Illinois Foundation for Quality Health Care
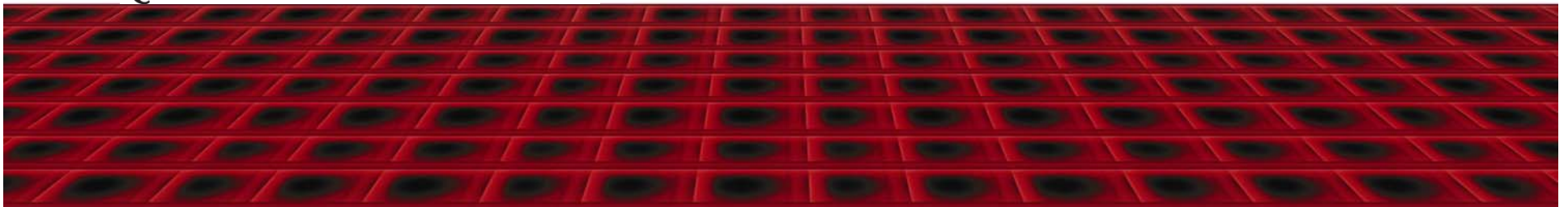
Introduction to DOQ-IT

ILLINOIS FOUNDATION FOR
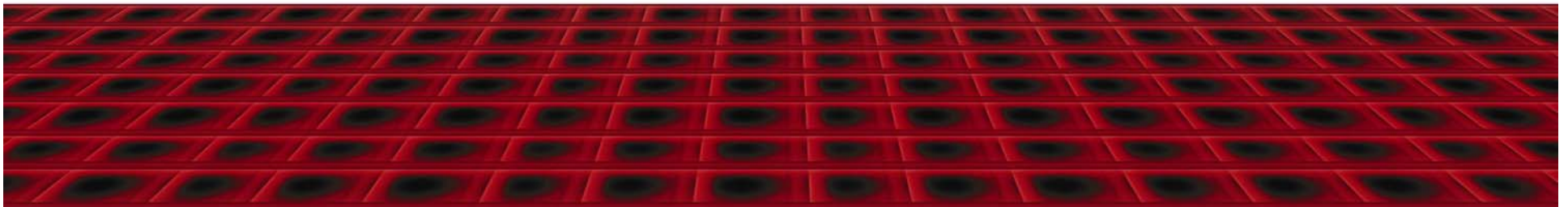QUALITY HEALTH CARE

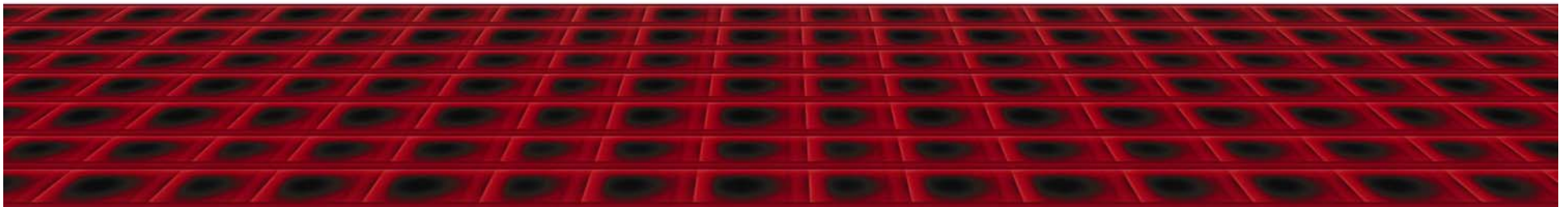DOQ-IT
Doctor's Office Quality - Information Technology

Illinois Foundation for Quality Health Care

- Federally funded by The Centers for Medicare & Medicaid Services
- Physician Office Services
  - Doctor's Office Quality-Information Technology (DOQ-IT)
 - Cultural Quality

DOQ-IT Overview

- Work with Primary Care Physician practices
  - Family Practice
  - Internal Medicine
- Assist the practice in obtaining efficiency realization & adoption of using an EHR
- Focus on Chronic Care Performance
- Improvement in Patient safety & outcomes

