

The Electronic Health Record: Catalyst for Collaboration

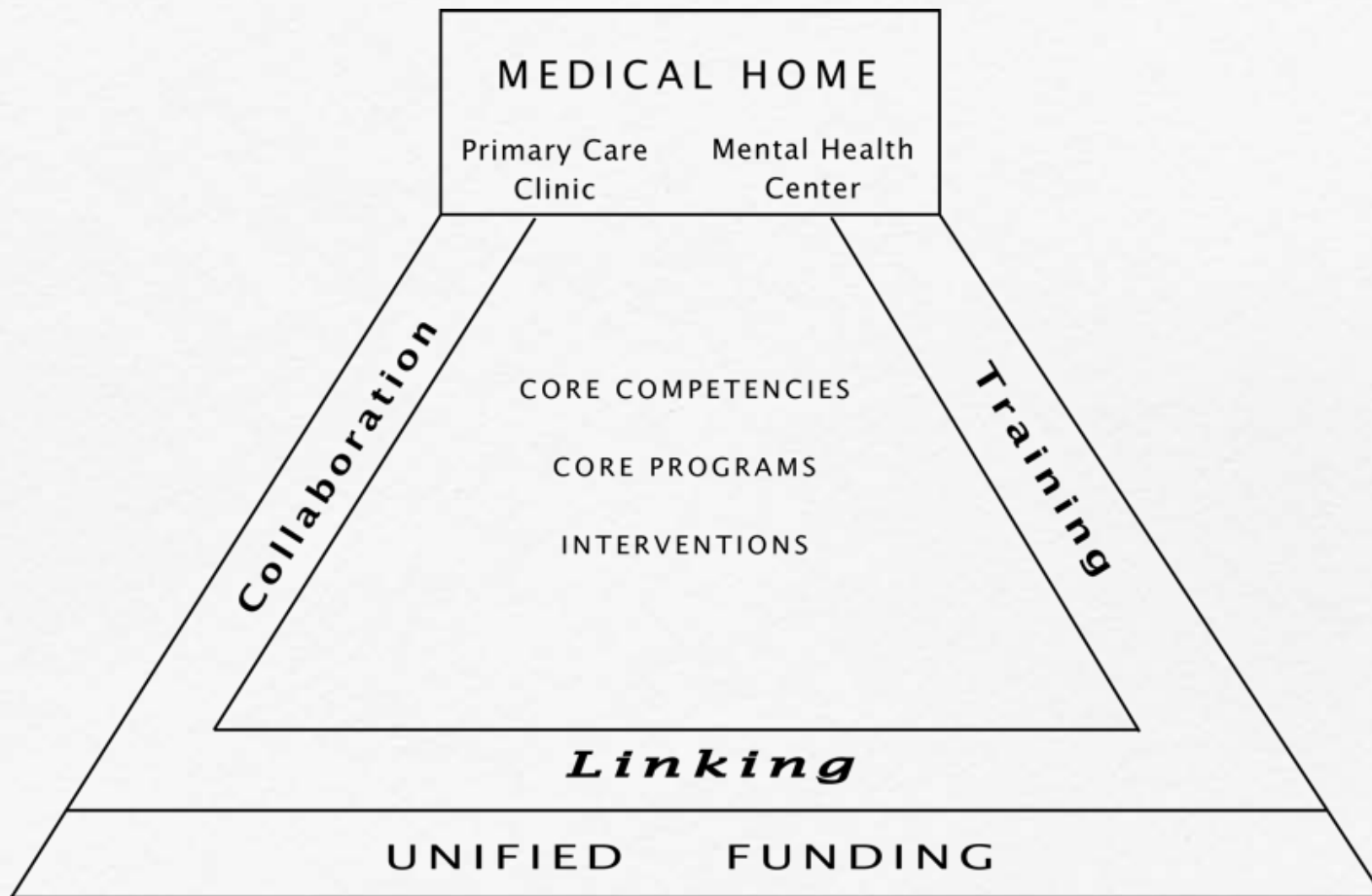
Cultivating a culture of Innovation

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Who are we?

- The Washtenaw Community Health Organization
 - Integrated Health Care Delivery Network
 - Mental Health
 - Substance Abuse
 - Primary Care

WCHO Vision



Our Experience with EHRs



EHR Users Livingston	
Admin	15
Clinicians	73
Physicians	6
Nurses	6
Total	100
Percent Using EHR	100%

EHR Users Packard	
Admin	18
Clinicians	7
Physicians	4
Nurses	6
Total	26
Percent Using EHR	100%

EHR Users CSTS - Ellsworth	
Admin	10
Clinicians	158
Physicians	15
Nurses	15
Total	194
Percent Using EHR	100%

EHR Users CSTS - Huron Valley	
Admin	5
Clinicians	19
Physicians	1
Nurses	1
Total	26
Percent Using EHR	100%

EHR Users Lenawee	
Admin	18
Clinicians	32
Physicians	6
Nurses	10
Total	66
Percent Using EHR	100%

