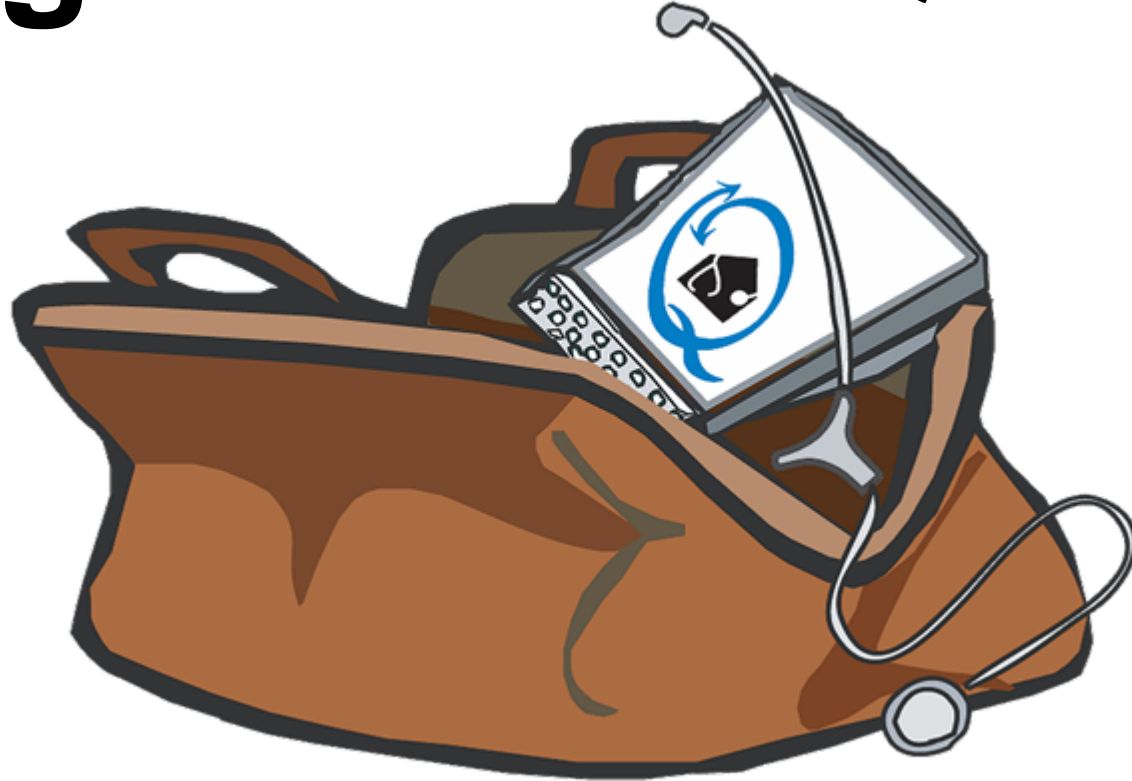


# Together For Quality



*Alabama's ~~Tool Kit~~  
for ~~Transformation~~ Reality Check*

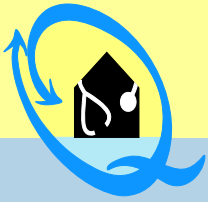
# Framework . . .

## Together for Quality

- \$7.6M Transformation Grant
- Three Components
  - Agency Interoperability
  - Electronic Health Record
  - Chronic Care Management
- Stakeholder Council
  - Five Workgroups
- Patient 1<sup>st</sup> is the Foundation
- “Testing the Waters”

## Goals and Approach

- Patient Centered, Cost Effective
- Meld Disparate Systems
- Built Upon Existing Resources
- Collaboration – “even if it kills you!”
- Transparent
- Integrated into Daily Operations



