

The EMR

**RES IPSA
LOQUITUR**

**THE THING SPEAKS
FOR ITSELF**

Michael Salvatore MD FACP

Physician Advisor

Beebe Healthcare, Lewes DE

msalvatore@bbmc.org 302-542-4515

Disclosures



1. EMRs are excellent for sharing data
2. Documentation was a problem before EMRs
3. Some docs write good notes but not many or I wouldn't be giving this talk

What I am Going to Say



1. Copy/Paste is bad for patients...3
2. ...and doctors, hospitals, and C-suite
3. **Medicare pays for content not volume**
4. Copy/Paste is cloning; cloning can be a crime
5. Copy/Pasted notes have no life in them
6. Rehab for lifeless EMR documentation
7. The only real solution may be apocalyptic

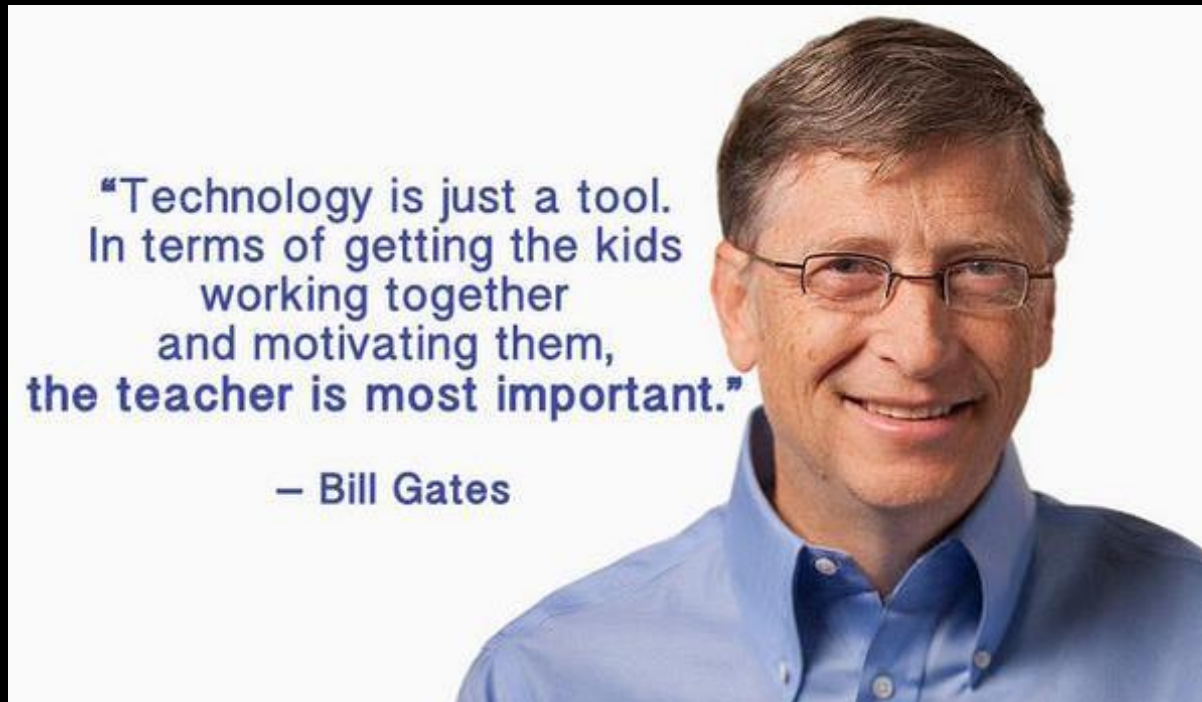
State of EMR Documentation



**“If this is not insanity,
it will do until insanity gets here.”**

Sheriff Ed Bell, *No Country for Old Men*

How Did We Get to This State?



Instructed how to use the EMR but not taught its efficacy, utility, and efficiency so now we have 21st century mimeograph machine with auto-white out

Are We Victims of a Syllogism?



