Doing the DOQ-IT Pilot in Utah

Sharon Donnelly, MS

DOQ-IT Project Manager

HealthInsight

2nd HIT Summit – DC 9/05

Quality Improvement Organizations (QIO)

- QIO's contract with CMS in every state +
  - 30 years ago – mostly hospital focused
- HealthInsight's work in the outpatient setting
  - 8 years ago: "breakthrough" collaborative
  - 6 years ago: widespread recruitment of clinics to work on CMS indicators (mammography, flu and pneumonia shots and diabetes care)
  - 3 years ago: focus on "target" group of clinics

HIT: DOQ-IT pilot goals

- **Recruitment ~150 practices**
- **Assessment – readiness & needs**
- **Vendor selection**
- **EHR implementation assistance**
  - **Including workflow adjustments**
- **Submit data to CMS/QNet**
- **Targeted improvement**
  - **More workflow adjustments**

DOQ-IT pilot goals time frame

- **Recruitment ~150 practices**
- **Assessment**
- **Vendor selection**
- **EHR implementation**
- **Submit data to CMS/QNet**
- **Targeted improvement**

~ 4 months

~ 12 months to:

80%

80%

70% get better

Identify clinic needs for DOQ-IT

- Customer knowledge gathering with current EHR users
  - How did they get there?
  - What do they wish they'd done differently?
  - What support do they wish they had (that we can supply)?
  - Cultivating peer leaders and examples!

T/F: Quotes from Utah

a) My system paid for itself in 9 months

b) Everything the vendor said was true and there weren't any problems

c) I go home 1-1.5 hours earlier every day

d) I'm not seeing as many patients but making the same amount of money

T/F: Quotes from Utah

a) We spent 300K for a system our doctors refused to use

b) Vendor went out of business and we are still paying off the loan

c) I lost 150K and I'll never buy another EHR

d) When the system didn't work they gave us our money back

The difference was due to?

a) They picked the right vendor

b) Lots of time and money spent on upfront planning

c) They waited until the market was mature
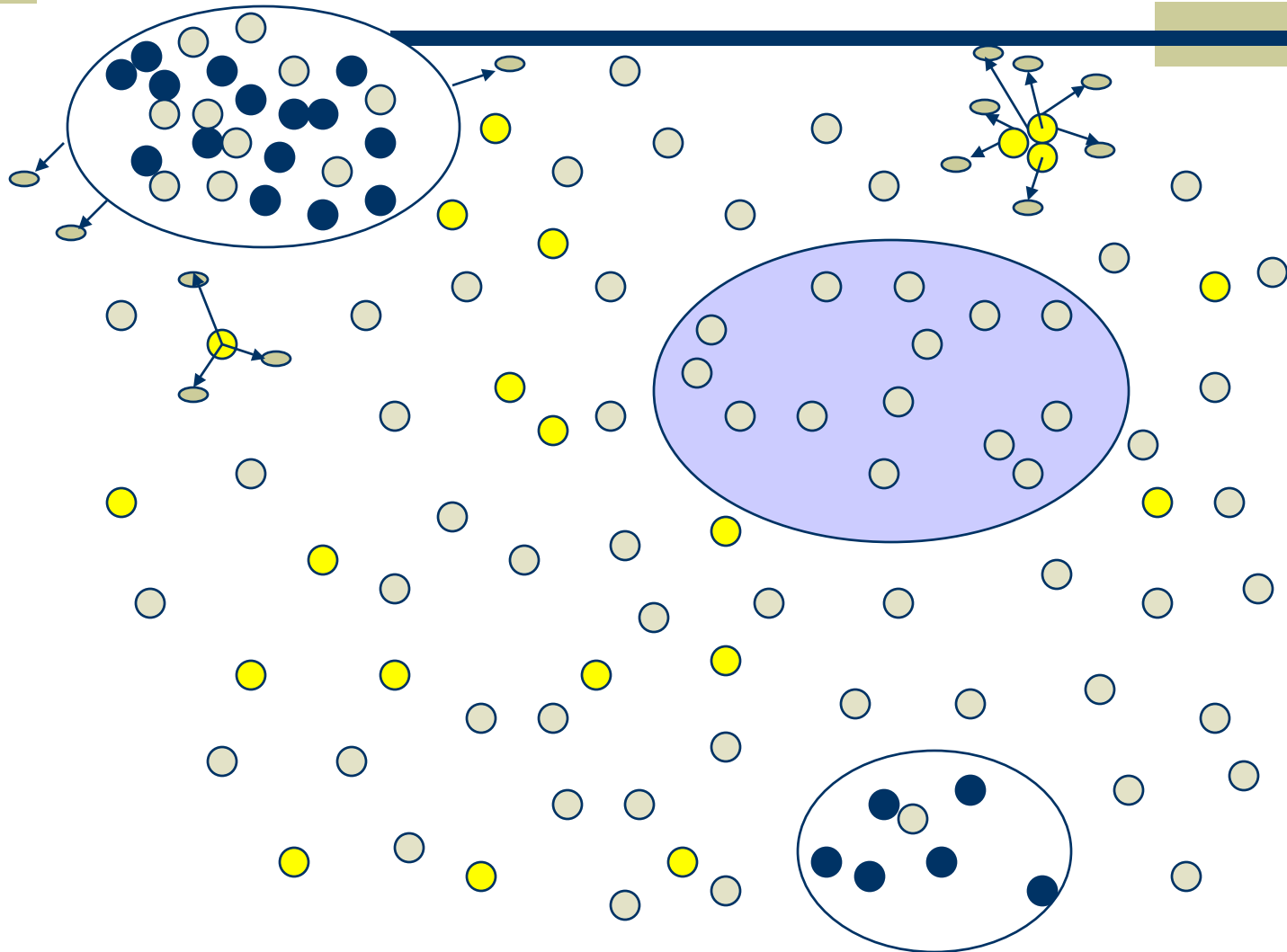
d) They were lucky

