Organizational Readiness for Health IT Excellence: A Panel Discussion
Panelists

- John H. Daniels, CNM, FACHE, FHIMSS, CPHIMS, Vice President, Strategic Relations, HIMSS
- Dr. David West, Chief of Medical Informatics, Nemours Children’s Hospital – Stage 7 Award Recipient
- Chimira Edwards, MHA, LHRM, CPC, CPCO, Director of Accreditation, Compliance & Performance Improvement, Community Health Centers, Inc. – Davies Award recipient for Community Health / FQHC
- Patricia Bush, RN, MS, FACHE, CSSC, Outcomes Management Program Director, Tampa General Hospital – Top 5 Health IT Departments & Stage 7 Award Recipient
Objectives

• Identify the 7 stages of the HIMSS EMRAM models and how to track your own progress.

• Describe the various awards and recognition within the Health IT industry and their impact on quality of care and population health outcomes.

• Review how to utilize health information technology to improve patient outcomes with a Davies Award winner.

• Discuss how to leverage teamwork, communication, respect and encouragement to form the basis for a Top 5 Health IT Department.

• Demonstrate how to measure and articulate the Value of Health IT within your organization, as well as with your patient population and other key stakeholders.
## US EMR Adoption Model℠

<table>
<thead>
<tr>
<th>Stage</th>
<th>Cumulative Capabilities</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Stage 7</strong></td>
<td>Complete EMR, CCD transactions to share data; Data warehousing; Data continuity with ED, ambulatory, OP</td>
</tr>
<tr>
<td><strong>Stage 6</strong></td>
<td>Physician documentation (structured templates), full CDSS (variance &amp; compliance), full R-PACS</td>
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<tr>
<td><strong>Stage 5</strong></td>
<td>Closed loop medication administration</td>
</tr>
<tr>
<td><strong>Stage 4</strong></td>
<td>CPOE, Clinical Decision Support (clinical protocols)</td>
</tr>
<tr>
<td><strong>Stage 3</strong></td>
<td>Nursing/clinical documentation (flow sheets), CDSS (error checking), PACS available outside Radiology</td>
</tr>
<tr>
<td><strong>Stage 2</strong></td>
<td>CDR, Controlled Medical Vocabulary, CDS, may have Document Imaging; HIE capable</td>
</tr>
<tr>
<td><strong>Stage 1</strong></td>
<td>Ancillaries - Lab, Rad, Pharmacy - All Installed</td>
</tr>
<tr>
<td><strong>Stage 0</strong></td>
<td>All Three Ancillaries Not Installed</td>
</tr>
</tbody>
</table>
• For …
  – Hospitals
  – Ambulatory practices
  – Community Health Organizations

• Peer-reviewed / vendor agnostic

• Applicants submit case studies demonstrating
  – Design and Implementation of an IT-enabled workflow
  – Workflow and where IT intersects to enable care improvements
  – 18 months of clinical or financial data demonstrating an improved clinical outcome or increased ROI
Best Super Hospital IT Departments

Best Large Hospital IT Departments

Best Medium Hospital IT Departments

Best Small Hospital IT Departments
Tampa General Hospital
Life on the Island

Where fresh water and little drink umbrellas really DO make a difference!
Tampa General Hospital is a Clinically Integrated Healthcare Network

1,018 Licensed beds in a single facility
12 Outpatient facilities and growing
29,000+ Surgeries
42,000+ Discharges
90,000+ Emergency/Trauma Center Visits

6000+ End users of IT solutions

233+ IT Team Members
Fresh Water

- Epic Double Upgrade
- Office 365
- Windows 7
- Explorer 9
- Analytics Dashboard Deployment
- Facilities moves and renovations support
- Meaningful Use 2 Attestation
- Get Well Network Implementation
- ERP Solution Program Launch
- Cloverleaf Upgrade
- Epic Ventilator Integration
- Sharepoint Upgrade
- ICU Terminal Server Installation
- Amcom Communication/Scheduler

- Ambulatory Center Expansion
- Transplant Program Assessment
- Clinically Integrated Network Development
- Magnet Designation, 3rd Year in a Row
- American Stroke Association Certification
- Medical Transport Systems Accreditation
- Burn Center Verification
- 16 Disease Specific Management Re-Certifications
- Lab Accreditation
- Joint Commission Accreditation
- Rehabilitation Facilities (CARF) Accreditation
- Verification as Level 1 Pediatric Trauma Center

CLINICAL INFORMATICs INSTITUTE
12 Little Umbrellas

- HIMSS Stage 7 Recipient
- Practice Greenhealth Partner for Change Award
- American Heart Association Get with the Guidelines Award
- National Research Corporation's Consumer Choice Award
- US World and News #2 Hospital in Florida and Best Hospital in Tampa-St. Petersburg
- **Healthcare IT News Top 5 Best Hospital IT Departments** (Super Hospital)
- Becker’s Hospital Review **100 Hospitals and Health Systems with Great Heart Programs**
- Becker’s Hospital Review **100 Great Hospitals in America** (1 of 2 in Florida)
- Becker’s Hospital Review **125 Hospital/Health Systems with Great Orthopedic Programs**
- American Association of Critical-Care Nurses **Beacon Award** for Excellence
- Florida American Hospital Association Only **Most Wired - Advanced** in Florida
- American Heart Association **Mission Lifeline Silver Quality Achievement Award**
A TIP to Enable Life on the Island