EHR Users Seginaw	
Admin	32
Clinicians	183
Physicians	17
Nurses	8
Total	240
Percent Using EHR	100%

Total usage numbers across all sites (not including multi-county providers)

EHR Users	Total
Admin	263
Clinicians	709.5
Physicians	81
Nurses	74
Total	1127.5
Percent Using EHR	100%

EHR Users CSTS-POR	
Clinicians	15.5
Total	15.5
Percent Using EHR	100%

EHR Users Delois	
Admin	1
Clinicians	1
Physicians	2
Nurses	1
Total	5
Percent Using EHR	100%

Multi-County Providers (3,756 users, 427 locations)

Hospitals (460 users, 71 locations)

Group Homes (2,242 users 161 locations)

Specialty Providers (594 users, 77 locations)

Supported Living (334 users 56 locations)

Respite (126 users, 42 locations)

EHR Users Tower - CSTS and WCHO	
Admin	62
Clinicians	45
Physicians	10
Nurses	10
Total	127
Percent Using EHR	100%

EHR Users Monroe	
Admin	40
Clinicians	134
Physicians	11
Nurses	9
Total	194
Percent Using EHR	100%

Legend

The Problems

- ❑ Multiple IT systems within the organizations
- ❑ Data in multiple places (Paper, MS Access, MS Excel, Billing systems, scheduling)
- ❑ HIPAA Compliance
- ❑ Billing Verification Issues
- ❑ High cost of licensing fees, changes, and upgrades with main system
- ❑ Too much time spent communicating between staff and systems

Transformation Strategy

- Find/Create a system built around the organizations business practices, versus adjusting business practices to fit the technology
- Create a “culture of measurement
- Collect all data needed during the course of the business day
- Address cultural change before and during implementation

Changing the Business Practice

- Converting from a Paper process
- Sharing information between behavioral health and Primary Care
 - Necessary
 - Valuable
 - Not Comfortable

What is the Current Reality?

- Primary Care is very busy and an electronic record system must be very efficient and effective.
- Trying to impose the Behavioral Health documentation process on the Primary Care providers will not work
- This type of change is NOT comfortable

Using the EHR to create the Medical Home

- Create a Web-based EHR that can be accessible from anywhere at any time
- Setup a secure wireless network within the clinic
- Provide clinicians with devices to streamline the clinical process
 - Tablets
 - Touch Screen Devices
- Perform a premises assessment to match the client flow to the information flow

What the WCHO Created in Collaboration with a Vendor

- Web-based, end-user friendly, computerized management and electronic health record
 - State Reporting
 - Performance Improvement Indicators
 - Claims/authorizations
 - Insurance/Medicaid verification interface
 - Integrated clinical record
 - Staff ad-hoc reporting

Integrated Chart

Patient #: [lookup](#)

[Add patient](#)

JESSE C. CLIENT

- [Allergies](#)
- [Chart Notes](#)
- [Prescriptions](#)
- [Problems](#)
- [Surgeries](#)
- [Vitals](#)

Physical Health Chart [Mental Health Chart](#)

Patient Chart for JESSE C. CLIENT

[Patient Information](#) [View](#) [Change](#) [Create to-do](#) [Diagnosis Summary](#) [Patient Notes](#) [Add Full View](#)

Allergies [Top](#) [Add Full View](#)

Allergy	Reaction	Severity	Onset Date	
some other allergy		Mild	01/01/2005	View Change
* NO KNOWN ALLERGIES			--/--/----	View Change
*** NO KNOWN ALLERGIES ***			--/--/----	View Change

Problems [Top](#) [Add Full View](#)

Onset Date	Problem	Solved Date	
--/--/----	BENIGN HYPERTENSION	--/--/----	View Change

Vitals [Top](#) [Add Full View](#)

Date	Weight	Height	Blood Pressure	PEFR	Glucose	
09/22/2007	0.0lb 0.0oz	0' 0.0"	0/0	0	0	View Change
08/22/2007	0.0lb 0.0oz	0' 0.0"	0/0	0	0	View Change
08/13/2007	0.0lb 0.0oz	0' 0.0"	0/0	0	0	View Change
08/01/2007	0.0lb 0.0oz	0' 0.0"	0/0	0	0	View Change
More...						

Medications [Top](#) [Add Full View](#)

**** None found ****

Chart Notes [Top](#) [Add Full View](#)

Date	Note By	Note	Signed	
06/12/2007	Todd Roberts	testing some stuff	Yes	View Amend

Impact

- Integrated MH/SA/Primary Care Record
- More efficient, effective data collection
 - Accessible
 - Key requirements programmed
- Better data integrity
- HIPAA Compliance in all areas
 - Secure
 - Able to verify every click in the system
- IT that supports the organization
- Data-based decision making

What is needed to foster this collaboration?

- The EHR brings many advantages of sharing information
 - Leadership from both levels around technology
- Collaboration around creating a culture of change
- The EHR is a tool that can be used as a change agent but isn't the "silver bullet" to all of your problems

Contact Information

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