What it takes to get there

It depends where you start

- Not ready for EHR…………..yet vs ever
- Really ready
- In the middle of it
- Stuck in the middle of it
- EHR up and running
- Using an EHR for Quality Improvement

Primary Care Providers in Utah

- **< 300 PCP clinics**
  - **~ 1200 PCP providers**
- **DOQ-IT goal ~1/2 of state**
- **Strategic partners in recruiting**
  - **Groups of clinics**
  - **Utah Medical Association (UMA)**

PCP EHR adoption in Utah before DOQ-IT

Meeting clinic needs

- Aligning CMS DOQ-IT goals and clinic goals
    - What do they want?
    - What do they need?
    - What can we give them?
    - What are they ready for?

    - EHR adoption process (not just picking a vendor)

HealthInsight's approach

- **Building partnerships & peer groups**
- **Consultative model - adapted**
- **Leverage EHR adoption opportunity with progressive workflow changes**
- **These will be long-term relationships**
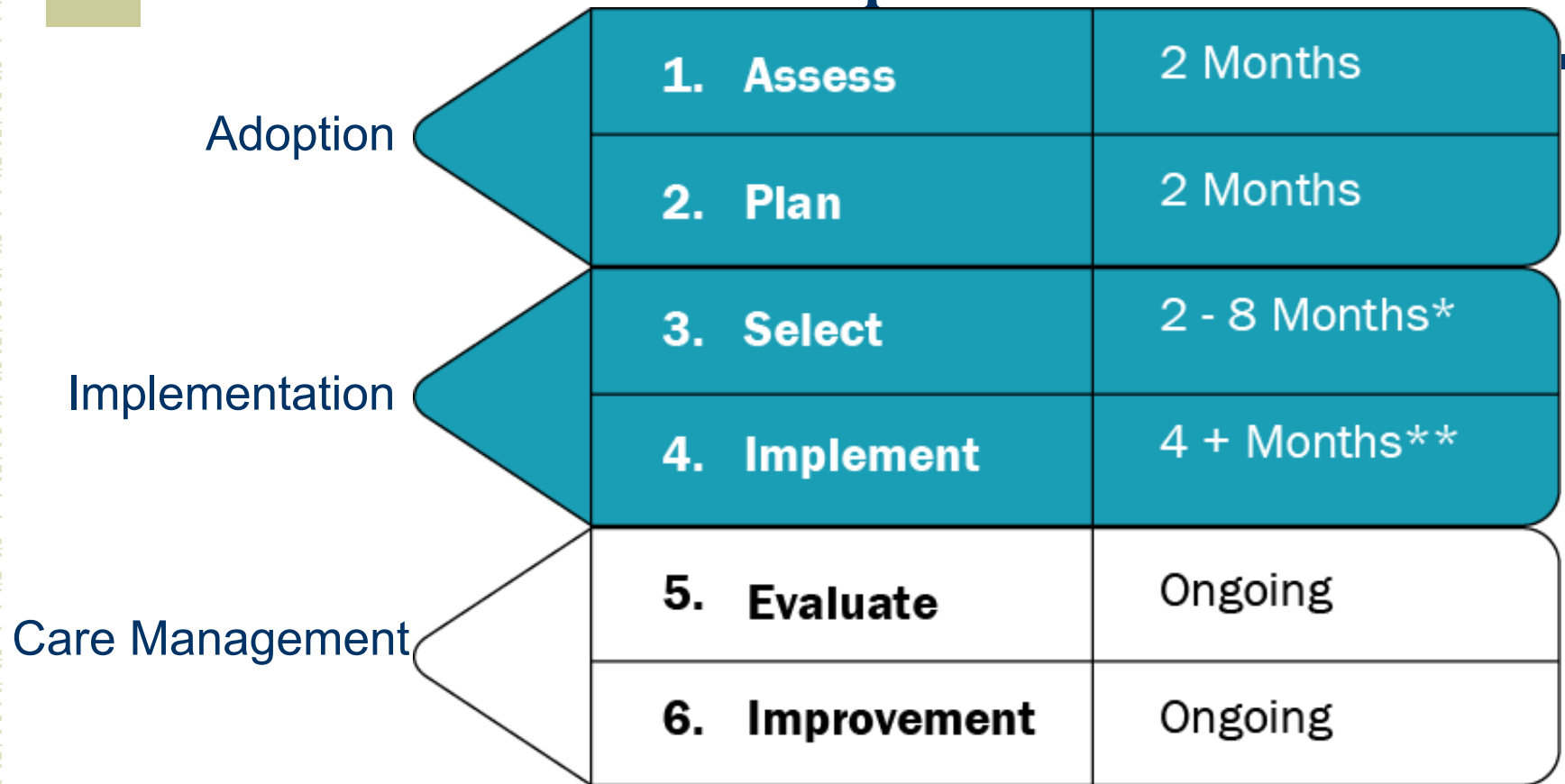 - **manage expectations with care**

Roadmap for those ready

- Assessment   - really ready?
- Planning   - goals
- Selection   - objectivity
- Implementation   - vendor driven
- Evaluation   - people, HIT, data
- Improvement   - patient centered

Successful recruitment

- **Early strategic partner commitment – 70 practices**
