



HEALTH *e* WV *Mission*

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

Over 1 Million Prescriptions Written

In late August, HEALTHeWV exceeded the record of writing over one million prescriptions. Dr. Chad Turner of Cabin Creek Health Systems Sissonville Clinic entered the millionth prescription and said "I am proud of our accomplishments at Cabin Creek Health Systems using HEALTHeWV. Its capabilities continue to challenge us as healthcare providers, in part by measuring quality of care and ultimately determining ways to improve." Interim Director Sandy Linsky noted, "Prescription Order Entry allows for a more streamlined and efficient process, but also affords an additional safety resource/checkpoint as well. HEALTHeWV is a valuable tool for healthcare providers to improve the quality of care to the patient." The ePrescribe module of HeWV software will continue to be rolled out to additional clinics in the network.

Director's Message

Sandy Linsky, Interim Director

The HEALTHeWV program continues to expand its growth with the recent go-lives of Braxton County Health Department, Northern Greenbrier Health Clinic, and Randolph-Elkins Health Department.

A successful vendor fair, sponsored by WVRHITEC and the Ohio Valley IPA, was held at Wheeling Jesuit University in mid-August. The event included demonstrations from 5-Star vendors and Continuing Medical Education seminars. Participants had an opportunity to gain hands-on experience with electronic medical software and ask questions of vendor representatives. Special thanks to LabCorp who provided financial sponsorship of the event.

We congratulate program participants who have recently been recognized for outstanding achievements including Wheeling Health Right and Cabin Creek Health Systems (see newsletter items below).

Iteration 11 of the HeWV software was successfully tested and rolled out to pro-

gram participants. Training on the new version was provided online. Review and analysis of practice management systems continues as HeWV staff search for viable options to replace the Access database usage.

HeWV staff are participating with the West Virginia Health Information Network (WVHIN) to facilitate the exchange of patient data among physicians, hospitals, diagnostic laboratories, care providers, and other stakeholders. Brian Moore and Sandy Linsky are meeting with the WVHIN Interoperability and Standards Work Group to assist in setting the project parameters and scope for a pilot project with healthcare providers in the Wheeling area.

Is there a healthcare provider in your area who would be interested in adopting the HEALTHeWV program? If so, please contact Sandy Linsky (slinsky@nttc.edu).

We look forward to continuing our support of the good work that you accomplish on behalf of citizens throughout our state and region.

Wheeling Health Right Receives LEVEL 3 NCQA Recognition

Congratulations to Wheeling Health Right for achieving Level 3 – National Committee for Quality Assurance (NCQA) recognition. Kathie Brown, Executive Director noted, "This is very exciting news for our clinic and our community. Special thanks and recognition go to Amanda Wakim FNP C and Marie Gravely for their hard work to put this awesome application together and of course, to our amazing WHR employees who have sacrificed, made changes and helped in any

way possible, to make this achievement a reality." Wheeling Health Right used HeWV software to meet the NCQA requirements for recognition as a patient-centered, medical home facility and Brown said, "HEALTHeWV worked beautifully with the goals and we were able to find everything we needed." Health Right personnel worked with Pam Scott and other HeWV staff to identify the processes and procedures needed to achieve NCQA recognition.

Cabin Creek Is Asthma Care Champion

Cabin Creek Health Systems was recognized as an “Asthma Care Champion” by the WV Asthma Coalition at their Annual Asthma Retreat in August. The Asthma Coalition is an interdisciplinary committee with a ten year history in the state, with membership from hospitals, specialist physicians, and Respiratory Therapists. CCHS piloted a project to improve primary care for Asthma in FQHC’s. Medical Assistants were extensively trained in asthma and spirometry testing, providers were updated in

latest evidenced-based practices, and a registry in HeWV was built to track these activities. Approximately 50 patients are currently in the registry, but more will be added in the coming months. CCHS Medical Assistants and Providers have been trained in the care processes and have learned the registry elements. WV Asthma Coalition members submitted the project to the 57th International Respiratory Congress and Sandra Mitchell reports that CCHS will present a conference poster presentation highlighting the work.

Braxton County, Northern Greenbrier, and Randolph-Elkins Join HeWV

Located in Sutton, near the geographic center of the state, the **Braxton County Health Department** (<http://braxtonhealth-wv.com>) serves an estimated population of 14,639 with a staff comprised of 5.8 FTEs. It is the goal of the staff to provide services and offer resources in an environment that is confidential, professional, and welcoming.

