



**Successful Transition to EHRs**  
August 12, 2010

Host:  
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Manager, Government Affairs & Client Programs

Presenter:  
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Washington Square Associates

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## Agenda

- About TSI Forums & TSI Healthcare
- Navigating the Transition
  - Current Issues Medical Practices Face
  - Service Solutions
  - Managed Services & Support
  - Project Management
- EHR Incentives Program
  - Stimulus Incentives
  - eRX Incentives
- Question & Answer

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TSI Healthcare's Complementary Informational Events

## About TSI Forums

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## TSI Forums


- TSI Healthcare's Continued Commitment to our family of practices & physicians in our service area.
- Monthly webinars/seminars featuring hot topics which impact your organization.

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## TSI Healthcare

- Founded in 1997
- Assist over 1,000 Physicians
  - Johns Hopkins Orthopedics
  - Yuma District Hospital
  - 1 to 100+ physicians
- Centers of Excellence
  - Chapel Hill, North Carolina
  - Winston Salem, North Carolina
  - Pascagoula, Mississippi



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## Platinum-Level Technology



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your fastest path to payment™

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TSI Healthcare utilizes only the highest quality providers for your practice needs.

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## Products

- **NextGen®**
  - Electronic Health Records
  - Enterprise Practice Management
  - E Prescribing
  - Patient Portal
- **Revenue Cycle Management**
  - Managed Billing
  - EDI (RealMed)
  - Chart Audits
- **Document Management**
  - Chart Scanning Solutions
  - Chart Storage & Warehousing
- **Ancillary Services**
  - Hardware & other needs




Ambulatory EHR  
NextGen EHR 5.6  
• Cardiovascular Medicine  
• Child Health

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## Perpetual Growth

- **Implementation**
- **Training**
  - Offer basic training after each update
- **Technical Support**
  - Guarantee response within 2 hours as compared 48 hour industry average
- **Utilization Review**
  - Circle of Excellence Program
    - "Meaningful Use" Survey for Federal Incentives
- **Education**
  - TSI Forums- Informational Seminars
  - TSI University- "continuing education"



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## Recent Awards & Recognition








- **Healthcare Informatics**
  - Top 100 Health IT Firms
  - Top 15 Practice Management System Vendors
- **Business Leader Magazine**
  - Best Places to Work
- **Inc. 5000**
  - Top 5000 growing private companies in U.S.
- **Better Business Bureau**
  - Reliability Program Accredited since 1996
- **Dun & Bradstreet**
  - "Decide with Confidence" Certified

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Jim Braford- Washington Square Associates


## Navigating the Transition

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## "The Conversion" to EMR/EHR Software and Medical Practice Solutions


By Jim Braford  
Washington Square Associates, Inc.  
Technology Simplified™



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## Topics of Discussion


- Current Issues Medical Practices Face Today
- The IT Service Provider
- In the Beginning Before it Starts...
- IT Project Management
- Doctors, Staff and Associate Support
- The Conversion
- After the Conversion
- Planning for the future



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### Current Issues Medical Practices Face Today

- Need for a practice management & EMR/EHR software solutions.
- Current technology is old or inefficient in today's standards.
- Do not have reliable IT staff knowledgeable about EMR/EHR solutions.
- Resources are insufficient to integrate new technology into medical offices or workflow.
- Internet speed is slow and unresponsive.
- HIPAA Non Compliant Security and Disaster Recovery of Information.
- Archiving, Scanning and Storing Existing Files and Records



### The IT Service Provider *"should offer"*

- IT Service Solutions
- Managed IT Services
- Managed IT Support



### IT Service Providers Solutions

#### IT Service Solutions


- Medical Practice IT Service provider should have several solutions that solve the challenges medical practices faces today.
- Solutions should focus on knowledge, manpower and management needed to achieve technology goals.
- Good service solutions and use of technology products will reduce costs and create a plan tailored to accomplish performance or cost saving goals.