- 1. Technology is a useful tool**
- 2. The EMR is technology**
- 3. The EMR is a useful tool**

Useful is not the Same as Smart



The Horse



The Tractor



The GPS

EMR is an electronic paper note: a tractor not a GPS

EMR constructs a quicker note, not a smarter one

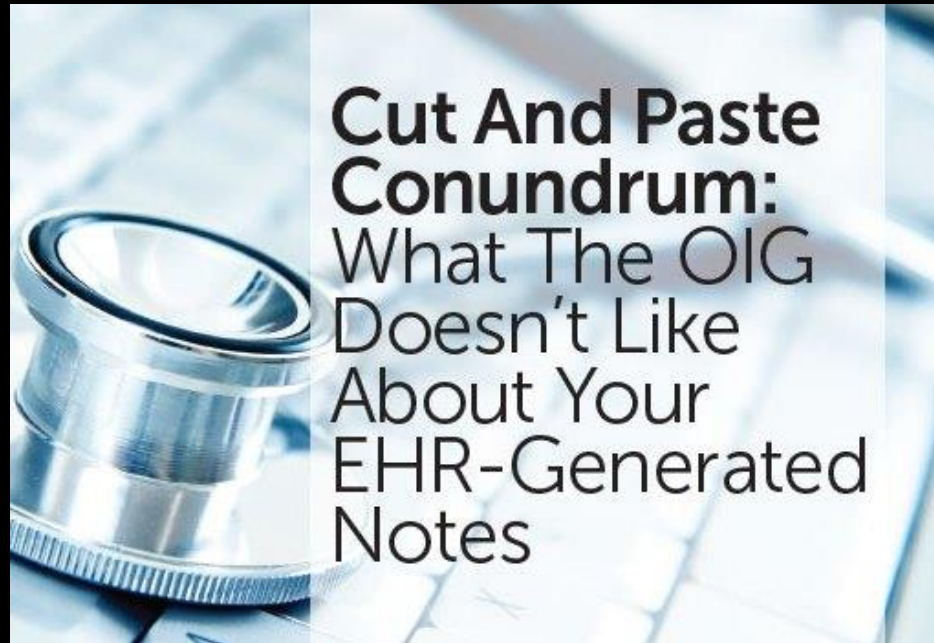
Copy/Paste is Bad for Patients

It's too bad patient-centered care
is not rocket science, because if it
was, we would be really good at
it.

Laura Gilpin

**Efficiency is an element of quality
but fast is not the same as efficient
because it is really Copy/Backward**

Copy/paste can be Criminal



Copy/Paste can clone and cloning is fraud

Copy/Paste can plagiarize and plagiarism is fraud

Fraud is not bad documentation it is a **crime**

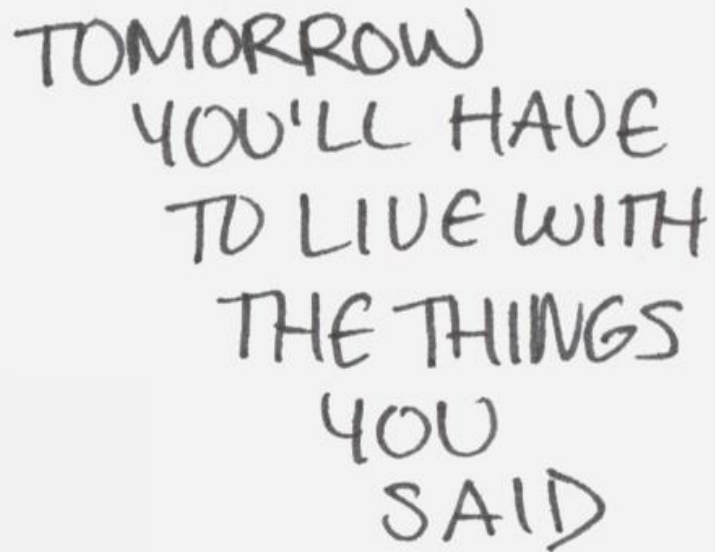
The EMR is the Motherlode



“For verily I say unto you, till heaven and earth pass, one jot or one tittle shall in no wise pass from the law, till all be fulfilled.”

Matthew 5:18

Legacy of Electronic Regret



TOMORROW
YOU'LL HAVE
TO LIVE WITH
THE THINGS
YOU
SAID

Meet your data miners:

Insurance auditors

CMS contractors

DOJ attorneys

Plaintiff's lawyers

The New C-Suite?