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What DOQ-IT Provides

- **Resources with Expertise in:**
  - Culture & Leadership change
  - Preparing practices for EHR readiness
  - EHR functionality requirement analysis
  - EHR vendor selection and implementation planning
  - EHR feature functionality optimization
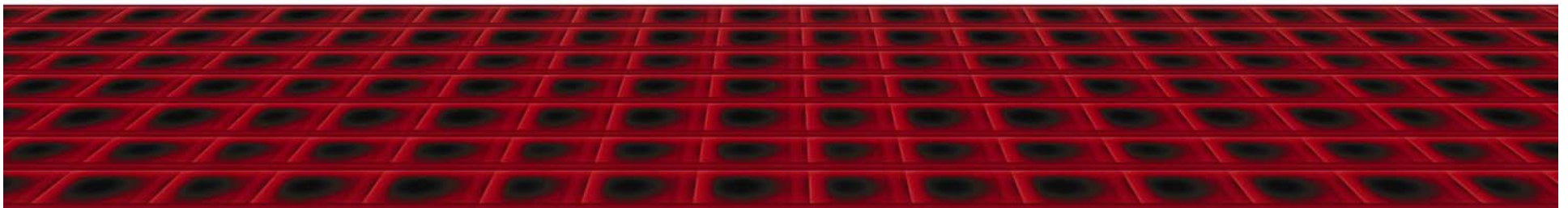
What DOQ-IT Provides

- Office redesign guidance
- Interoperability considerations
- Quality improvement process
- Vendor intermediary for system improvement
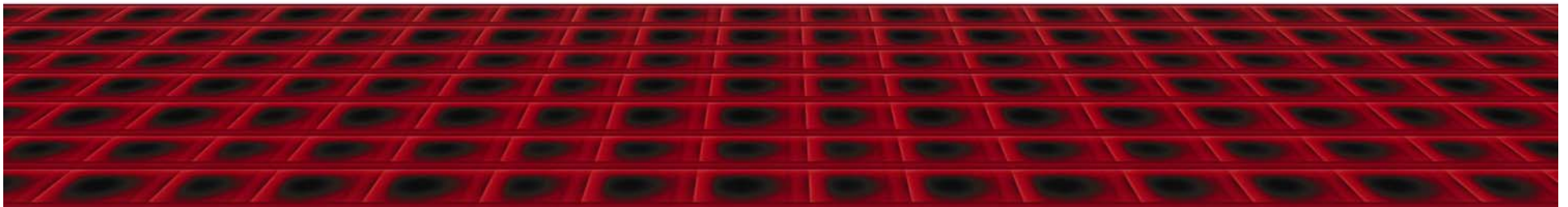
What DOQ-IT does <u>NOT</u> Provide

- **IT Support**
  - Resources to install the system
  - Application Trainers
  - Technology support system
  - EHR help desk services
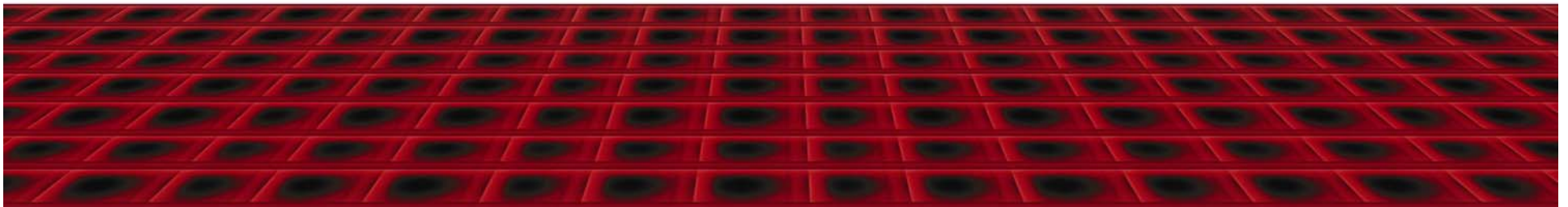
What DOQ-IT does <u>NOT</u> Provide