Health Department staff found the HeWV software easy to use and a good fit for their requirements and needs. Initially, the system will be used with family planning activities. Next steps will include:

Director of Nursing Sissy Price was pleased with “how wonderful [HeWV] staff was when they trained and helped us initiate the system and make it customized to our needs. They were great.”

Northern Greenbrier Health Clinic (<http://www.nghc.org>), a Federally Qualified Health Center established in 1978, went live the week of September 12th. The clinic has offices in Williamsburg (Greenbrier County) and Hillsboro (Pocahontas County) and strives to be a community leader in providing comprehensive primary health care services. The HEALTHeWV team was pleased to start training with an eager and motivated staff including Doctors Patricia and William Browning and Terry McLaughlin, PA-C.

Services at the clinic include: preventive and primary health care; access to 340B

pharmaceuticals; and provision of mental health assistance. Additionally, the health center goals include targeting Diabetes Management, Hypertension Management and Prostate Cancer Screening as well as increasing immunization rates for children. Rural health clinics like Northern Greenbrier extend medical services into areas where the population is sparse and the medical services are as well.

The Randolph-Elkins Health Department, located in the north central city of Elkins, (http://www.wvdhhr.org/wvlocalhealth/lhd_profiles/lhdreport/index.asp?CountyName=Randolph) was implemented during the week of September 26 and represents the eighth county health department in West Virginia to join HeWV. The Department serves an estimated population of nearly 29,000 residents. The clinical staff is directed by Karen Beggs, RN and Cheryl Bowers, PA-C.

The mission of the Department is to serve the public health needs of the community, to protect its citizens against diseases and to promote healthy lifestyles. The Randolph-Elkins Health Department has been providing health promotion and disease prevention for more than 50 years and is an integral member of the Randolph County health care team. Currently, staff are utilizing the HeWV immunization and family planning modules.

HeWV EHR Software Receives Complete EHR Certification

The HeWV EHR software (HEALTHeSTATE, Version 5.2) is now 2011/2012 compliant and certified as a Complete EHR by the Certification Commission for Health Information Technology (CCHIT®), and ONC-ATCB, in accordance with the applicable Eligible Provider certification criteria adopted by the Secretary of Health and Human Services. The 2011/2012 criteria support the Stage 1 meaningful use measures required to qualify eligible providers and hospitals for funding under the American Recovery and Reinvestment Act (ARRA).

In order to qualify for Medicare and Medicaid EHR incentive payments, providers must use EHR technology that has been certified by an Office of the National Coordinator for Health Information Technology-Authorized Testing and Certification Body (ONC-ATCB or ATCB).

Andy Baker, HeS Chief Executive Officer noted, “With this certification and our previous designation as a CCHIT Certified® 2011 Ambulatory EHR, we believe that our users can be assured that they are using a world-class, browser-based EHR to help them provide outstanding care for their patients.”



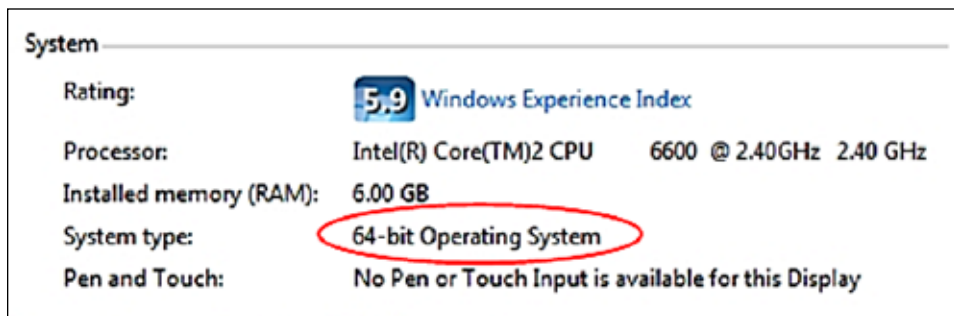
TIPS AND TRICKS: NEW EQUIPMENT SET-UP

It's always nice to get new and better computers. However as facilities update their equipment, frequently there are configuration issues which must be addressed. Following a few simple steps at set-up will ultimately save time in resolving problems. Nothing is more frustrating for a provider than to be working with a patient record and receive an error that prohibits completion of work.