**Culpability for Copy/Paste fraud may go beyond
the medical staff resulting in a relocation of
your administration to a Corrections Suite**

Medicare Pays for Content



CMS & DOJ have warned doctors about cloning
Copy/Paste instantly allows you to clone yourself
Copy/Paste inflates but not inform a note

Repetition is not Content



Repeated litany of every:

Problem

PE finding

ROS item

Medication

Lab result

X-ray report

Don't be Ridiculitis



Document enough - **not as much as possible**

Volume is not a substitute for content

Tell a story, not report an inventory

You are What You Document

**WORDS ARE WORSE
THAN
STICKS AND STONES**

Copy/Pasted documentation can make:

- 1. Good care look poor**
- 2. Doctors look uninformed**
- 3. Bad denials unappealable**

EMR Notes are Lifeless



Copy/Pasted EMR notes:

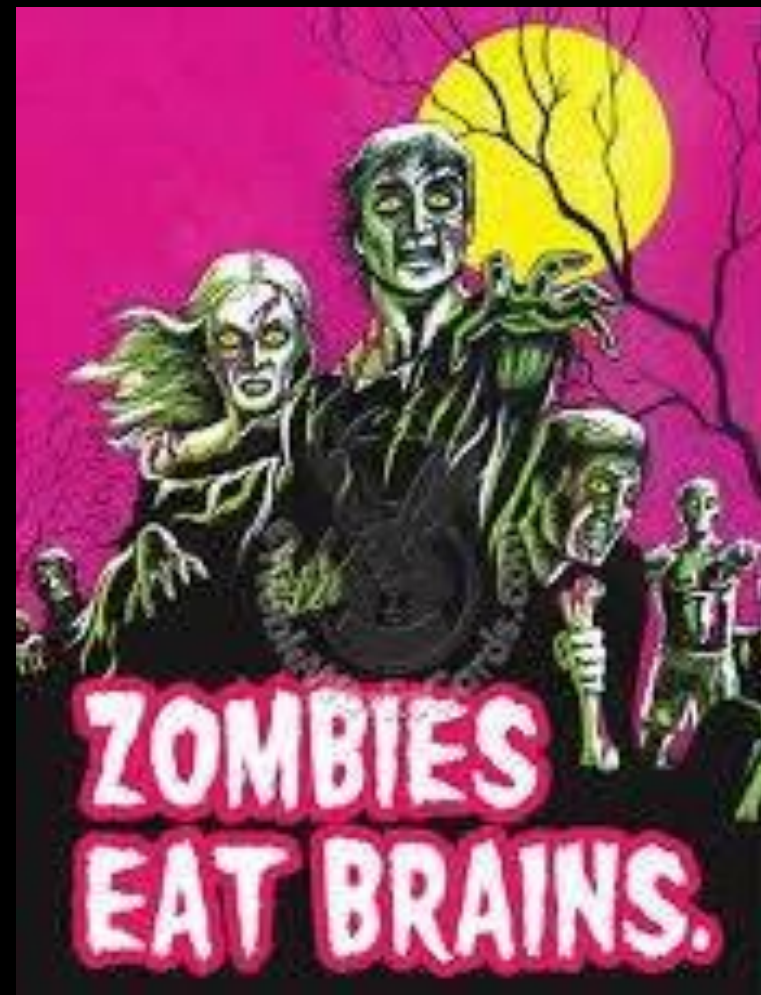
Are dead things

Say nothing intelligible

Are very hard to stop

They are Zombie notes and...

Zombie Notes Eat Your Brains



Zombie notes just don't destroy
brains it turns your docs into:



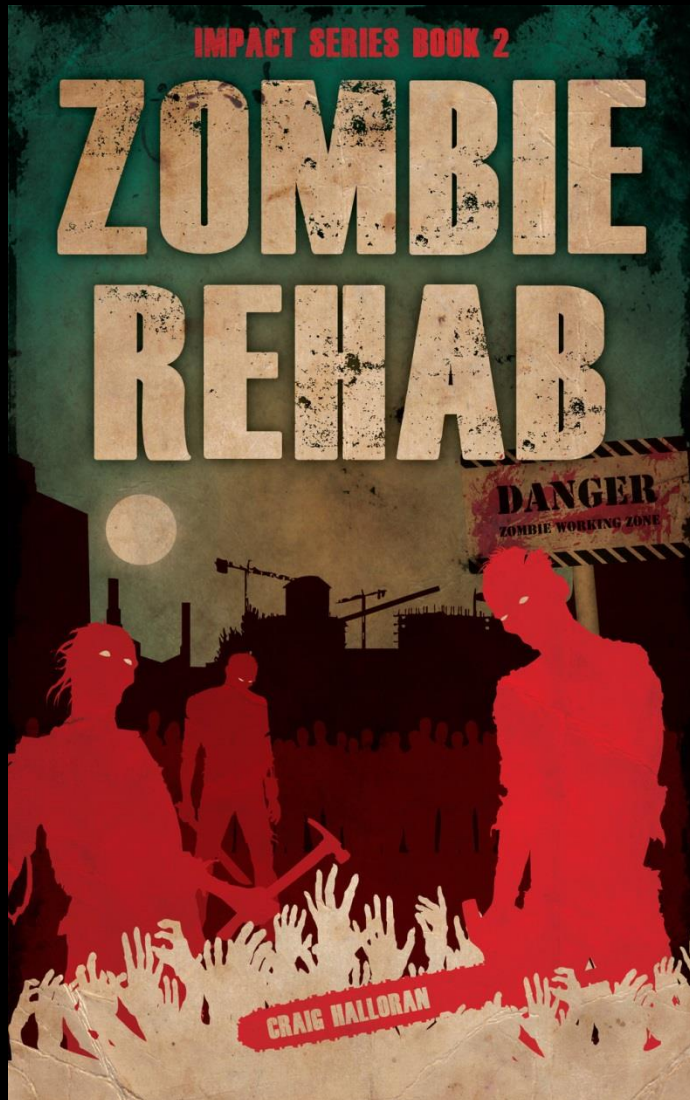
The same thing happens
to you when read them