- **Vendor Selection**
    - Refer a particular vendor system
    - Influence the physician decision making

    Vendor Neutral

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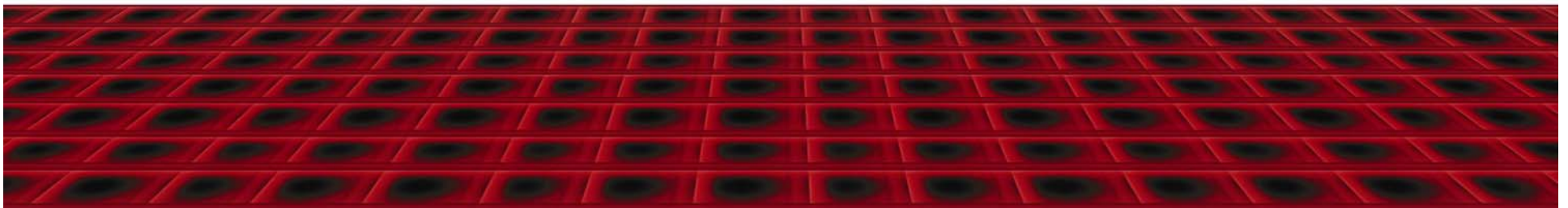
DOQ-IT Methodology

- **6 Phases**
  - Practice Assessment
  - Practice Planning
  - EHR Selection
  - EHR Implementation
  - Process Evaluation
  - Process Improvement

EHR Roadmap - Where are you?

ASSESSMENT	PLANNING	SELECTION	IMPLEMENTATION	EVALUATION	IMPROVEMENT
2 – 4 Weeks	2 - 4 Weeks	1 - 4 Weeks	2 -3 Months	Ongoing	Ongoing

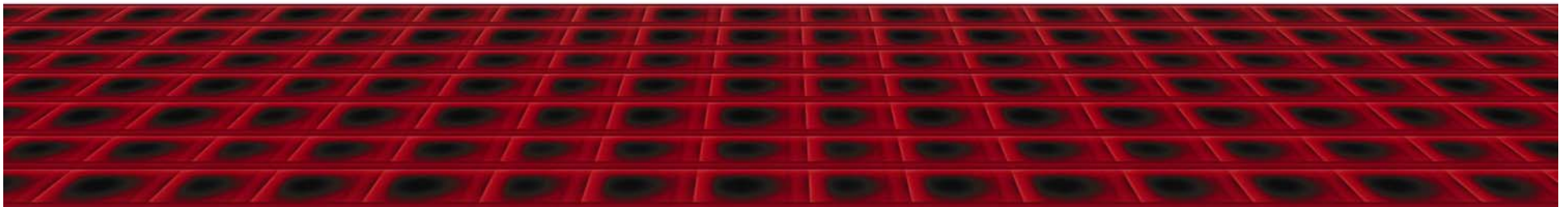| ASSESSMENT	PLANNING	SELECTION	IMPLEMENTATION	EVALUATION	IMPROVEMENT
1. Learn about DOQ-IT project and complete an Application to Participate	1. Identify team members	1. Understand and review available EHR solutions	1. Complete pre-implementation baseline evaluation	1. Schedule routine daily maintenance and develop and test disaster recovery plans	1. Review EHR implementation impact analysis
2. Complete Practice Assessments	2. Identify and target improvement opportunities	2. Define EHR system requirements	2. Create EHR system implementation plan and timetable	2. Arrange for post-live support for all issues	2. Utilize quality reporting and analyses for improvement
3. Hold regular staff meetings and select your project team	3. Analyze office environment for workflow/process issues	3. Evaluate DOQ-IT compliant EHR vendors and solutions	3. Install, order and configure hardware	3. Conduct post go-live reviews of implementation	3. Utilize EHR to practice evidence-based medicine
4. Review Practice Assessment and prepare for readiness	4. Define EHR implementation goals and timeline	4. Create an RFI	4. Perform data conversions	4. Conduct post go-live EHR staff training	4. Identify and target additional care management and process improvement opportunities
5. Attend EHR educational opportunities	5. Establish EHR budget – investigate funding options	5. ROI analysis	5. Customize forms, templates, etc.	5. Complete post-implementation evaluation	5. Prepare to submit data for pay for performance programs and national database
	6. Identify resource requirements	6. Contract review and negotiation	6. Test file and table builds	6. Capture chronic and preventive care measures data sets	6. Utilize project tools and optimize shared learning
	7. Determine (drop dead) anchor date	7. Select EHR system, solution, and vendor	7. Install, configure and test EHR system	7. Utilize project tools and optimize shared learning	7. Attend EHR educational opportunities
	8. Prepare practice for change	8. Begin to prepare staff and office for an EHR system	8. Prepare staff and office for EHR – Train staff	8. Attend EHR educational opportunities	
	9. Utilize project tools and optimize shared learning	9. Prepare practice for change	9. Go-live with EHR system		
	10. Attend EHR educational opportunities	10. Utilize project tools and optimize shared learning	10. Utilize project tools and optimize shared learning		
		11. Attend EHR educational opportunities	11. Attend EHR educational opportunities		

