

HEALTH^eWV Newsletter

Sharing Knowledge and Best Practices

OCTOBER 2007



HEALTH^eWV Mission

To improve the health of West Virginia's rural communities by linking national advancements with local expertise to meet community health care needs.

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Welcome | Word from the Executive Director

Mazharullah Shaik, M.D., Executive Director, HEALTH^eWV

Welcome to the first edition of the HEALTH^eWV Newsletter, which was designed as a communication tool for clinics to share knowledge and best practices on the HeWV program, product, and processes. We want this newsletter to be helpful for clinics that are participating in HeWV, as well as for clinics that are exploring or are in the process of adopting an EHR solution.

The goal of this newsletter is to share the lessons learned and best practices in implementing EHR. The objectives are to learn

and share information on the EHR implementation process and challenges; implementation strategies and pitfalls to avoid; and ways to get the most out of an EHR system in order to meet clinic goals of improving care, quality, and patient outcomes.

I hope that you will find this newsletter useful. We encourage you to submit your success stories and experiences, and to share system best practices with other clinics. We would love to receive your feedback, comments, and suggestions for improvement.

Program Funding and Sustainability

HEALTH^eWV is made possible through the support of the National Aeronautics and Space Administration (NASA). The initial grant received in 2005 was for \$1 million. A second grant, received in 2006, allowed for expansion of the program. Wheeling Jesuit University is grateful to Sen. Robert C. Byrd and to NASA for acknowledging the value of the HEALTH^eWV program through such support now and in the future.

The mission of HEALTH^eWV is to eliminate financial barriers for West Virginia's safety

net providers, enabling them to implement powerful electronic tools to allow them to use electronic health records and to facilitate evidence-based preventive and chronic disease care.

We anticipate that future program support will come from a combination of public and private grants and modest user fees. The efficiencies and value that the program will bring to the health centers, combined with the fact that there will be no ongoing licensing fees, likely will allow users to pay for the basic technical support that is not otherwise covered.

HEALTH^eWV's Impact in W.Va.

- Eight clinics in eight counties have implemented HeWV over the past year (Ohio, Wetzel, Wood, Jackson, Wirt, Harrison, Kanawha, and Belmont counties), and the program is expected to expand to other clinics throughout the state.
- More than 20,000 West Virginians have benefited from HeWV thus far.
- Some 60 health care providers are trained in using the HeWV EHR system.
- 3,500 prescriptions have been filled electronically through HeWV, which improves patient safety by avoiding medical errors.
- About 3,000 outpatient encounters are supported by HeWV each month.

Wheeling Health Right A Successful First Year with HeWV

One year after the launch of HeWV at Wheeling Health Right, the clinic is the envy of its counterparts nationwide, according to Kathie Brown, executive director.

“HEALTHeWV has put us on the cutting edge of health care for the uninsured,” Brown says. “Without it, we never could have afforded electronic medical records. It has allowed us to improve our patients’ health outcomes, and to collect the statistics needed to back up that claim. Free clinics across the country are quite envious of our EMR.”

Wheeling Health Right was the pilot site for HeWV, going live in August 2006. The clinic serves 1,000 patients per month in West Virginia’s northern panhandle.

“Continuity of care has improved,” says Peggy Ferguson, a nurse practitioner at Wheeling Health Right. “We now have faster access to charts and notes from prior patient visits, which makes it easier to prepare for telephone calls with patients, to communicate with other members of the health care team, and to see and compare changes in test results.”



The Point of View (POV) device allows patients to input basic health information, which is loaded into the HeWV computer application and becomes part of the patient’s electronic health record.

HEALTHeWV has the support of Sen. Robert C. Byrd, who has worked for years to combat the high rates of heart disease, cancer and stroke among West Virginians.

“Because our state is predominantly rural, many of our citizens who suffer from chronic disease conditions lack access to the best available health care,” Byrd says. “I fully support the HEALTHeWV program because it specifically targets improving health care for rural patients and gives rural physicians access to the same medical information as their urban counterparts.”

