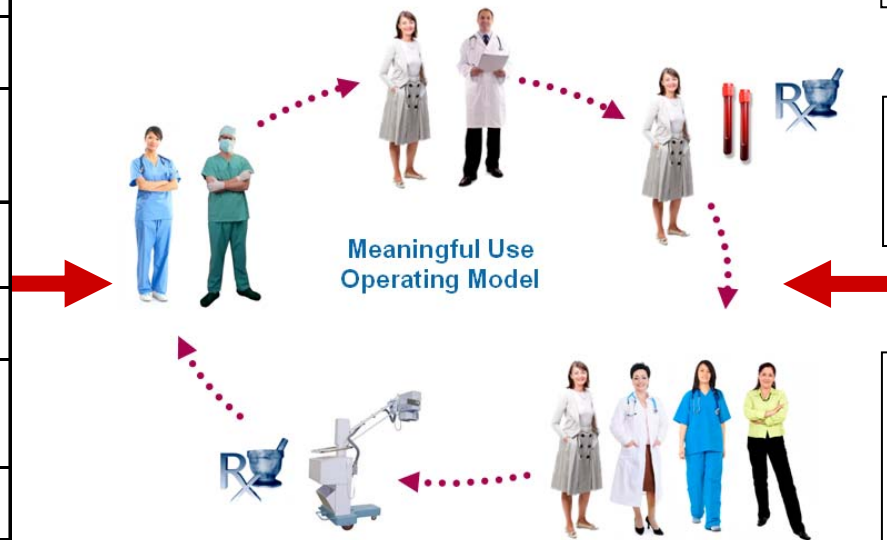


Process to Achieve Meaningful Use

Objectives

Use CPOE for all order types including medications [OP, IP]
Implement drug-drug, drug-allergy, drug-formulary checks [OP, IP]
Maintain an up-to-date problem list [OP, IP]
Generate and transmit permissible prescriptions electronically (eRx) [OP]
Maintain active medication list [OP, IP]
Maintain active medication allergy list [OP, IP]
Record primary language, insurance type, gender, race, ethnicity [OP, IP]
Record vital signs including height, weight, blood pressure [OP, IP]
Incorporate lab-test results into EHR [OP, IP]
Generate lists of patients by specific condition to use for quality improvement, reduction of disparities, and outreach [OP]
Send reminders to patients per patient preference for preventive / follow up care [OP, IP]

Operating Model



Operational / Technical Requirements

Implement drug-drug, drug-allergy, drug-formulary checks [OP, IP]

Record vital signs including height, weight, blood pressure [OP, IP]

Generate lists of patients by specific condition to use for quality improvement, reduction of disparities, and outreach [OP]

Perform medication reconciliation at relevant encounters [OP, IP]

Eligible Professionals

- **Clinical Data Repository** – store, retrieve, and manage medications and laboratory and radiology results.
- **Clinical Documentation** – provide appropriate referrals, problem list, current medication list.
- **Clinical Decision Support** – implement drug-drug, drug-allergy, and drug-formulary checks.
- **CPOE** - in the areas of medications, laboratories, radiology/imaging, and provider referrals.
- **E-Prescribing** - Requires electronic generation and transmission of permissible prescriptions.

Eligible Professionals

- **Financial Information Systems** – ability to check insurance eligibility and submit claims electronically (front-end practice management software).
- **Patient Communication** – ability to electronically generate reminders, provide test results, problem lists, and immunizations.

ARRANGE A PRODUCT DEMONSTRATION

After you've decided which vendors' products you would like to see, invite them to showcase their systems during a product demonstration. Depending on the size of your practice and the availability of local representatives, some vendors will come on-site to your practice and some will invite you to see the product via an Internet demonstration.

The following guidelines help ensure a successful and productive demo:

- Plan on spending about two hours with the vendor for the meeting and demo.
- Minimize distractions. Turn off pagers and cell phones; go off site for the demo if necessary.
- Make sure the right people are in the room. If you're not knowledgeable about billing, coding, compliance issues or scheduling functions, invite those who are to help you properly evaluate the product.
- Use your scorecard to keep track of your thoughts.
- Be proactive in telling the vendor what you want to see. Be the director of the show! Walk the vendor through a routine patient visit and see how easy the product is to use.
- Remember that often, non-clinical sales staff are not adept or comfortable with producing clinical documentation, which is the most important function to you, the provider. Work hard to keep the vendor on track.
- Ask if you can keep a demo copy or ask the vendor to allow you to enter data. It's a good idea to develop a typical clinical scenario ahead of time and have the vendor show you how to enter that data.

It's tempting to spend years choosing just the right vendor. Remember that you won't enjoy the benefits of EMR adoption, which include enhanced patient safety, enterprise productivity, and provider efficiency, without one!

For more information on HIMSS, visit www.himss.org.
For more information on HIMSS Ambulatory initiatives, contact Mary Griskiewicz at mgriskiewicz@himss.org.

Special thanks to the HIMSS Practice Leadership Task Force and the HIMSS Knowledge Resources Task Force for their efforts in developing this brochure.

DO YOUR HOMEWORK ON COST

The costs associated with an EMR fall under five general categories:

Hardware. Most physician practices will need to upgrade existing hardware (computers and servers) in order to run the EMR. Typically the vendor will give you a "shopping list" for hardware so that you purchase equipment that is compatible with the EMR. Don't forget to factor into your business plan the cost of regular hardware upgrades including printers, scanners and personal computers.

Software. Most EMR vendors sell licenses for the initial cost of the software based on the number of physician-users in the practice. Typically, there is a discount given for mid-level providers and office staff are generally given "free" access through the provider's license.

Implementation and training. Typically the physician office will pay for the cost of bringing a vendor trainer to the office to teach, test, and train on the system. This is a one-time fee for the initial implementation of the EMR which usually takes place over weeks or months.

Professional support. Depending on the existing expertise in your office, you may find yourself in need of a short-term project manager, a lawyer to review your EMR contract, and/or a technology professional to establish your server and Internet connections.

Maintenance. Typically, EMR vendors will charge a percentage of the initial software fee (currently between 18% and 25%) on an annual basis to cover the costs for standard upgrades, regular patient education updates, drug database updates, etc.

Consider that the total cost of ownership may be higher due to expenses you incur to

- Perform project management tasks;
- Spend time selecting a vendor;
- Make changes in human resources (more/less staff);
- Travel to conduct vendor research or make site visits;
- Time away from your practice to do any of the above; and
- Reduced productivity when you first 'go live.'