# TFQ MEASURES

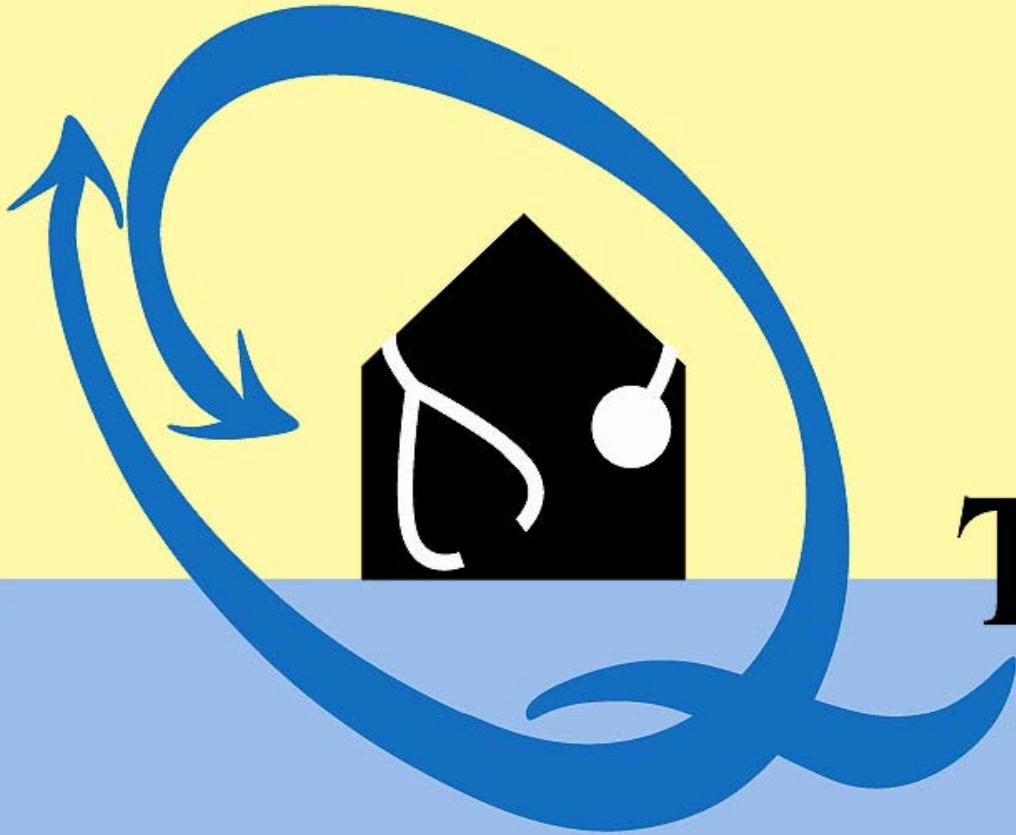
## Asthma

- Asthma Controller Use
- Influenza Immunization
- Emergency Department Visits
- Hospitalizations

## Diabetes

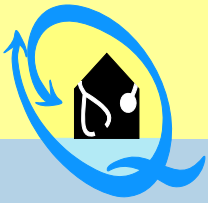
- Influenza Immunization
- Annual HbA1C
- Annual Lipid Profile
- Annual Eye Exam
- Annual Urine Protein Screening

- ✓ Developed by the Clinical Workgroup
- ✓ Target Goals



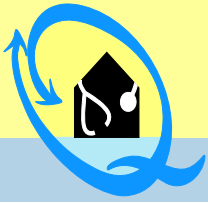
**TOOL**

**Clinical Support Tool**



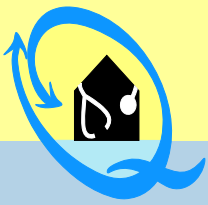
# What is @tool?

- ❑ Electronic Healthcare Record
  - Medicaid Claims
  - BCBS Claims
  - Lab Values
  - Physician Entereed
  - Immunization History
- ❑ Overlaid with Clinical Rules and Alerts
  - Asthma and Diabetes are Targeted Diseases
  - Immunization Alerts
  - Drug Alerts
  - Allergies



# The Inner Workings

- ACS
- Web-Based Tool
- MPI Logic
  - Match vs New
- Push/Pull Capability
  - HL7 Request
  - CCD Response
- Screens Designed by Physicians
- Summary and Detail Information
- Physician Entered Data
- Protected Data (e.g. Mental Health Diagnoses)
- Actionable Alerts
  - Clinical
  - Workflow



