

# EMR Data Collection and Infrastructure Improvement

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# EMR Enhancement Project

- The clinical team identified the following three areas of improvement:
  - Communication across disciplines
  - Formalized treatment plan
  - Data reporting
- Focus of QI project was streamlining data collection, data utilization and reporting processes in the EMR

# EMR Enhancement Project

- The core issue in the three areas of improvement was the lack of structured, discrete data fields to support these functions
- The following areas would benefit from creating structured, discrete data fields:
  - Care plans
  - Communication
  - Data reporting

# Communication Across Disciplines

- An internal referral process was integrated into the EMR as a method of streamlining enrollment into additional RW services.

The screenshot displays a software interface for managing referrals. At the top, a green header bar contains a calendar icon and the text "PHC Referrals - Referrals". To the right of the header are navigation arrows (up and down) and a key icon. Below the header, a dropdown menu labeled "Internal Referrals" is expanded. Under this menu, there is a section titled "Referral" containing five buttons: "Referral to Behavioral Health Therapist", "Referral to Behavioral Health Consultant", "Referral to Housing", "Referral to Med Room", and "Referral to Insurance Navigation". Below these buttons is a section titled "Reason for Referral/Comments" with a text input field. At the bottom of the interface, there are five buttons: "Restore" (with a double left arrow), "Close" (with a green checkmark), "Cancel" (with a red X), "Previous" (with an up arrow), and "Next" (with a down arrow).

# Formalized Treatment Plan

- Patient goals tracking was also implemented to clearly identify patient goals and assess those goals routinely

**Patient Goals**

Search for goal  + Add

| Goal   | Today's Progress          | Recent Progress                    |
|--|---------------------------|------------------------------------|
| CHW Long Term Goal:<br>Notes Pts goal is to obtain employment                                      | <span>On track</span>     |                                    |
| CHW Pathway: Other (text box):<br>Notes Target Date: June30, 2021 Plan: to fill out 3 applications | <span>+ Assessment</span> |                                    |
| Short Term Goal (PHC BH)<br>Notes Start Date: 2/22/2021 Anticipated End Date: 3/1/2021             | <span>+ Assessment</span> | Add short term goal. Meet with All |
| Short Term Goal (PHC BH)   |                           |                                    |

# Data Reporting

- Created discrete data fields for notes to move to automated data collection
- Previously, each note had to be read and relevant data fields were manually extracted

The screenshot shows a web-based form titled "SW Prog Note". At the top, there is a "Responsible" field with a person icon and a "Create Note" button. To the right, there is a "Show All Choices" checkbox and a refresh icon. The form is organized into several sections, each with a title and a collapse icon (two upward-pointing chevrons):

- Service**: Contains a "Case Management" section with two buttons: "Medical" and "Non-Medical".
- Transportation**: Contains an "Assistance with Transportation" section with three buttons: "Not needed", "Expressed Need", and "Need Unknown".
- Exhausted Community Support**: Contains two buttons: "Yes" and "No".
- Transportation goods provided**: Contains five buttons: "Bus Tickets", "Bus Pass", "Taxi", "Mileage", and "Parking Pass".

Each section's buttons are enclosed in a light blue border and include a small document icon to the right.

# EMR Enhancement Project

- This QI project accomplished the following:
  - Saved 500+ hours of analyst time through data collection process improvements
  - Improved access to data and information for all team members
  - Expanded use of RW services for patients through our new internal referral process