

# HEALTH *e* WV *Newsletter*



Sharing Knowledge and Best Practices

2011 Issue 9

## 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.

## User Group Meeting Held on April 14th

An online web-based User Group Meeting was held on Thursday, April 14, 2011. Discussion items included: Meaningful Use, Certification Update, and Utilizing HeWV for Meaningful Use by Karen Kosman (HeS); HEALTHeWV Iteration 10, New Features, Training and Deployment Schedule by Judy Bertz (HeWV); HEALTHeWV Committees – Clinical Enhancement and Project User Group by Brian Moore (HeWV); and HEALTHeWV Health Outcomes Research Projects Update by Judy Bertz (HeWV).

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### Future Meetings will be held on:

- June 23, 2011
- September 22, 2011

## Director's Message

Sandy Linsky, Interim Director



Welcome to our new program partners! The HEALTHeWV project staff continues to work diligently to add new participating sites to the program. In recent months, the expansion of our client base through the addition of new public health departments has opened new growth opportunities – we look forward to adding other public health sites in the near future.

In cooperation with Wheeling Hospital and the Upper Ohio Valley Individual Practice Association (IPA), HEALTHeWV is pleased to participate in

a health data/information exchange pilot project. All partners will share common medical record information as patients are treated within these healthcare environments. More details on this innovative endeavor will be provided as the project gets fully implemented.

Project staff continues to work with HEALTHeSTATES, LLC (HeS) on the testing and implementation of software iteration 10. Once these processes are satisfactorily completed, you will receive rollout information. We continue to work with HeS on meeting meaningful use standards and certification issues.

We are pleased to join you in this important partnership to improve the well-being of our fellow citizens and welcome your comments and suggestions.

## WJU President Beyer Reaffirms the Significance and Impact of HeWV Project



On January 2, 2011, Richard A. Beyer assumed the office of President at Wheeling Jesuit University (WJU). As WJU's ninth President, Beyer has initiated organizational planning activities related to strategic directions and initiatives for all University programs and initiatives. In particular, the HEALTHeWV

project has been identified as a project that possesses an outstanding opportunity to integrate research and scholarship. Beyer noted, "HeWV is a perfect example of Wheeling Jesuit University's commitment to preparing men and women for service to others. In partnership with local healthcare providers, the HeWV project staff is directly affecting the wellness and quality of life for citizens throughout our state and region. The University remains committed to the future growth, expansion, and sustainability of this important endeavor."

## New Healthcare Sites Join HeWV Project

The newest sites to join the HEALTHeWV project include 3 county health departments and a clinic operated by the University of Charleston's School of Pharmacy. **The Logan County Health Department** is located in Logan, West Virginia and serves an estimated population of 35,629 citizens. The clinic went live in early March 2011. With eleven staff members, the department's mission is to plan, implement and assess health and environmental services in Logan County. Health and environmental services are provided under the direction of the Logan County Board of Health and the Health Director of Logan County. It is the Logan County Health Department's responsibility to enforce laws and organize a plan to be involved with community activities in Logan County. Administrator Donna Adkins noted, "Our experience with HEALTHeWV has been very positive. The training has been extensive and thorough. HEALTHeWV staff is readily available to answer questions and are very helpful and informative. With the program designed for our specific needs, patient information is easily accessible and work production more efficient." More information may be found at: <http://www.logancountyhealthdepartment.org/>

**The Pocahontas County Health Department** is located in Marlinton, West Virginia and, with a staff of 4 persons, serves an estimated population of 8,571 people. The clinic went live in late January 2011 and seeks to promote the health and well-being of the community by informing and educating people about health issues, referring people for needed health services, enforcing laws and regulations that protect health and safety, responding to disasters, and assisting people in recovery efforts. Clinic Administrator Linda McCoy commented that "we found HEALTHeWV to be user friendly --- it was a plus to have on-site training." More information on the clinic may be found at: <http://www.pocahontascounty.wv.gov/services/Pages/CountyHealthDepartment.aspx>

**The Wetzel-Tyler Health Department** went live in mid-December 2010 and

serves an estimated population of 25,384 citizens with six staff members. The department is located in Paden City, West Virginia and strives to ensure quality health care and a healthy, safe environment for local citizens. The department focuses on health promotion, disease prevention, direct intervention, disease detection, and emergency response. Administrator Dorothy H. Lockett stated, "We have been working with HEALTHeWV for over a year and are gradually adding components of the program. The staff is great to work with and we look forward to being fully operational." More information on the department's services and programs may be found at: [www.wvdhhr.org/wvlocalhealth/lhd\\_profiles/lhdreport/index.asp?CountyName=wetzel-tyler](http://www.wvdhhr.org/wvlocalhealth/lhd_profiles/lhdreport/index.asp?CountyName=wetzel-tyler)

