HITChampions
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EHR/EMR basics and the Missouri experience

HIMSS

Definitions

▲ Electronic Health Record
  ➢ Integrated Patient Record
  ➢ Typically Payer Funded, Supported and Focused
  ➢ Clinical alerts and administrative functionality

▲ Electronic Medical Record
  ➢ Provider based clinical record
  ➢ Value of progress notes, lab values, etc.

▲ Personal Health Record
Why the Sudden Interest in HIT?

- National emergency created by Katrina and the prospect of an H5N1 flu pandemic
- Homeland security
- Escalating cost of health care and need to control costs through better management
- Medical errors caused by missing or incomplete patient information

AND SO...

- Federal administration’s initiative to develop nation-wide interoperable EHR
- HIT initiatives in many states
- RHIOs popping up at exponential pace – 200 to 650 in various stages of development – widespread future unknown
- Physician practices adopting EMRs – 5-8% now, 25% by year's end

State’s Interest In HIT

- Public Health Readiness:
  - Natural disasters and other events that cause a large displacement of people create the need for the electronic availability of health records
    - Homeland security, Katrina, Flu Pandemic
- Appropriate Care for Individuals:
  - Misdiagnosis and the inappropriate treatment of chronic and acute conditions result in unnecessary suffering, treatment and cost for individuals using the health care system
- Taxpayer Burden:
  - Duplication of and the failure to provide appropriate services create unneeded administrative and medical expense and an unnecessary burden on taxpayers
    - Medicaid, Local Charity Care
- Health Information Technology:
  - Today’s available information technology provides solutions that ensure individuals are receiving the appropriate level of care, without unnecessary costs to the taxpayer and regardless of the where, when and from whom the individual is receiving care.
Medicaid & HIT

- Medicaid is largest payer of healthcare nationally and in the states
- Most state Medicaid programs already have electronic connectivity with 90% of physicians, pharmacies, etc: provides a real opportunity for state impact
- Federal CMS has an initiative to transform and expand the use of HIT in Medicaid
- States will provide the leadership in HIT and Medicaid is the state’s largest healthcare program by far
- “Build it, and they will come.” – Build Medicaid HIT and wait for capability to link to other initiatives that will develop more slowly

Current Medicaid HIT Infrastructure

- Providers are adopting EMRs – up from 8% to about 29% in last year
- No states currently aggregate clinical data, although MO is beginning this
- Providers access portals with limited functionality
  - Eligibility
  - Claims administration
  - PA requests
- Limited recipient access to wellness and personal health information
- Standards to exchange clinical data still being developed, but are not completed.
Self-Service Model

Clinical Data

Claims Data

Evidence Based Treatment Guidelines

PDL

PA/Utilization Management Criteria

Analytics

Rules Engine

Outputs:

- Reports
- Clinical Scores
- Risk Assessments
- Treatment Suggestions
- Trending
- Behavioral Suggestions
- Therapy Alternatives
- Cost Savings
- Case Management
- DM Assignment
- PA Approval

Health Portal

MD & Rx

Payor

Consumer

ACS EHR Initiatives

- Wyoming
  - Statewide roll out of CyberAccess
- Missouri
  - Comprehensive EHR Initiative
  - State wide roll out of CyberAccess (3,600 providers)
    - Education/detailing process
  - Lab Data Aggregation
  - EMR Integration
  - Chronic Care Improvement Program (CCIP) Integration
- Texas
  - CyberAccess for Foster Child Providers
- Montana
  - Provider EHR Portal
Missouri DMS Shift in Philosophy

▲ From: Social Service Focus
   ➢ Passive Claims Payment
   ➢ Enrollment
   ➢ Safety Net

▲ To: Healthcare Consumer and Payer
   ➢ Care Management Programs
   ➢ E.H.R. to engage and educate Providers
   ➢ Define Standards and Identify and Resolve Treatment Gaps

Missouri Electronic Health Records

▲ Physician Engagement: Enroll & educate 3,600 physicians
▲ Pharmacist Engagement: Real time alerts to engage pharmacists in care management at the point of sale
▲ EHR/EMR Integration
   ➢ Integrate lab data from 2 national and 1 regional lab in MO in the health record
   ➢ Integrate clinical data from a major providers electronic medical record system into the health record
Missouri Electronic Health Records

- Transforming Medicaid:
  - > 50% physician utilization
    - Number of providers enrolled & using tool in day to day practice
    - Improves provider satisfaction with Medicaid program
  - Pharmacists engaged in patient care management at the point-of-sale program
    - Pharmacists become part of the integrated care management team – holistic approach to care management
    - First state to gather & integrate lab and HL7-like clinical data into an electronic patient record

Provider Interest

- Providers want to:
  - Deliver the best care possible

- Providers do not want to be:
  - Forced to change. They want work within their existing process or else they need an incentive to change

- Providers want a single point of access for all functions:
  - View Complete, Integrated History for Recipient
  - Decrease Burden of Prior Authorization Programs
  - E-prescribing
  - Clinical Defects in Recipient’s Profile
Missouri EHR Provider Utilization

CyberAccess Logging Information

- Patient History Checked
- User Logged In

Number of Activities

Mar Apr May Jun Jul Aug Sep Oct Nov Dec 2006

Missouri EHR Provider Utilization

CyberAccess Logging Information

- Drug Rules Checked
- Medical Rules Checked
- Printed Prescription
- Faxed Prescription
- E-Prescribed Prescription
- Drug Help Tickets
- Medical Help Tickets
- Other

Number of Activities

Mar Apr May Jun Jul Aug Sep Oct Nov Dec 2006
Success Factors

- Executive Level Commitment
- Legislative Support
- Consensus on Goals: what is to be achieved?
- Vision for the Future
- Adequate Funding
- Agency Commitment
- Provider Engagement
- Champion