

# Illinois Foundation for Quality Health Care

## Introduction to DOQ-IT



**DOQ-IT**

Doctor's Office Quality - Information Technology

# Illinois Foundation for Quality Health Care

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



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# 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



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# 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



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# What DOQ-IT Provides

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



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# What DOQ-IT does NOT Provide

- **IT Support**

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



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# What DOQ-IT does NOT Provide

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

**Vendor Neutral**



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# DOQ-IT Methodology

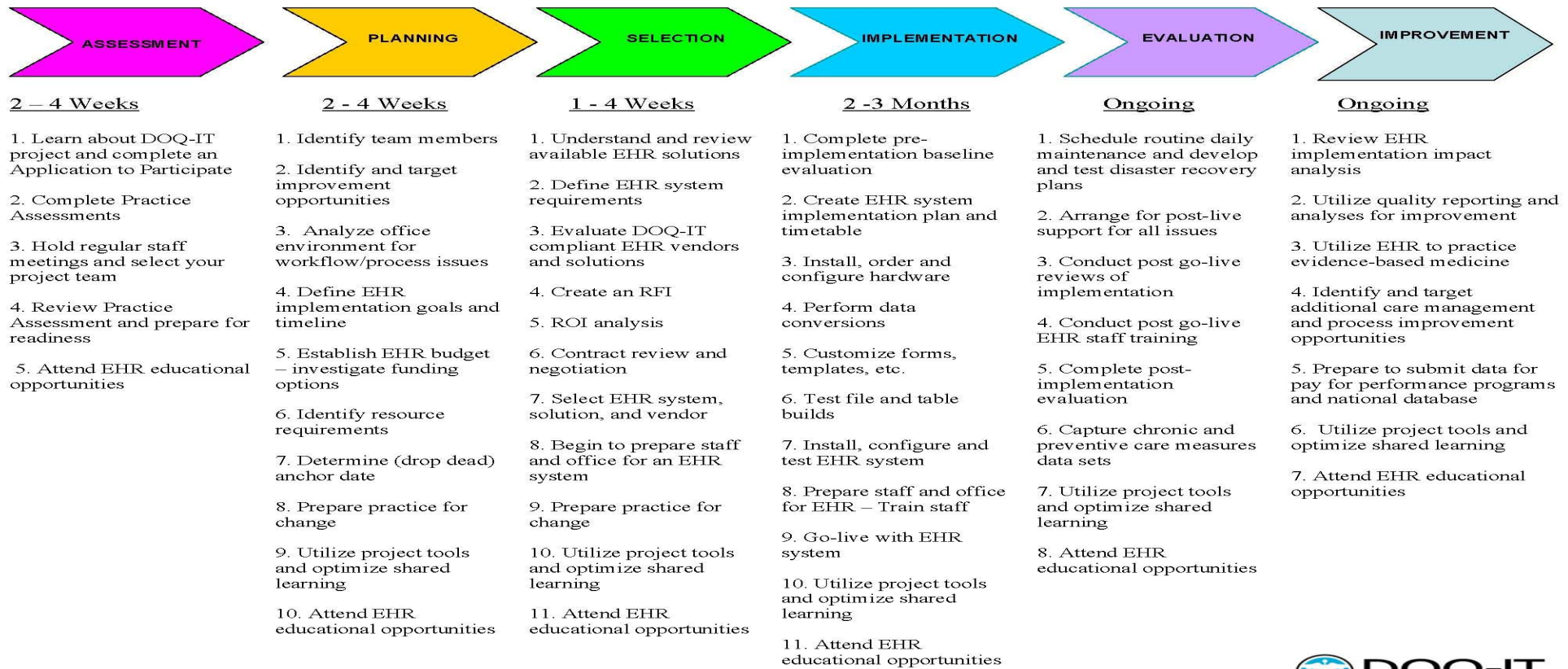
- **6 Phases**
  - Practice Assessment
  - Practice Planning
  - EHR Selection
  - EHR Implementation
  - Process Evaluation
  - Process Improvement



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# EHR Roadmap - Where are you?



## EHR Implementation Roadmap and Timeline

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. IL-7SOW-PO-52-06-05



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# Process for EHR Adoption

## 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



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# Process for EHR Adoption

## 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



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# Process for EHR Adoption

## Stage 3 – Select

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



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# Process for EHR Adoption

## 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



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# Process for EHR Adoption

## 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



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# Process for EHR Adoption

## 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



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# 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

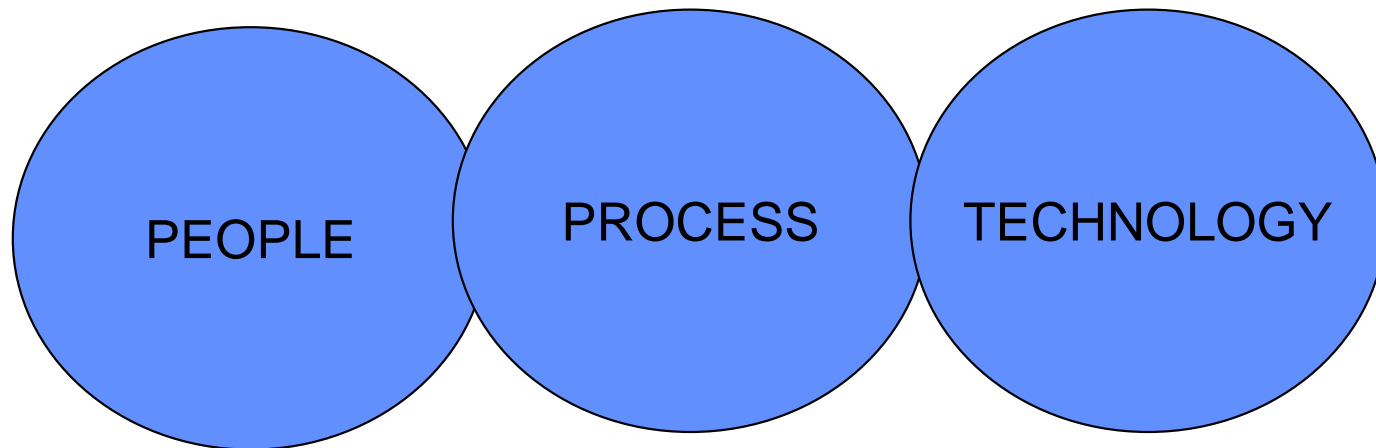


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# SOLUTION

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



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# Questions?

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