Lessons Learned from the HeWV Pilot Project

According to industry estimates, 30-50 percent of EHR projects fail within a year of their implementation. Because we want you to succeed whether you are using HeWV or any other EHR solution, we would like to share what we have learned during our one-year pilot project in five clinics.

- The variation in practice and orientation among health care providers means there cannot be a single design or strategy successfully applied to all the different clinics and health care settings. Due to the varying needs, work processes and cultures of each clinic, an appropriate roll-out strategy needs to be individually designed.
- The benefits of electronic health records are well documented. However, upfront costs, information technology resources, and skills/expertise necessary to adapt the technology are obstacles. The Application Services Provider (ASP) model overcame

those obstacles and worked well for small to medium-sized practices.

- Expectations and experiences of end users are important considerations in accomplishing successful implementation of electronic health records. Users who had realistic expectations about the system before implementation used the system more successfully and are more satisfied with it, while those with unrealistic expectations became disillusioned.
- Successful implementation of an electronic health records system in a physician’s office involves the application of technical, project management, and organization skills, and it embodies much more than mere installation of appropriate hardware and software.
- Software transparency, reliability, simplicity, efficiency, and quick response time are prerequisites for the adoption of EHR systems by end users.

Personnel

Kathy Platter Earns CPHQ Designation



Kathy Platter, clinical manager, health outcomes research, has passed the required examination to become a Certified Professional in Healthcare Quality (CPHQ) – the gold standard for healthcare quality professionals.

The CPHQ designation provides the healthcare employer and public with the assurance that certified individuals have demonstrated the necessary skills, knowledge and experience in healthcare quality management to perform competently.

The CPHQ program is fully accredited by the National Commission for Certifying Agencies of the National Organization for Competency Assurance in Washington, D.C. It is the only international voluntary certification program in the field of healthcare quality management to achieve this accreditation.

Meet the HEALTHeWV Team

Below are the full-time National Technology Transfer Center staff working with the HeWV program. Additional staff members work to support the program as well, and we appreciate them all.

- Davitt McAteer**, Vice-President, Sponsored Programs
- Mazharullah Shaik**, Executive Director, Health Technology Programs
- Melissa Mealy**, Program Manager, Health Technology Programs
- Pam Scott**, Health Applications Specialist, Computer Information Systems
- Kathy Platter**, Clinical Manager-Health Research Outcomes, Health Technology Programs
- Dan Devine**, Clinical Support Analyst, Computer Information Systems
- Brian Moore**, Clinical Systems Analyst, Computer Information Systems
- Peggy Simmons**, Program Associate, Health Technology Programs

Using Patient Lists to Track Patients

Within HeWV, patient lists can be used for a variety of purposes. A provider can have a list of “All My Patients,” which shows all the patients for whom he or she provides primary care. A continuity list can be created by a provider or case manager who wants to follow a patient closely. If a provider sees a patient who is on another provider’s continuity list, the secondary provider will be prompted to send an e-note to the primary. This is an ideal way for providers to stay abreast of all activity with their patients while they were away from the clinic. This also allows the case manager to

follow high-risk patients closely, by alerting them when their intervention and assistance is needed. Lists can also be created for patients in a particular class such as smoking cessation or diabetes education, or for patients who require monitoring for appropriate follow-up, such as those with abnormal Pap results.

There are three levels of patient lists:

1. Global – these lists are only viewable to the users in the clinic who have been given the Patient List Admin Role. The diabetes and coumadin registries are global lists. The coumadin registry is global only, therefore not all

users will see this registry. It can be made public by someone with the Patient List Admin Role.

2. Public - these are lists that have been made public by a user who has the Patient List Admin Role. All users can view a public list. The diabetes list is both a global and a public list by default, and therefore is available to all users.

3. Private - these lists are created by individuals and can only be viewed by others if the creator chooses to share the list with them. When a user shares a list, he/she can allow “read only” access or the ability to modify, add, delete or all of these privileges.

HeWV EHR is HIPAA Compliant

Patient confidentiality is of utmost importance in every health care setting. With that in mind, we have designed the HeWV Electronic Health Records system to be HIPAA compliant, with numerous mechanisms in place to ensure the security of all data.