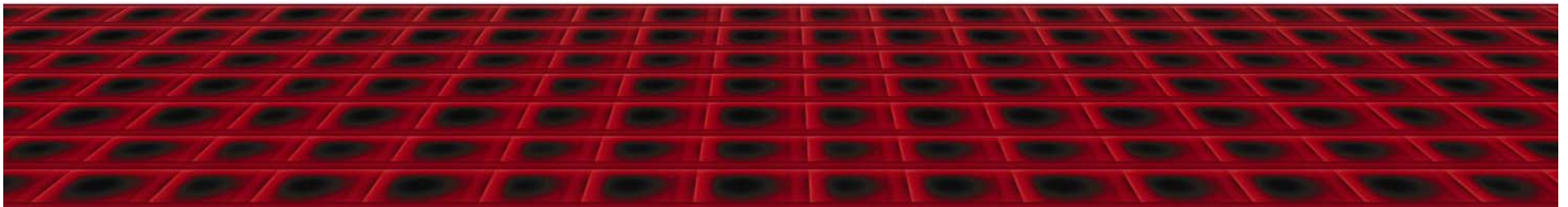## EHR Implementation Roadmap and Timeline

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Process for EHR Adoption

Stage 1 – Assess

- ➤ Understand the Purpose of DOQ-IT
- ➤ Complete EHR Readiness Assessment
- ➤ Complete Additional Office Assessments
- ➤ Analyze Current Office Processes
- ➤ Practice commits to hold regular Staff Meetings

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Process for EHR Adoption

Stage 2 – Plan

Assessment Feedback

- ➤ Identify Practice Improvement Areas
- ➤ Define EHR Goals
- ➤ Prioritize Practice Needs & Opportunities
- ➤ Initiate and Facilitate Practice Change
- ➤ Build a Business Case

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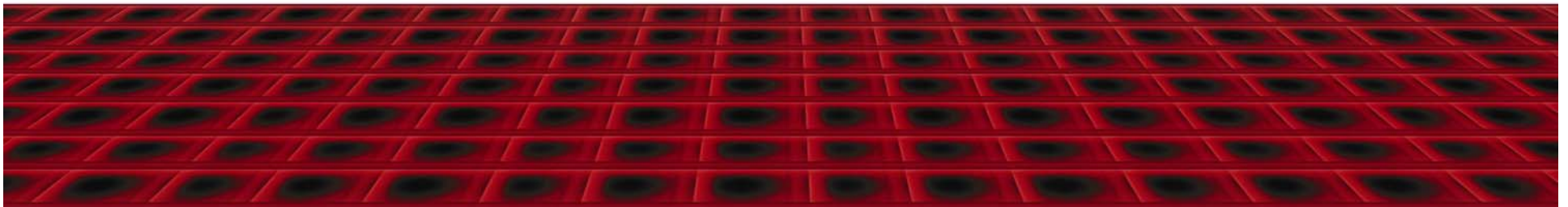
Process for EHR Adoption