# Implementation Phases

## **July 14, 2008**

- Extensive UAT
- One-on-One Provider Training
- Read-Only Screens

## **September 14, 2008**

- Non-Medicaid Patients
- Provider Entered Data
  - Demographics, vital signs, Rx, in-office labs

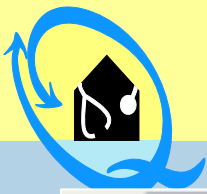
## **March 2009**

- Provider Message Center
- Drug PA Information
- Internal/External Referrals
- E-prescribing

## **August 2009**

- Provider Reporting
- Robust Eligibility Information

## **Ongoing**



# Patient Summary Screen

Patient Summary
Page Tools

- Demographics
- Patient Summary**
- Diagnosis History
- Hospital Admissions
- Medication History
- Personal History
- Procedure History
- Vital Sign
- Allergy History
- Immunizations
- Lab History
- + Health Links
- + Online Drug Info
- + Calculators

### Current Patient Active Alerts

Alert	Alert Details	Alert Description	Select Reason
Adverse reaction to Codeine	<a href="#">Detail</a>	<a href="#">Message</a>	<input type="checkbox"/>
Diabetes without a fasting lipid panel in the last year	<a href="#">Detail</a>	<a href="#">Message</a>	<input type="checkbox"/>
Diabetes without lipid lowering treatment, Diabetes with < 2 hemoglobin A1Cs in the last year	<a href="#">Detail</a>	<a href="#">Message</a>	<input type="checkbox"/>

### Known Allergy Information

DrugAllergy

Severity	Description	Identification Date	Provider	Site	State	Reaction	Source
High	Adverse reaction to Codeine Penicillin	04/11/2008	Grose	1234 Main Street	VA	Vomiting	Provider Entered

### Diagnostic History

Date	Diagnosis
7/18/2005	Anxiety disorders or phobias, minor
7/27/2005	Cerebral vascular accident, non-hemorrhagic, w/o surgery
8/2/2005	Non-neoplastic diseases of blood, major
8/9/2005	Urological diseases signs & symptoms
5/16/2006	Benign hypertension, with comorbidity
5/21/2006	Ischemic heart disease, except CHF, w/o AMI
10/17/2006	Orthopedic & rheumatological signs & symptoms
10/19/2006	Orthopedic & rheumatological signs & symptoms

### Paid Claim Office Exams

### Medical Health Profile

[Health Profile](#)

### Known Immunizations

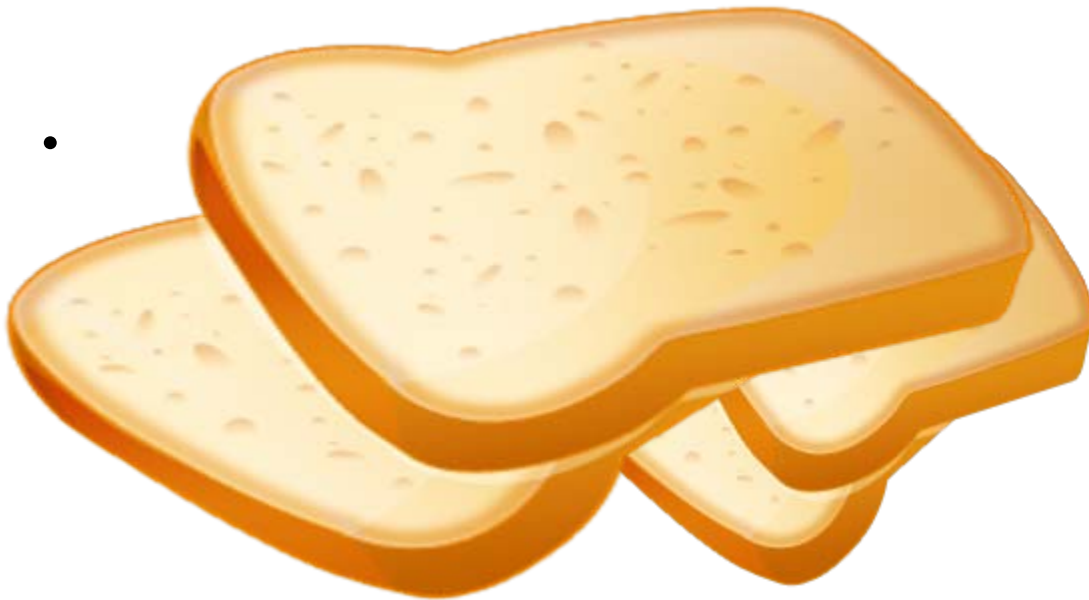
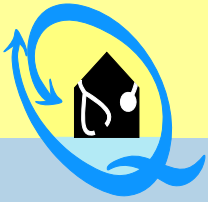
Date Given	Vaccine	Manufacturer	Lot	Exp D
1/1/2007	Influenza	90658 -		

