Quality Improvement Organization for Illinois, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The Contents do not necessarily reflect CMS policy.

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and optimize shared

educational opportunities

11. Attend EHR

learning



Stage 1 – Assess

- Understand the Purpose of DOQ-IT
- Complete EHR Readiness Assessment
- Complete Additional Office Assessments
- ➤ Analyze Current Office Processes
- Practice commits to hold regular Staff Meetings

Stage 2 – Plan Assessment Feedback

- ➤ Identify Practice Improvement Areas
- ➤ Define EHR Goals
- ➤ Prioritize Practice Needs & Opportunities
- Initiate and Facilitate Practice Change
- Build a Business Case



Stage 3 – Select

- Understand Requirements for EHR system
- ➤ EHR System Selection Guidance
- ➤ Prepare Staff for Change
- Contract Review



Stage 4 – Implementation

- Ensure a Time Table is provided for Implementation
- Work with Vendors & Practice to Minimize EHR Installation Disruption
- Be the intermediary between the practice & vendor
- Work with practice to ensure training is occurring as schedule



Stage 5 – Evaluation

- ➤ Ensure routine daily maintenance & develop and test disaster recovery plans
- Conduct post go-live reviews of the implementation
- Conduct post go-live staff training
- Utilize project tools and optimize share learning
- Capture chronic and preventive care measures data sets
- Share experiences with others



Stage 6 – Improvement

- Quality Reporting Analysis
- Practice Evidence-Based Medicine
- > Target and Improve Office Processes
- ➤ Identify and Target additional care management and process improvement opportunities

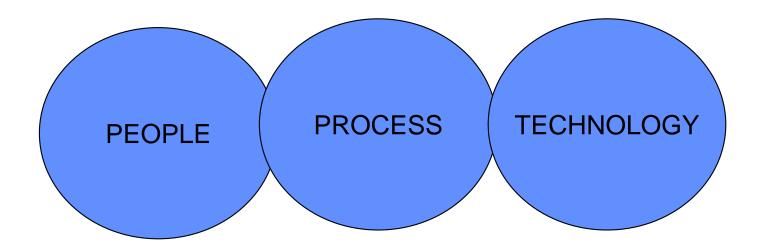


Other Opportunities

- > Prepares the practice for Pay for Performance
- Discount with Malpractice Insurance
- Increase revenue due to appropriate coding
- > Improved staff and patient satisfaction
- > Real quality data to share with health payers



SOLUTION



Technology is not the problem nor the solution — The problem and the solution lie in people and process.....



Questions?

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