### IT Service Provider Services

#### Managed IT Services


- Offices can bolster their technology use and reduce their overall technology expense.
- Can be accomplished using IT Management services to create a technology plan.
  - Lower your monthly IT expense by avoiding the cost of hiring a full or part time person.
  - Eliminates hiring, salary, and benefit costs associated with having an employed person handle these tasks.
  - May reduce costs associated with an unreliable IT support individual.
  - This will give you less downtime in your practice and create a better working environment for your staff and customers.
  - Medical practices are able to focus on their core business functions and know that they are using the latest technology that will help them compete in today's economy.



### IT Service Providers Support


#### Managed IT Support

- Support infrastructure must be built to respond quickly, understand your goals, assist with training, proactively prevent problems and go the extra mile when necessary to keep your practice running.
  - This solution has helped many medical offices.
- By utilizing managed services; daily, weekly and monthly IT tasks are automated and scheduled to ensure all tasks are completed and reported consistently without fail.
  - Monthly costs are consistent so their office can predict an ongoing IT budget.
- Proactive managed services eliminate the scenario of calling and waiting for onsite tech.
  - Potential issues and problems are prevented.
  - Client systems and staff remain productive and working without interruptions.
  - In the case where problems do occur, response times are often within minutes resolving the issues quickly.



### In the Beginning Before it Starts...

- Understand the EMR/EHR conversion is not an event but a process taking 6-12 months depending on the requirements.
- Start with an audit of your entire IT infrastructure to identify resources available and compare to the requirements of the practice management and EMR/EHR software solutions. IT Service provider resources should be able to perform audit and provide a report of the technology infrastructure.
- Identify all the issues from the audit and provide planned solutions before beginning the conversion. Small problems will grow and multiply into crippling events if they are not corrected. One of the audit's value before starting conversion is to benchmark the process to refer back to for troubleshooting.



### In the Beginning Before it Starts...

- Plan on how to align your technology resources to fit your business needs. Research and define your mission critical needs and review how your IT infrastructure can support those needs.
- Develop and require the IT Service provider and EMR/EHR service provider partner up and work closely together. Make sure they understand the Medical Practice expectations and who will be responsible for each part of the conversion.
- Highly recommend consideration of an IT project management service. The common link of the project manager will be the implementation process which provides effective planning, assigned responsibilities and timeline expectations. The most successful conversions have allowed the Medical Practices to continue "business as usual" as conversion occurs while the project manager is facilitating the conversion.



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### IT Project Management


- Identify who will be the IT Project Manager for your conversion. Define the process of communication and sharing of information. There should be one IT Service provider point of contact for the Medical Practice Manager and one EMR/EHR solution provider contact.
- Plan meetings or phone conferences with IT Project Manager to keep tasks on schedule and updates of progress. Communication with your IT PM will support a clear understanding of everyone's expectations.
- Support your IT Project Manager and the results will meet or exceed the expectations. Conversions can sometimes be exhausting to all involved and tax the patience of everyone. The IT Project Manager will need your complete support and availability.
- Project Management should include current and future training needs of the EMR/EHR software. New staff and growth training should be planned and budgeted.



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### Doctors, Staff and Associate Support


- Change is difficult sometimes. This is one of those times.
- Conversion is not reversible...complete commitment is the only option.
- Comparison of old ways is counterproductive.
- Be sure the conversion provides all the technology tools and training everyone needs to do their jobs successfully.



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### Doctors, Staff and Associate Support


- The conversion is going to take awhile to do, so pace yourself with realistic expectations and extra patience.
- Your IT Service provider should have solutions that keep your doctors, staff and associates up and running. Establish the "hotlines" for fast support for your employees. This will keep frustrations to a minimum level.



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### The Conversion


- IT Project Manager will be the leader of the conversion and when properly planned, the conversion project is a matter of following the steps and updating results to allow next task to start.
- Proper planning will most of the time avoid surprises but still plan for "just in case" events. Protect the practice data and have redundant services available if necessary. The IT Project Manager should have strategies in place for backup if problem occurs but be sure to ask anyway.
- Follow the project management plan... repeat.. Follow the project management plan. If you stray from the plan it can create a domino effect and drastically change the results of the conversion.



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### The Conversion


- A EMR/EHR software solution conversion is a major undertaking and will not happen quickly. Sometimes, even with best of planning, unknown events can occur but good planning and IT support will overcome and move the project forward.
- The conversion is a complete rebuild of the entire medical practice records and processes. Each practice has unique needs and circumstances which require sometimes unique solutions. The IT Project Manager should focus on core needs during conversion and seek solutions for new discovery outside scope once core items are completed.
- Keep everyone posted on the conversion progress and address questions with support.