### Recent Prescriptions

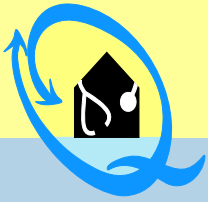
Filled	Drug	Qty	Days
3/12/2008	ALTACE 10 MG CAPSULE	30	30
3/23/2008	ALTACE 10 MG CAPSULE	30	30
3/25/2008	HYDROCODONE-APAP 7.5-750 TAB	90	23
4/4/2008	ALTACE 10 MG CAPSULE	30	30

### Patient Medical Procedures

Date	Claim	Procedure
1/10/2007	16692	RADEX SPI LUMBOSAC 2/3 VIEWS
1/10/2007	16693	RADEX SPI LUMBOSAC 2/3 VIEWS
1/10/2007	16694	RADEX PELVIS 1/2 VIEWS
1/10/2007	16695	RADEX PELVIS 1/2 VIEWS
1/10/2007	16696	RADEX HIP UNI COMPL MINIMUM 2 VIEWS
1/10/2007	16700	INJECTION MORPHINE SULFATE UP TO 10 MG



**QTool =  
Sliced Bread**



And we learned . . . .

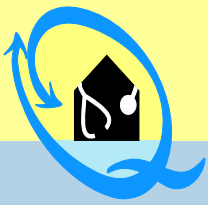
**That We Didn't  
Have An  
Appreciation for  
Reality . . .**



# So ... What Went Wrong

- Patient 1<sup>st</sup> Providers
- Chose Rural and Urban
  - 9 Pilot Counties
- Environmental Scan (lol)
- Chose Those With High Populations
- Mini-Grants
- Initial Outreach
- One-on-One Training





# Reality Check

## Providers Enrolled

- 150 Businesses
- 75% Represent Group Practices

## Classify Users:

- Can't Remember the URL
  - 50%
- Can't Remember Password
  - 25%
- "Make Me Want to Cry"
  - 15%

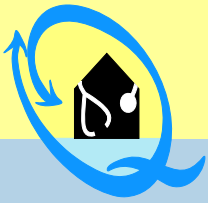
## Training Approach

- Initial "Are You Interested"
- On-Site "Here It Is"
- Nice Colorful Materials
- Real Trainers
- Local Person

## "DUC" Method

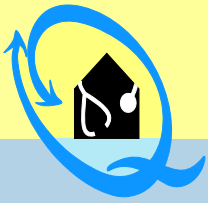
- Dropped it off
- Use it
- Call me with problems





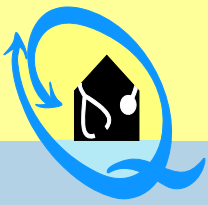
# Remember the Mini-Grants?