Zombie Notes Misinform



Zombie notes can cause reimbursement problems due to under-coding, over-coding, and mis-coding

Put Your Docs in Zombie Rehab



1. The APSO Note
2. Shock Therapy
3. Behavioral Therapy
4. Cold Turkey

The APSO Note

CRAVING BRAINS:
HOW NOT TO BE A
ZOMBIE WRITER



Turn SOAP on it's head & into a **free text** APSO note

1. Why is the patient here
2. What are you doing about it
3. Why do they need to stay

Shock Therapy



Shocking steps:

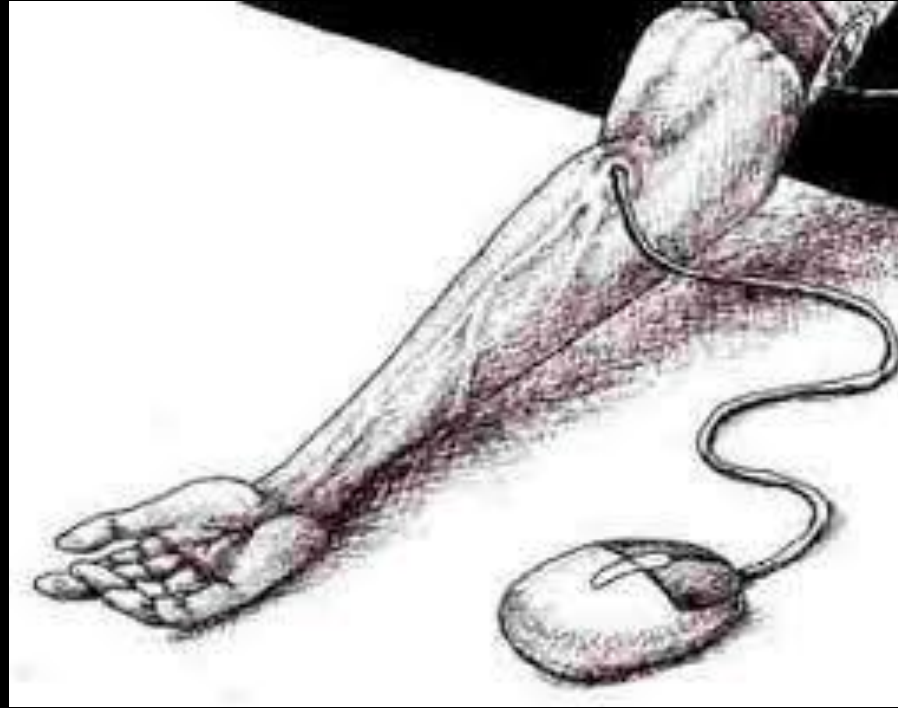
- 1. Have Zombies read their notes**
- 2. 'The Note of the Month'**
- 3. Prepare for shocked reactions**

Behavioral Therapy




Make Copy/Paste material easily identifiable by changing the **FONT**, **Color**, or **BOTH**

Cold Turkey



**Copy/Paste is the Zombie's drug of choice so
turn off Copy/Paste **but** the Zombies will fight**



what i meant to say...

1. Copy/Paste is bad for patient care
2. Copy/Paste may be criminal, let your CEO know
3. Copy/Paste costs money in denial & coding losses
4. APSO is just SOAP misspelled if it is Copy/Pasted
5. **MAKE COPY/PASTE TEXT IDENTIFIABLE**
6. Eliminate Copy/Paste in your EMR but if you do...
7. Prepare yourself for a Zombie Apocalypse

Hos est ad finem
This is the end



Gratias tibi! **Thank you!**