**Trusted Partnerships**
- Strategy, Thought Leadership, Communication, Transparency, Disruptive Technologies, Customer Relationship Management

**Investments**
- Leadership Development, Employee Engagement, High Performing Teams, Competency and Performance Level Based Incentive Programs

**Planning and Execution**
- IT Project Management, Data Management and Analytics, Prioritization Frameworks
Thank you!

Patricia Bush R.N., M.S., FACHE, CSSC
Outcomes Management Program Director
Tampa General Hospital
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813-844-5498

Community Health Centers, Inc.

CHC is a federally qualified health center. FQHCs are community-based organizations that provide comprehensive primary care and preventive care, including health, oral, and mental health/substance abuse services to persons of all ages, regardless of their ability to pay or health insurance status.

- We provided care for 53,610 patients (2013)
  - We provided 177,643 Medical and Dental Encounters
  - 53 medical providers (9 ARNP’s, 4 PA’s), 12 dental providers, 5 hygienists
  - 385 employees
  - 13 locations
  - Our services include Pediatrics, Family Medicine, Internal Medicine, Ob/Gyn, Adult and Pediatric Dental Care, Optometry, Behavioral Health, Lab, Xray and Pharmacy
  - CHC is currently accredited by AAAHC - Accreditation Association for Ambulatory Health Care
  - CHC is a Level 2 Patient Centered Medical Home by the NCQA
  - We were the first community health center in FL to receive accreditation from the Joint Commission
Leveraging Technology at CHC, Inc.

- CHC became the FIRST FQHC in the nation to utilize a combined dental and medical EHR
- CHC attested to Meaningful Use Stage I in 2011
- Will attest for Meaningful Use Stage II for year 2014.
- Remote access - providers have access to patient records after hours
- Affiliation with Health Care Network ACO
- Patient Engagement via the Patient Portal and Healow app
- P2P referrals/HISP
- eClinical Messenger functionality for practice to patient communication
- Lab interfaces
- Partnered with CDC for Barcode study
- Quality reports are generated from the Electronic Health Record
Community Health Centers, Inc.  
2014 HIMSS Davies Community Health Organization Award

• Accomplishments:
  – PCMH Level 2
  – Demonstrated Clinical Value and Outcomes
  – Return on Investment
  – Change Management, Workflow Analysis and Improvement
  – Enhanced Patient Safety

• Lessons Learned:
  – Engaging Leadership
  – Effective use of templates
  – Frequency of Monitoring

Template Use

Patient: T, TEMPLATES  DOB: 01/01/1970  Age: 31 Y  Sex:
Phone: 508-836-2700  Primary Insurance:
Address: 114 turnpike road, Suite 204, Westborough, MA-01581
Account Number: 8663
Encounter Date: 01/01/2001  Provider:

Subjective:
Chief Complaint(s):
• CHC PVP
HPI:
PreVisit Planning
Elements: Labs: 

HPI Notes

Free-form
Structured

<table>
<thead>
<tr>
<th>Elements:</th>
<th>Value</th>
<th>Notes</th>
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<tbody>
<tr>
<td>Labs:</td>
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<td>x</td>
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<tr>
<td>Imaging:</td>
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<tr>
<td>Documents:</td>
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<tr>
<td>Immunizations:</td>
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<td>Referrals:</td>
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<td>Telephone Encounters:</td>
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<tr>
<td>CDSS/Alerts Due:</td>
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<td>x</td>
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<tr>
<td>Preventive Due:</td>
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<td>x</td>
</tr>
<tr>
<td>Appointment Variance:</td>
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<td>x</td>
</tr>
<tr>
<td>PVP Date and Done By:</td>
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<td>x</td>
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### Trending Self Management Goal Documentation

<table>
<thead>
<tr>
<th></th>
<th>2011-2012</th>
<th>2012-2013</th>
<th>2013-2014</th>
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<tbody>
<tr>
<td>HTN with BP controlled with Self Management Goal Documented</td>
<td>366</td>
<td>907</td>
<td>3498</td>
</tr>
<tr>
<td>Denominator (BP controlled)</td>
<td>3970</td>
<td>1545</td>
<td>5457</td>
</tr>
<tr>
<td>HTN with BP controlled with Self Management Goal Documented</td>
<td>9.22%</td>
<td>58.71%</td>
<td>81.97%</td>
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</table>

**Data Description:** Self Management Goals documented in the EHR for patients with HTN.

- **Validation related to trending of the measure:** Documented in the HPI section of the EHR Self Management goal or self management goal review for patients with a controlled blood pressure reading.

- **How Technology was used to improve measure:**
  - HTN Self Management Goals Template
  - Vital Visualization, CDSS
  - E refills allow patients to get refill for medications more timely
Thank you!

Chimira Edwards, MHA, LHRM, CPC, CPCO
Director of Accreditation, Compliance and Performance Improvement

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407-905-8827
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