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## After the Conversion

- Enjoy the benefits of the electronic records for document accuracy, ease of storage and retrieval, paperless office, cost reduction of record management and security compliance.
- The Medical Practice is now HIPAA compliant and providing secure quality services to their clients.
- The Medical Practice has just dramatically increased the value of the practice and if done properly, will be able to claim conversion credits from the government program funds. Your IT Project Manager should include capturing the conversion dollar in the implementation criteria.



## After the Conversion

- The next phase after your conversion is your IT Service provider maintaining and updating new software patches and versions. IT Service provider should remain in contact with the IT Project Manager, the EMR/EHR software solution provider and work on upgrades and patches together. In most cases the relationship is ongoing as they are dependant on each other for ease of providing services to the client.
- The new infrastructure should be mapped and documented with security testing for compliance and quality assurance.
- Stick to the project management plan and continue to monitor activities. Continuous improvements are key.
- Plan ahead for next business growth and how it will integrate with your new software and practice management tools.




## Planning for a future conversion?

Do you want to experience all of the service provider qualities mentioned in this presentation?

**For more information and consultation  
please contact-**

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## SUBMITTING QUESTIONS


Attendees are encouraged to submit questions throughout the presentation. Questions will then be addressed at the end.

**TO SUBMIT A QUESTION**

Click the Question Icon on the floating toolbar.




Type your question in the text box.  
Questions will be answered during the question and answer section.




Questions relating to specific situations in your practice may be deferred until after the presentation.  
Questions that may violate HIPAA will not be answered publicly.

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Transition in Technology



## EHR Incentive Program



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## ARRA / HITECH Incentives

- Medicare & Medicaid Incentives for Certified EHR users
  - \$44k from Medicare
  - \$65k from Medicaid
- PER PROVIDER
- Penalties beginning in 2015





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## Meaningful Use

- Consists of 20 objectives and their respective measurements
- Three key areas:
  - Ability to perform particular tasks (ex. eRX, CPOE, structured data collection)
  - Ability to communicate with other systems and patients
  - Ability to report quality measures to HHS


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## NextGen EHR




85+ EHR Vendors



40+ EHR Vendors



30+ EHR Vendors




**7 Ambulatory  
EHR Vendors**  
As of 12.29.09

Ambulatory EHR  
+ Cardiovascular Medicine  
+ Child Health

- NextGen has participated in the CCHIT pilot process 2006-2009 & 2011
- NextGen has been certified in the first round of each year of certification
- NextGen is committed to annual CCHIT certification status as specified by the federal government under ARRA


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Can I earn incentives in the meantime?

## ePrescribing Bonus


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## ePrescribing

- eRx systems allow clinicians to select and order a prescription, transmit the prescription and dispense the medication without the hassle of old paper systems.
  - Systems include safety checks for allergies, drug-interaction warnings, dose appropriateness, drug-clinical condition warning and drug-laboratory alerts.
- This program requires no sign-up or pre-registration and uses a claims-based reporting structure (G-Codes determine utilization).
  - Medicare resource information available at [www.tsihealthcare.com/erx](http://www.tsihealthcare.com/erx)


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## Who Qualifies

- Eligible professionals include any provider with the authority to prescribe.
- For 2010 Providers must utilize eRx for at least 25 eRx-eligible prescriptions (*typically any applicable Schedule III-V drugs*).
  - 2009 required 50% of eligible prescriptions
  - 2011 requires 75% of eligible prescriptions

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## Incentive Amounts

Reporting Year	Incentive Amount for Using eRx	Fee Schedule Reduction for non eRx users
2009	2%	
2010	2%	
2011	1%	
2012	0.50%	-1%
2013		-1.50%
2014		-2%


- Physicians using eRx will receive increases in reimbursements based on year of implementation and use.
- Providers may only receive one incentive payment for any given payment year. CANNOT receive eRx and Stimulus incentives.

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Where Do I Go From Here?  
**Next Steps**

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**Question & Answer**

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