3D: Discovering the Depths of Data

Toni Ardabell, CEO, Executive Champion • Dr. Mark Bladergroen, Chief Medical Informatics Officer • Katisha Harrison, MBA, BPM, Medical Economics Analyst
Victoria Richardson, RN-BC, Lean Six Sigma Green Belt, Clinical Information Manager • Mary Larson, Reporting Developer Analyst

BSHIS Initiative lead by St. Mary's Hospital

PROBLEM STATEMENT/REASON FOR CHANGE
- The advancement of EMR/CPOE reporting, patient-specific objectives, and performance reporting and status updates were provided by leadership and based on qualitative assumptions.
- Interimreporting sources leveraged to evaluate performance were not aligned with CPOE MU requirements. Both of these approaches left the hospital unable to accurately evaluate their performance and susceptible to not achieving the MU 90-day attestation resulting in ineligibility for CMS incentive program which would be beneficial to offset some of its initial financial investment to implement the EHR.
- To promote facility consistency, ownership, and accountability, MU contacts were established at each hospital to manage the EHR attestation data and drive performance improvement.

BEST PRACTICE IMPLEMENTED
- Identified facility based contacts to review data and initiate action plans for correction as appropriate.
- Designed executive dashboard demonstrates collaboration among the various ConnectCare subject matter experts, clinical and administrative leadership, data analysts, MU experts, quality improvement leaders and more.
- Dashboard management required strong leadership, training, and commitment to accurate and timely EHR documentation.
- The executive dashboard promotes EHR documentation process standardization to an evident and obvious line item.
- More timely, traceable data and accurate communications lead to better decision making.
- Monthly clinical meeting identified potential EHR management and report EHR attestation data and drive performance improvement.
- The dashboard allows verification and review of progress analysis among hospitals and the department level.
- The ConnectCare executive dashboard is truly an integrating collaborative tool for process improvement.
- It’s successful approach maximizes process, system, and people.
- Increased ROI by engaging most valuable asset it’s providers, nurses, and staff

MU PROCESS RESULTS
- Within 60 days of distribution, deficient measure performance improved by >50 percentage points exceeding measure thresholds.
- By June 2011, all 16 hospitals that had transitioned to the EHR surpassed all measure thresholds.
- In July 2011, one of the organization’s hospitals was the first to successfully submit its Medicaid MU attestation. The other hospitals successfully submitted their Medicaid 90-day attestation. To date on the scale of action, the seventh hospital to implement the EHR in August 2011 was not projected to be included in the organization’s MU Dashboard Summary until October 2011. Best practices and lessons learned are shared among facility’s hospitals implementation planning process, resulting in timely achievement within 50 days. In April 2012, the right and most recent hospital to implement the EHR exceeded MU thresholds achievement within 16 days.

TEAM MEMBERS
- Dr. Mark Bladergroen, Chief Medical Informatics Officer
- Katisha Harrison, MBA, BPM, Medical Economics Analyst
- Toni Aradelle, CEO, Executive Champion
- Mary Larson, Reporting Developer Analyst
- Victoria Richardson, RN-BC, Lean Six Sigma Green Belt, Clinical Information Manager

COPOE—COMPUTER PROVIDER ORDER ENTRY
The same three methodology of facility, department, and provider was applied to all four hospital’s to verify achievement of organizational goal achievement within 45 days.