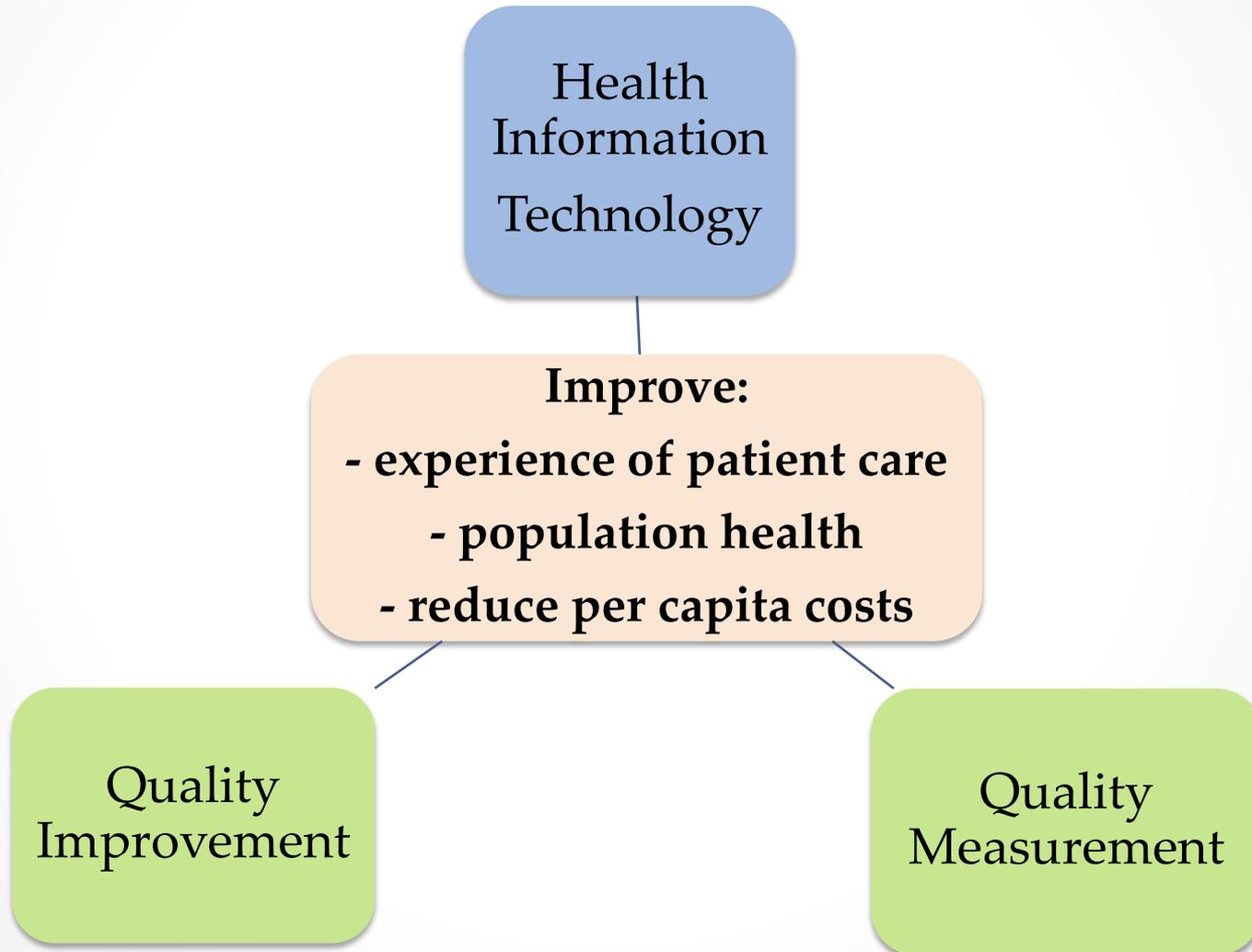


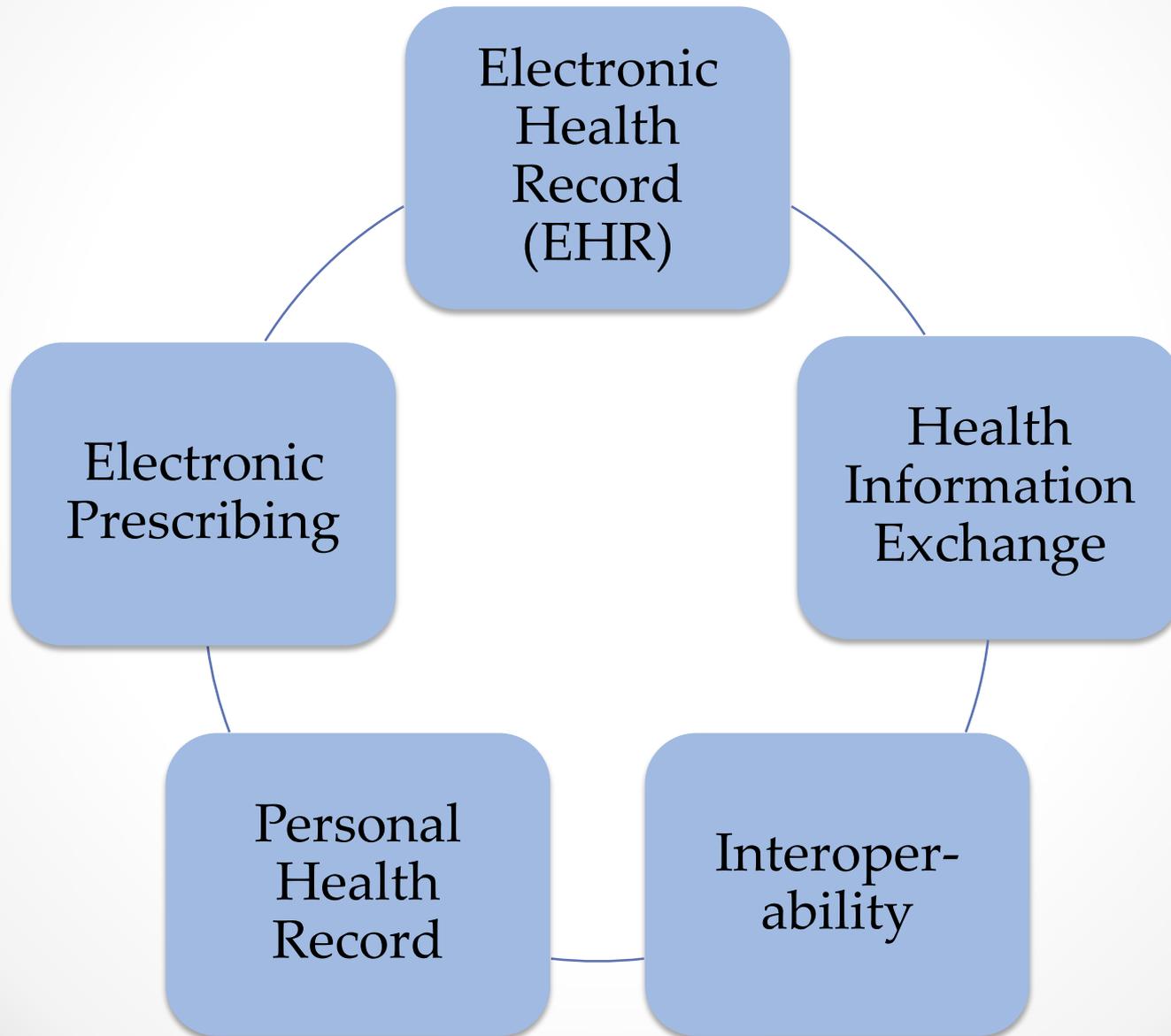
# Health Information Technology (IT) as a Quality Improvement Tool in Managed Care

Julia G. Behrenbeck MS, MPH, RN  
November 2013

# OBJECTIVES



# Important Health IT Terminology



# What Are Electronic Health Records (EHRs)?



# What Are Electronic Health Records (EHRs)?

Mothers: Teacher  
Fathers: Financial advisor  
Parents: Married

Last: Anderson P  
First: David Boy  
Birth: 5 January 2009  
Age: 8 month and 10 days Patient nb: 3

Appointments

Forms: Meeting (Doctor), Full status (Doctor), Assistant, Billing, Reports, Statistics