It is important to note that the settings in question are specific to the computer log in not the HeWV user name. Users who plan to access HEALTHeWV from outside the facility also need to follow these steps on the external computers. Ask your IT staff if these settings can be implemented as a standard for each user's Windows log in.

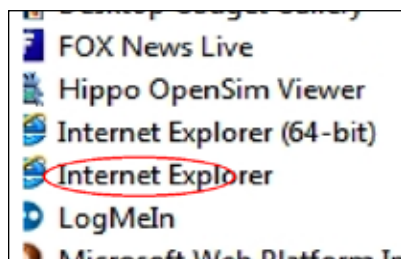
First, in order to view Imported Files and completed Notes the computer must have Adobe Reader version 9 or 10 software installed.

Microsoft now offers a 64 bit operating system (OS). Previously only a 32 bit OS was available. Check to see if the computer has a 64 bit OS by going to the Start menu, Right Click on Computer (or My Computer), Select Properties from the display. In the System section (see image below), check the System Type. This will show either 64-bit or 32-bit Operating System.



If the computer has a 32-bit OS you are set to begin. If the computer possesses a 64-bit OS, go to the Start menu again, click on All Programs (or Programs). There should be an option for "Internet Explorer (64-bit)" and one for just "Internet Explorer." Use the option that just says "Internet Explorer". Do NOT use the one that has the "64-bit" appended.

To ensure the right version is always used, put a shortcut to this version of Internet Explorer (IE) on the desktop and name it HEALTHeWV. It can even be directed to open to the HEALTHeWV log-in page. If Favorites are used, make sure the 32-bit version is in the Favorites list as well.



Other routine Internet Explorer setting requirements:
 1. Pop-up blocker must be turned off; or turn on Pop-up blocker (recommended) and allow pop-ups for HEALTHeWV

- Select Tools/Popup Blocker Settings/Type in the HEALTHeWV url at "Address of website to allow"/Click Add button. (Url will probably be <https://healthtech.nttc.edu> -or- <https://healthtech3.nttc.edu>, depending on

where you are working.)

2. HEALTHeWV must be set as a Trusted Site

- Select Tools/Internet Options/Security/Trusted Sites/Sites button/Type in the url at "Add this website to the zone." Click Add button.

3. Automatic Prompting for File Downloads must be enabled (version IE7 or IE8) – and/or File Download enabled (IE7, IE8 and IE9).

- Select Tools/Internet Options/Security/Custom Level button/Downloads...click radio button for Enable/Click OK. May receive notice that zone settings have been changed. Click Yes or OK.

HAPPY ANNIVERSARY to Good Samaritan and Eastern Panhandle Free Clinics!

HEALTHeWV staff is pleased to extend anniversary wishes to the **Good Samaritan Clinic** in Parkersburg (Wood County) – celebrating 20 years of service and the Eastern Panhandle Free Clinic which has operated in Ranson (Jefferson County) for 10 years. Good Samaritan was established Sept. 30, 1991, by a committee with members Dr. Frank Schwartz, Dr. R.C. Sims, Catherine Ralsten, the Wood County Ministerial Alliance, the Parkersburg Academy of Medicine and the Parkersburg Coalition for the Homeless. The clinic's original location was at 1100 Market St. on the second floor of the office of the Parkersburg Medical Associates. In 1995, Good Samaritan moved to 911 Emerson Avenue to a handicapped accessible site where staff see an average of 28 new patients a month.

The **Eastern Panhandle Free Clinic** was founded in 2001 by nurse Leona Cook, currently the Clinic's lead nurse practitioner. In a small space within the Jefferson Memorial Hospital, the Clinic began seeing patients. A subsequent grant from the Robert Wood Johnson Foundation enabled initial growth and development. Executive Director, Michele Goldman, notes, "We strive to operate a lean business without sacrificing patient care. We provide a high return on investment just by partnering with our local hospitals, physicians and pharmaceutical companies to provide free care to our patients. With their help, we provide \$15 in health care for every dollar spent."

HEALTH *e* WV's Impact

HEALTHeWV positively impacts people's lives with:

- 153 providers and clinical staff members trained to utilize the system – and 450 clinic staff
- Average number of unique users accessing the system - 890
- Total number of prescriptions written – 1,028,000 (since June 2006)
- Total number of patient progress notes documented – 764,600 (since June 2006)
- Approximately 240,000 patients in system

