



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.

Testimonial

Mercer Health Right implemented HeWV in November 2007. I found that the NTTC staff did an excellent job evaluating the state of the clinic's computer readiness and recommending the components necessary for successful adoption of the HEALTHeWV system. Training was completed on a schedule at our convenience and tailored to our clinic personnel. NTTC support during our "go-live" week was excellent and although the expectation was to process e-charts with a few patients a day, we accomplished documenting our complete day's patients in e-charts from the first day.

The support manuals were well written and answer many of the questions that occur during startup. NTTC telephone and help desk support have also performed superbly. Each week we become better versed in the intricacies of the system and realize the efficiencies provided through the use of an EHR.

Our clinic could not afford to divert funds to purchase a comparable commercial system. We have a new nurse practitioner who has been working in a medium sized physician practice with an EMR and she finds HEALTHeWV to be much more user friendly. We are performing successfully due to the training, staff support, and software from HEALTHeWV.

— **Debra A. Enigk**, Clinic Administrator
Mercer Health Right

Welcome | A Word from the Executive Director

Mazharullah Shaik, M.D.

We are pleased to announce that the newest iteration of HEALTHeWV, IT6, will be released this Fall. Thanks to all who have waited so patiently for this update to the system. IT6 has many enhanced features that will place some very useful tools at providers' fingertips.

- E-Notes: ability to write and assign an order within the E-note (Labs, Rads, Referrals)
- Task Management: ability to review and manage assigned task and task history
- Prescriptions: support PA Formulary, e-faxing, common pharmacies assigned to patient
- Reporting: reports based on screening exams, conditions, medications
- Vital Signs: pediatric growth charts, head circumference charts
- E-Surveys: addition of PHQ9

There are numerous other features and enhancements, a "print imported files" option and more. We will continue to provide updates on the IT6 rollout as planning and training begin.

HEALTH^eWV's Impact

HEALTHeWV continues to expand throughout West Virginia, making patient care more efficient and thorough. These statistics demonstrate the scope of HEALTHeWV across the state:

- 21 clinics in 14 counties across the mountain state are using HeWV.
- 89+ physicians and 100+ staff are trained in using the system.
- 68,132+ prescriptions have been filled through HeWV.
- 78,877+ patient encounters have been documented.
- The NTTC is working with numerous additional clinics that plan to adopt HeWV over the next year.

Create Two Notes for One Appointment

HEALTHeWV allows the user to create two notes tied to one appointment. The first note can be created in the same way one usually creates a note for an appointment -- by clicking on the note icon from the "My Appointments" section, or from "Team Appointments." Under the "Note" column, the blank paper icon indicates that no notes have been started and the pencil icon indicates the note is in draft form.

Alternately, one can go to the patient summary screen and click on the appointments link to show all appointments, and then click on the blue

hyperlink for the applicable appointment.

If the provider wants to document in one note, and the nurse wants to document in a second note, both tied to the same encounter, the draft note (pencil) icon should be selected. The user then will be taken to a screen to either edit the existing document by clicking on the blue hyperlink, or create a new note.

By clicking on "Create New Note," the user sees the list of templates. Once a template is selected, the second note for the same appointment can be created.

Clinic Spotlight

Cabin Creek Health Systems

“Now that we’re this far down the electronic pathway it would be difficult to imagine our future without an electronic health record,” says Sandra Mitchell, Operations Director for Cabin Creek Health Systems (CCHS). Cabin Creek implemented HEALTHeWV in its four primary care sites in Kanawha County in 2007.

CCHS currently provides care to some 15,000 patients, resulting in approximately 45,000 visits annually. CCHS’s original clinic site is Cabin Creek Health Center in Dawes, W.Va. CCHS now includes three additional sites, along with a full-service pharmacy and laboratory. A fifth school-based site is slated to open in the fall of 2008.

HEALTHeWV is a vital part of the long term strategic plan to improve care in these communities, according to Mitchell. “We consider electronic charting to be an essential tool in delivering cost-effective, quality care,” she says.

A major reason for CCHS’s adoption of HeWV was the shortage of space for the expanding number of patient charts. Mitchell explains, “Saying ‘no’ to new patients wasn’t a solution consistent with our mission. An electronic health record will enable us to continue to say ‘yes’ to new patients in our communities.”

In addition to solving space issues, HEALTHeWV helped CCHS with user constraints. At any point in time, a patient’s chart could be between provider, nurse, medical assistant, referral coordinator and prescription coordinator, resulting in time wasted in “chart chasing.” The proficient use of HEALTHeWV’s electronic health record eliminates many of the inefficiencies and frustrations associated with chasing paper charts.

In providing quality care, today’s providers need efficient access to information and the ability to measure and track outcomes. HEALTHeWV provides valuable functions such as the diabetes and coumadin registries, which allow chronic disease patients’ individual progress to be monitored. Electronic health records are critical to collecting and evaluating outcome measures in a cost-effective manner.

“Beginning with the 2008 Uniform Data Survey, required of all federal grantees of the BPH, we’re required to report outcome meas-



Cabin Creek staff found that HEALTHeWV eliminates the inefficiencies and frustrations associated with “chart chasing.”

ures. HEALTHeWV will allow us to report this data far more efficiently,” Mitchell says.

She recalls that after enduring the initial conversion frustrations, one provider commented, “I’d rather see patients now with HEALTHeWV than with a paper chart.”

Mitchell credits Craig Robinson’s innovative leadership with making an electronic health record a priority for CCHS; and physician champion, Dr. Chad Turner, with success in implementing HEALTHeWV. She also commends CCHS’s providers and support staff for their hard work, which is critical to the success of the project. “Regardless of planning or training efforts, it still comes down to the diligence of providers and staff in making the project successful,” Mitchell says.

HEALTHeWV is a congressionally sponsored program supported by the **National Technology Transfer Center (NTTC)** at Wheeling Jesuit University.

For more information, call Melissa Mealy at 304-243-4375, or toll free 1-800-678-6882, or visit www.healthewv.net.

HEALTHeWV Participating Clinics

Since 2006, the following clinics have gone live with HEALTHeWV:

Beckley Health Right
Cabin Creek Health Systems
Clendenin Health Center
Dawes Clinic
Riverside Health Cntr. School-Based Clinic
Sissonville Health Center
Eastern Panhandle Free Clinic
Ebenezer Medical Outreach
Fairmont Clinic
Good Samaritan Clinic
Health Access
Hinton Health Right
Mercer Health Right
Milan Puskar Health Right
West Virginia Health Right
Wheeling Health Right
Belmont County Clinic
New Martinsville Clinic
Wirt County Health Services Assn.
Coplin Health Center
Jackson County Schools Wellness Center
Ripley Family Medicine Clinic
River Valley Health Center

End Users Meet Quarterly

User Group meetings have begun as a forum for providers utilizing the HEALTHeWV program to learn more and have questions answered. The first User Group meeting was held January 9 in Charleston. Mike Bowman, NTTC’s director of computer information systems, reports that the meeting was a success, with participants delving into topics such as data communications and troubleshooting the system.

A second meeting, also in Charleston, was held May 14, with 23 users attending. Participants focused on technical and clinical topics related to the clinics’ use of HEALTHeWV. Providers were eager to learn more about CDEMS and IT6, remaining well beyond the meeting’s end time to further discuss aspects of the application. Plans are in the works for the next User Group meeting. More information will follow once details have been finalized.