Stage 3 – Select
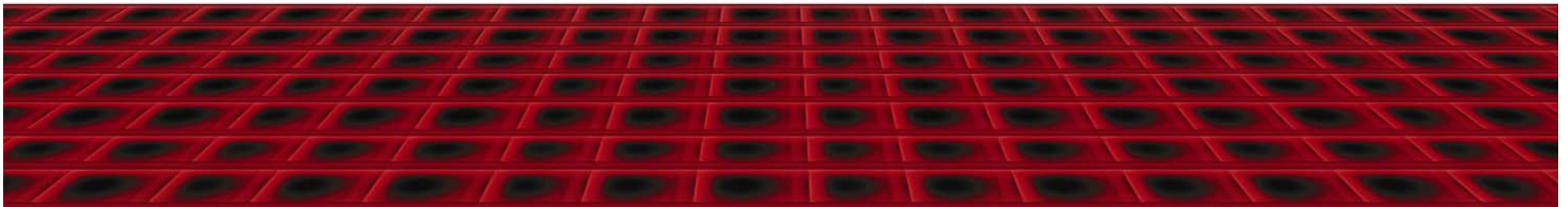
- ➤ Understand Requirements for EHR system
- ➤ EHR System Selection Guidance
- ➤ Prepare Staff for Change
- ➤ Contract Review

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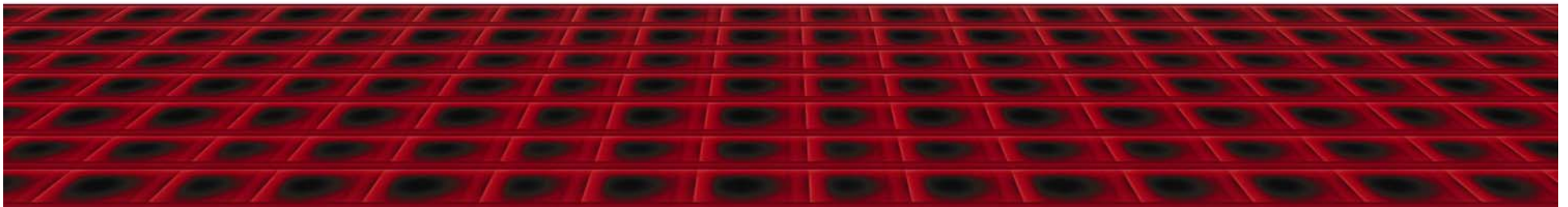
Process for EHR Adoption

Stage 4 – Implementation

- ➢ Ensure a time table is provided for implementation
- ➢ Work with vendors & practice to minimize EHR installation disruption
- ➢ Be the intermediary between the practice & vendor
- ➢ Work with practice to ensure training is occurring as scheduled

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Process for EHR Adoption

Stage 5 – Evaluation

➢ Ensure routine daily maintenance & develop and test disaster recovery plans

➢ Conduct post go-live reviews of the implementation

➢ Conduct post go-live staff training

➢ Utilize project tools and optimize share learning

➢ Capture chronic and preventive care measures data sets
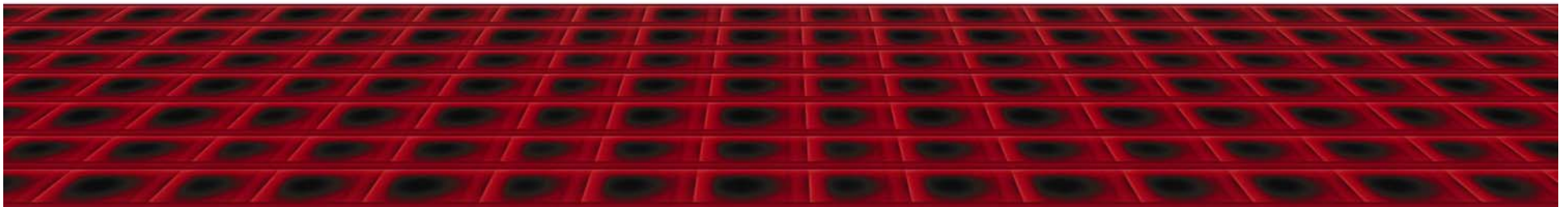
➢ Share experiences with others