- ❑ Providers Could Receive Up to \$4,000
  - \$1,750 for Computer
  - \$ 300 for Operating System
  - \$ 500 for Printer
  - \$1,500 Per Practice for Internet
  
  - They Buy it and We Pay it Back
  
- ❑ Approximately \$350,000 in Mini-Grants
  
- ❑ And The Result: 20% are Sustained Users



# The Dog Ate My Homework . . . .

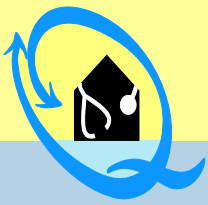
- Too much time to Find Patient
- Not enough Information
- Staff Turnover
- Locked Myself out and haven't had time to reset
- Not enough time to look up patients (274 times to date)
- Didn't have eligibility Information
- Didn't match Medicaid information
- Does not connect with our data systems
- Too much trouble
- Can't chart notes



And the Winner Is:



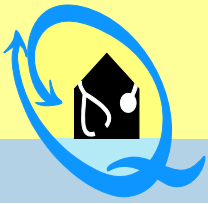
**“I Don’t Have Time/Staff!!!”**



# But It is All Good



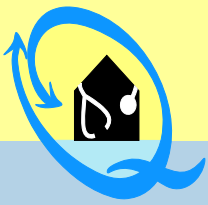
- 600 e-prescriptions monthly
- 3000 Provider Hits monthly
- 33,000 EMR Pulls
- Interface with Three EMRs
- One Hospital for Med Reconciliation



# Another Reality

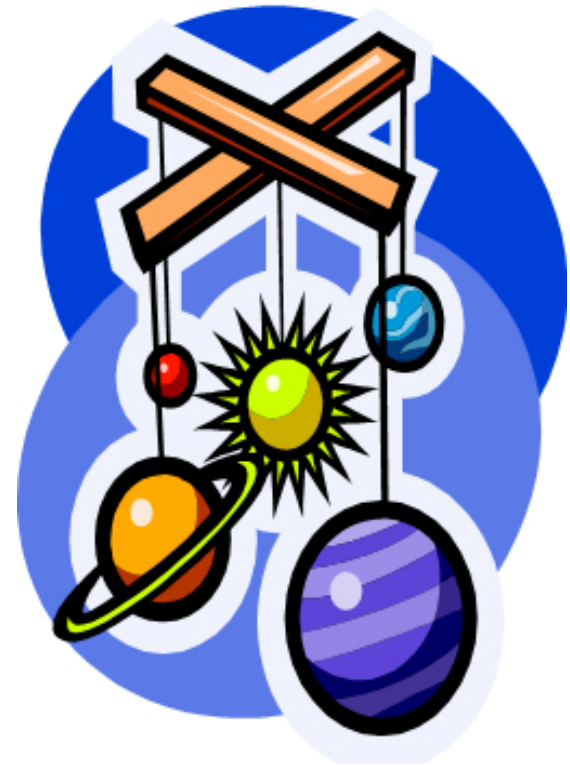
We Have Another Opportunity

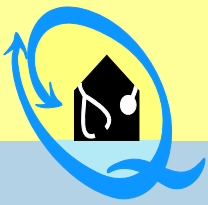




# What You Have to Understand

- EHRs are not Magic bullets, but can be a significant instrument of change
- Everybody wants to do the right thing – but is it affordable
- Start to finish change
- Meaningful use will only mean so much





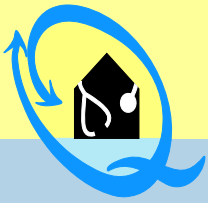
# Provider Adoption

## ■ Steps to Adoption

- Information Model
- Consent Model
- User Access
- System Cost
- System Value
- Outreach (Sustained)
- Presentation
- Incentives

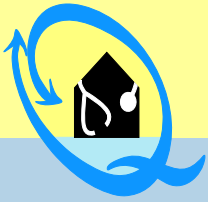
## ■ Regional Extension Centers

- Implementation, effective use, upgrading, and ongoing maintenance of technology
- Encourage Adoption
- Assist/Increase Meaningful Use
- Best Practices
- Integration



# Deep Breath . . .

- ❑ Keep Plugging Away
  - Worthwhile Effort
- ❑ A Well-Thought Out Plan
  - flexible
  - respondent
  - creative
- ❑ Know Your Provider Landscape
- ❑ System Meets their Needs
- ❑ EDUCATE --EDUCATE --EDUCATE



To Commiserate

[www.medicaid.alabama.gov/transformation](http://www.medicaid.alabama.gov/transformation)

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