HIPAA’s privacy and security requirements cover identifying possible threats, assessing specific vulnerabilities, determining appropriate use and reasonable safeguards, and

implementing necessary defense mechanisms and policies. HeWV meets these requirements by addressing physical security, user security, system security and network security through policies, procedures, user training and education, and physical and technology infrastructure.

We are happy to provide documentation on HeWV’s HIPAA compliance upon request by any clinic participating in the program.

HeWV Customer Support Services

A critical component of an effective EHR implementation strategy is having a variety of technical support options available for routine issues as well as more complex matters. HeWV customer support services provide you with access to experienced IT support personnel when you need them. Since not all practices require the same level of support, we have developed an array of options to address the unique needs of your clinic.

Level 1: Help Desk Support

This is the first point of contact for routine questions. Support personnel will make an assessment within one hour, recommend a solution and correct the problem, if possible. Customers whose needs cannot be addressed immediately will receive a call back within 15 minutes. If Level 1 cannot resolve the issue, they will forward it to Level 2.

Level 2: Application Support

These personnel are senior support engineers

with in-depth knowledge on a wide variety of issues. Level 2 staff will provide a resolution to most issues within one business day or refer the call to Level 3.

Level 3: Development Team Support

Staff provide expert technical help and advice and are able to resolve all technical problems within the system. Their immediate assessment will identify any “bugs” in the system and they will begin making application code assessments. They will follow up by contacting the customer daily for progress updates.

Help Desk Contact Information

The HeWV Help Desk provides coverage during normal clinic business hours Monday – Friday and other times as needed.

- Telephone: (304) 243-2560 or (800) 678-3545
- E-mail: hewvhelppdesk@nttc.edu
- Feedback option within the HEALTHeWV application
- Fax: (304) 243-4386

Testimonial

Implementing an EMR is an opportunity and a challenge. It is an opportunity to revise processes to improve care and it is a challenge because the staff must learn a new way of recording and managing information. HeWV organizes and presents information to medical providers in a way that promotes efficient clinical decision making. It also provides the opportunity for expanding the role of nurses and medical assistants in collecting and recording clinical data. However, it does require significant management attention to process design, training, and creating opportunities for discussion and problem solving

— Craig Robinson, Executive Director
Cabin Creek Health Systems

Congratulations On Going Live with the HeWV Program

As this newsletter goes to press, the following additional clinics have gone live:

River Valley Health and Wellness Center,
Ripley Family Medicine Clinic, and Jackson
Co. School-based Health Center,
operated by
Wirt County Health Services Association, Inc.
&
Sissonville Clinic, operated by Cabin Creek
Health Systems

HEALTHeWV Hosted Community Health Forum

The West Virginia Rural Health Association and the HEALTHeWV program at Wheeling Jesuit University sponsored a community health forum August 10. Gail Bellamy and Johnna Beane from the Institute for Health Policy Research facilitated the event, which was open

to the public. Attendees prioritized the rural health care delivery needs of the northern panhandle. Results of the seven forums held around the state will be presented at the West Virginia Rural Health Conference at Glade Springs Resort, Daniels, W.Va., October 23-25.

Upcoming Event

Representatives from two HEALTHeWV participating clinics will present at the 15th Annual West Virginia Rural Health Conference, to be held Oct. 23-25 at Glade Springs Resort in Daniels, W.Va. Dr. Chad Turner of Cabin Creek Health Systems and Kathie Brown of Wheeling Health Right will speak on the topic "Improving Health Outcomes through Electronic Medical Records."

The speakers will discuss redesigning the clinical process flow using EMR to optimize patient health outcomes; standardizing the templates to document and improve care using EMR; and sharing the improvements in patient health outcomes using EMR.

We encourage clinics that are exploring or in the process of adopting EMR to attend the session, which is scheduled for 2:15 - 3:45 p.m. on Oct. 24.

HEALTHeWV

A NEW VISION FOR RURAL HEALTH CARE

To learn more about the HeWV program, contact:

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Program Manager*

304-243-4375

or toll free

1-800-678-6882

or visit our Web site

www.healthewv.net

HEALTHeWV

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