- **UMA partnering – 80 more clinics**
- **Peer referrals**
- **Last chance to get on board message (p4p)**
- **Ripe IT environment**
  - **UHIN Clinical AHRQ grant**
- **Incredible opportunity to meet needs of these customers and build long-term relationships**

Lumetra's time frame to EHR adoption

Adoption

1.	**Assess**	2 Months
2.	**Plan**	2 Months

Implementation

3.	**Select**	2 - 8 Months*
4.	**Implement**	4 + Months**

Care Management

5.	**Evaluate**	Ongoing
6.	**Improvement**	Ongoing

*Dependent upon duration for EHR selection by physician office

** EHR Implementation dependent upon installation complexity

Implementation

Implementation

3. Select	2 - 8 Months*
4. Implement	4 + Months**

To address these challenges

- Community effort
- Really ready clinics
- Careful vendor partnering
- Pressure to adjust incentives

- Other approaches could be used?

Which is true at your clinic?

a) I know which product is best for my clinic

b) All staff will go along with whatever I pick

c) Getting chart data into the EMR will be easy

d) My head hurts

How to find your QIO

The American Health Quality Association

http://www.ahqa.org

QIO Locator

CONTACT INFORMATION

Sharon Donnelly

Project Manager/Analyst

***HealthInsigh*t – Utah & Nevada**

801-892-6668

801-892-0160 (fax)

sdonnelly@healthinsight.org