

Keys to Gain Value from EMR

OBJECTIVES

TASKS

Culture of Change

Foster an office culture that embraces change, accountability and team work

- Continually set and communicate goals to improve
- Know how to measure success
- Demonstrate attitude of shared accountability
- Proactively solve problems
- Celebrate milestones and successes

Quality Improvement

Improve patient satisfaction and quality of care for key aspects of your practice

- Develop mutually agreed upon quality goals to improve in your practice—start with 1 or 2 goals
- Apply PDSA principles:
 - Plan (ensure you can extract the data)
 - Do (make your effort to improve)
 - Study (compare pre/post-effort quality metrics)
 - Act (modify effort-do it again- study it again- and act again as needed based on results)
- Continually expand quality improvement efforts

Streamlined Clinician Work Flow

Know your EHR and use available capabilities to improve clinical workflow

- Identify inefficient paper-based work
- Analyze bottlenecks and other work flow concerns
- Learn/understand your EMR's capabilities, especially those you have not "turned on" yet
- Discuss unresolved work flow issues with EMR vendor

Streamlined Operations

Continually assess current work flows to identify and replace manual processes with automated work flows

- Identify inefficient manual processes
- Analyze bottlenecks and work flow concerns
- Learn/understand potential automated alternatives
- Discuss unresolved bottlenecks with your EMR vendor

Improved Financials

Leverage streamlined efficiencies to increase revenues or save costs

- Improve patient satisfaction and loyalty to practice
- Improve charge capture billing times and collection costs
- Meet pay-for-performance award metrics
- Use fewer resources
- Avoid penalties, lawsuits

EHR Risk Management

Optimize safety and use of EMRs by understanding, addressing inherent risks

- Use SAFER guide to continually monitor and address both "social" and "technical" risks
- Social risks involve people, policies and choices including processes, clinical and operational work flows, training, knowledge of optimal EMR use
- Technical risks include: EMR hardware and software, networks, interfaces, configurations, upgrades, and maintenance