



Implementing an Electronic Medical Record at a Community Clinic

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Introduction

- ✦ An EMR is a computer system designed to capture all the information contained on a traditional paper record in an electronic format
- ✦ Data must be organized by the system and presented to the medical provider in a logical, complete, and efficient way





About our Clinic

- ✦ Independent non-profit clinic, est. 1989
- ✦ Supported by local hospital systems
- ✦ 1800 clients, over 75% below FPL
- ✦ Funding sources:
 - ✦ RW A,B,C, State EIP, Medicaid and Medicare (including pharmacy), few private insurance
- ✦ Comprehensive services on site:
 - ✦ Medical, Dental, Psych, CM, MH, AOD, dietician, health education, research, pharmacy, lab station





About our EMR

- There are a number of excellent EMR products
- CARES has no financial interest in any EMR company
- This presentation will review our experience in selecting a vendor; it is **NOT** meant to endorse any specific product





EMR adoption in US

- Only 4% of US physicians have full-featured EMR
- 13% have more basic functionality
- 42% of those without an EMR planned to deploy a system in next 2 years
- EMR adopters: younger, large or primary care, hospital affiliated, Western US



NEJM, 359:50-60, July 3, 2008



Fully Functional EMR

- Electronically record clinical and demographic data
- Order, view and manage lab and imaging studies
- Electronic order entry and Rx
- Clinical decision support



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Electronic not always paperless (1)

- ⚠ Whenever feasible, processes are converted to an all digital version
 - ⚠ Examples: Progress notes, non-security prescriptions
- ⚠ Major goal of an EMR transition is to transition as many processes as feasible to electronic





Electronic not always paperless (2)

- ⚠ Paper can be digitized (scanned) into EMR
 - ⚠ Examples: Xray and pathology reports
- ⚠ Paper will still be required for the foreseeable future:
 - ⚠ External forms and reports, security prescriptions





Practice Management Integration

- ⚠ Some EMR solutions integrate both functions, but not always
- ⚠ Advantages of integration:
 - ⚠ Single database – no need for data conversion
 - ⚠ Reduced errors
 - ⚠ Reduced overhead
- ⚠ CARES EMR and EPM are integrated





EMR Advantages – Patient Care (1)

- ⚡ Legibility
- ⚡ Consistency of care and documentation
- ⚡ Efficient access to information
- ⚡ Reduced duplication of tests





EMR Advantages – Patient Care (2)

- ⚡ Secure, remote access to EMR
- ⚡ Improved communication between providers and departments
- ⚡ Clinical decision support
 - ⚡ Drug interactions, reminders, links to guidelines





EMR Advantages – Medical Practice (1)

- ⚡ Monitor provider and practice productivity
- ⚡ Increased reimbursement
 - ⚡ legible notes
 - ⚡ Templates assist providers entering information efficiently





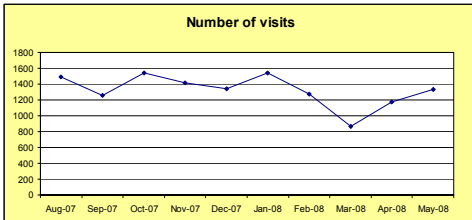
EMR Implementation Challenges (1)

- ⚠ Cost: substantial startup costs
- ⚠ Stakeholder buy in
 - ⚠ Support staff, medical providers, senior management, Board of Directors
- ⚠ Decreased productivity during initial implementation





“The Valley of despair”





EMR Implementation Challenges (2)

- ⚠ EMR IT expertise
 - ⚠ Implementation phase
 - ⚠ Day to day support
- ⚠ IT infrastructure





EMR Advocates

- ⚡ Essential to have “champions” during the implementation to assist and motivate others
 - ⚡ Particularly during early implementation
- ⚡ Champions are needed at all levels:
 - ⚡ Physicians
 - ⚡ Nursing and support staff
 - ⚡ Senior Management
 - ⚡ Board of Directors
 - ⚡ IT





EMR Costs

- ⚡ NextGen software and interfaces \$320K
- ⚡ Hardware costs \$55K
- ⚡ Conversion/training consultant costs \$120K
- ⚡ Total acquisition and implementation \$490K





CARES EMR selection process

- ⚡ Request for proposals (RFP) 1Q 07
- ⚡ RFP sent to three EMR vendors
- ⚡ 2 vendors responded to RFP
- ⚡ Proposals reviewed and objectively ranked
- ⚡ NextGen selected as the EMR product





Key requirements of RFP

- 🚩 Integrated database (EMR-EPM)
- 🚩 Product successfully deployed in similar HIV clinics
- 🚩 Ability to run custom, real time reports internally
- 🚩 User modifiable patient care templates
- 🚩 Vendor company with proven record and financially sound
- 🚩 Patient portal
- 🚩 Electronic lab interface
- 🚩 Electronic prescribing interface







EMR Implementation Timetable

- 🚩 NextGen selected 2Q 07
- 🚩 EPM go live July 07
- 🚩 Medical Department go live Feb 08
- 🚩 Online lab interface April 08
- 🚩 Social Services go live May 08
- 🚩 Patient portal go live 2009