**The School of Pharmacy at the University of Charleston** operates a PharmUC Clinic which provides medication therapy management and chronic disease education services for patients. The pharmacists at PharmUC work with patients and physicians to ensure the best results from medications. Located on the UC campus in Charleston, West Virginia, specific clinic services include: Medication therapy management; Diabetes, respiratory, blood pressure, and cholesterol medication education and self-management; Smoking cessation program; Immunization clinics; and a Prevention clinic for patients with problems of substance abuse, chemical dependency, medication compliance or drug diversion in the home. The clinic went live in mid-December 2010 and is located adjacent to the Walmart Pharmacy on the first floor of the Pharmacy School. Dr. Michael O'Neil, an associate professor in the Department of Pharmacy Practice, manages the prevention clinic. Dr. O'Neil is an expert in the field of substance abuse and prevention and is active across the country in this field working with patients, organizations, and other providers.

More information on the PharmUC Clinic may be found at: [http://www.ucwv.edu/pharmacy/pharmuc\\_patient\\_care.aspx](http://www.ucwv.edu/pharmacy/pharmuc_patient_care.aspx)

## HEALTH<sup>e</sup>WV Participating Clinics

Beckley Health Right  
Bluefield State College Student Health Center  
Brooke County Health Department  
Cabin Creek Health Systems  
Clendenin Health Center  
Dawes Health Center  
Riverside Health Cntr. School-Based Clinic  
Sissonville Health Center  
Indian Health Center School-Based Clinic  
Pioneer Health Center School-Based Clinic  
Eastern Panhandle Free Clinic  
Ebenezer Medical Outreach  
Good Samaritan Clinic  
Health Access Inc.  
Hinton Health Right  
Logan County Health Department  
Mercer County Health Department  
Mercer Health Right  
Milan Puskar Health Right  
Preston County Clinic  
Fairmont Clinic  
Monongahela Valley Assn. of Health Centers  
Fairmont Clinic  
Shinnston Medical Center  
East Fairmont High School Wellness Center  
North Marion Campus Wellness Center  
Pocahontas County Health Department  
Susan Dew Hoff Memorial Clinic  
University of Charleston (including School of Pharmacy)  
West Virginia Health Right  
Wetzel-Tyler Health Department  
Wheeling Health Right  
Belmont County Clinic  
New Martinsville Clinic  
Wheeling Jesuit University Student Health Center

## Academic/Curricular Special Projects Underway

The HeWV program has undertaken two targeted pilot projects with academic partners located at the University of Charleston (WV) and Wheeling Jesuit University. Each project will introduce university healthcare students to the usage of electronic medical records in academically-simulated environments. At UC, School of Pharmacy students are using HeWV software with a simulated patient population to perform assessments, diagnose medical conditions, and suggest medications. As the pharmacy students use the software throughout the semester, School of Pharmacy faculty will assess student work and evaluate HeWV system features with the

goal of suggesting enhancements to existing capabilities. At Wheeling Jesuit University, the nursing faculty is using the HeWV software initially with a targeted group of graduate nursing students as they perform and document patient physical assessments. Entering SOAP notes electronically will both save time and make the assessments available to multiple nursing faculty members. An overarching goal of both projects is the potential for creation of educational modules and/or support material which could be used by other academic institutions as they teach students to effectively use electronic health record systems.

## Health Outcomes Research Projects

Judy Bertz, Clinical Support Nurse for HEALTHeWV, will be leading the HeWV health outcomes research project this year. A component of the HEALTHeWV current project year funding has been devoted to investigating the significance of utilizing electronic health records within the clinical setting to effect modifications in health outcomes of diabetic patients. The 2011 study will build upon the initial study that was completed in May 2010. The hypothesis of the study will be that the use of the EMRs' features will result in enhanced or improved health outcomes for diabetic patients. Improvements will be measured by an increase in the percentage of the clinic's patients meeting evidence based clinical goals for these variables, as set forth by the Healthcare Effectiveness Data and Information Set (HEDIS).

The diabetic measures will be A1c, LDL, BP levels, and medical assessment of

nephropathy. The study this year will also include BMI levels, to set a benchmark for the forthcoming Obesity Outcomes Research. Improvements will be measured by an increase in the percentage of the clinic's patients meeting evidence based clinical goals for these variables, as set forth by the Healthcare Effectiveness Data and Information Set (HEDIS). The study is being conducted under the endorsement of the Wheeling Jesuit Institutional Review Board (IRB) and in compliance with the National Institute of Health's protection of human subject's guidelines. Last year, the initial health outcomes research results were inconclusive and did not result in the extrapolation of any valid conclusions. But, it is presumed that as the clinic staff has shown improved utilization and understanding of the HEALTHeWV program. Specific questions related to this project may be directed to Principal Investigator Bertz via e-mail at: [jbertz@nttc.edu](mailto:jbertz@nttc.edu).