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Process for EHR Adoption

Stage 6 – Improvement

- ➤ Quality Reporting Analysis
- ➤ Practice Evidence-Based Medicine
- ➤ Target and Improve Office Processes
- ➤ Identify and Target additional care management and process improvement opportunities

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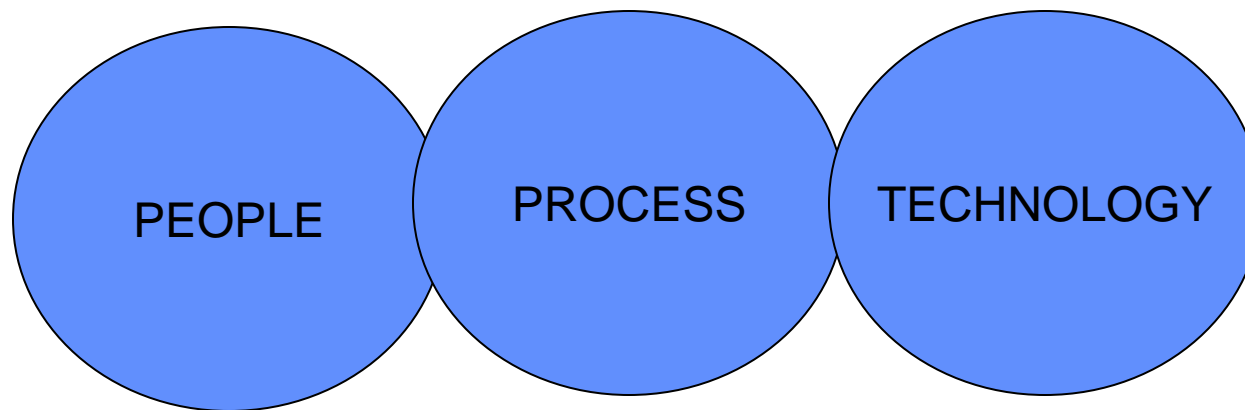Doctor's Office Quality - Information Technology

Other Opportunities

➢ Prepares the practice for Pay for Performance

➢ Discount with Malpractice Insurance

➢ Increase revenue due to appropriate coding

➢ Improved staff and patient satisfaction
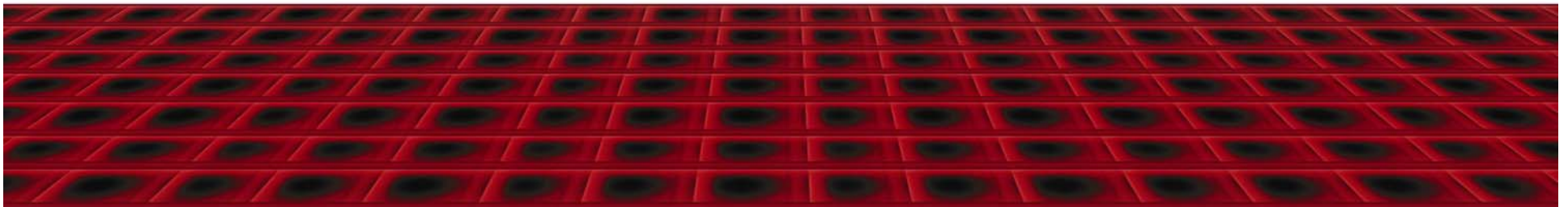
➢ Real quality data to share with health payers

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SOLUTION

Technology is not the problem nor the solution –
The problem and the solution lie in people and process…..

Questions?

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