## Lunch and Learn Sessions

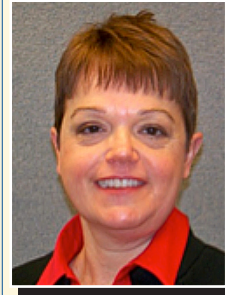
Lunch and learn sessions are interactive, web-based (GoToMeeting), and generally held every third Thursday of the month (previously-scheduled April Lunch and Learn will have been moved to May 5th). These practically-oriented training sessions provide hints and tips for effectively using the features of HEALTHeWV software. Upcoming Lunch and Learn sessions will be held at noon on Thursday, May 5th and May 19th. The May 5th session will focus on problem-based custom registries. Many clinics are creat-

ing disease specific custom registries to fulfill Meaningful Use or NCQA requirements. These registries may be problem based configured so that patients are added automatically to the registry once a specific health-related problem is noted in the patient record (thus eliminating the need to manually input the data). Attendees who many benefit from this session include: clinic champions, system administrators, or any person who creates and maintains custom registries. For more information, contact: [hewhelpdesk@nttc.edu](mailto:hewhelpdesk@nttc.edu).

## HEALTHeWV

### STAFF BIO

## New Employee Joins HeWV Team



### Judy A. Bertz, RN, HeWV Clinical Support Nurse

earned her BSN from Ohio University, and is currently a student in the Masters of Health Administrators program at Ohio University. She has been certified as a

Professional in Utilization Management (CPUM)/McKesson since 2003, and Health Care Quality and Management (HCQM)/American Board of Quality Assurance and Utilization Review Physicians since 2001. She has worked in a variety of positions in the healthcare industry, from Nurse Manager at a small rural hospital in eastern Ohio, to Case Manager at the Area Agency on Aging in Ohio. For the last 9 years, she worked in managed care for a national health insurance company providing review of the healthcare needs of members. Mrs. Bertz was directly involved in various national program initiatives, such as Multi Admit Review, ER Education Program, and NICU discharge program, which educated members of self-management of disease processes. Judy can be reached at [jbertz@nttc.edu](mailto:jbertz@nttc.edu).

## HEALTHeWV's Impact

HEALTHeWV continues to improve patient care throughout the state, making an impact on people's lives and our communities.

- 33 clinics in West Virginia located in 16 counties; 1 clinic in Ohio
- 130 providers and 248 clinical staff users trained to utilize the system
- Average of 675 unique users access the system
- Over 866,061 prescriptions have been filled
- Over 649,125 patient progress notes have been documented since June 2006

The program will continue its expansion throughout 2011 with a goal of implementing a total of 12 new participating sites for the 2010-11 project year.

## TIPS AND TRICKS

### ITERATION 10 – User Requested Enhancements Now Available

The primary focus of development for HeWV Version 5.2 (Iteration 10) was to meet Meaningful Use requirements. However, several user-requested enhancements have also been incorporated including:

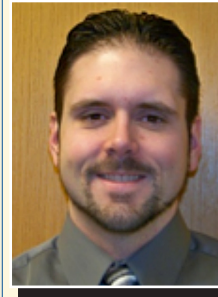
- Meaningful Use:
  - o Six new reports and other features have been added to support the Core and Menu Set items for the Meaningful Use Stage 1 objectives. These other features include the ability to indicate if a referral is an internal or external referral, if a Summary of Care record was provided for the referral, if a note was printed for a patient, if medication reconciliation was done for new patients, if patient education resources were provided to the patient, if the BMI was not calculated for a patient for some reason, and if structured data was entered for lab results.
- The system now supports automatic population of a billing sheet based on the coded information from an associated eNote.
- An Add Common Problems option is now available and functions similarly to the common allergies and medications options. The user may easily select from a list of 75 common problems. Each facility may modify the list to meet their specific needs.

- The Immunization compliance chart rules and schedule links have been updated for the 2011 Schedules.
- Registry Report Enhancements
  - o Filtering by Provider is now supported for the Encounter filter on the Registry Detail Report.
  - o Six new display columns are available for including a patient’s allergy list, problem list, medication list, medication list for statin drugs, medication list for ASA drugs and medication list for ACE/ARB drugs. These include only ACTIVE status items with no end date information.
  - o Filtering by Patient Status, Age, and Gender are now supported on the Registry Summary Report.
- A new ‘General Chart Information’ section has been added to the Summary page to record key notes about the patient.

# HEALTH<sup>e</sup>WV

## STAFF BIO

### Employee Rejoins HeWV Team



**Brian J. Moore, MBA** previously worked with the HeWV program (2007-2010) as Clinical Systems Analyst and returns as HeWV Manager, Clinical Projects. He has worked in the technology field for

over 10 years for various companies such as: WesBanco, Ormet Aluminum, Troy Group, and Computer Sciences Corporation. Most recently he served as Senior EHR Analyst for Heritage Valley Health System in Pennsylvania. Brian will primarily focus on supporting and managing health technology projects at the NTTC. He may be reached via e-mail at: [bmoore@nttc.edu](mailto:bmoore@nttc.edu).

### Add Common Problems - 75 Items