SOAP: Sum, T, R-W, T, P, PC, Admission, Agenda

Sheets: Neurologic, Vascular, Cardiac, Respiratory, Abdomen, Exams, Radiology, Summary, Patient documents, Letter

Meetings: 2 month checkup (5 Mar 09, 2m,0d), 1 month checkup (5 Feb 09, 1m,0d), Respiration problem (22 Jan 09, 17d), 10 days checkup (12 Jan 09, 8d), Control for return at home (9 Jan 09, 4d), Birth (5 Jan 09, 0d)

Diagnosis: General, My Diagnosis, Social

New documents: Abdomen palpat (15 Sep 2009), Cardiac auscul (15 Sep 2009)

To Do: Send checkup

Assist: 1 Doc: 0

Notes

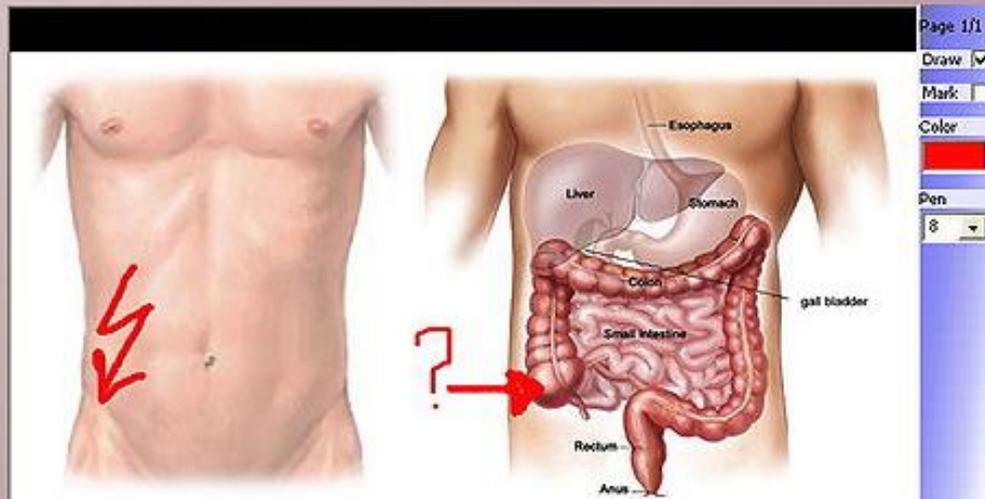
Digestive inspection: Normal

Liver: No hepatalomegaly.

Digestive auscultation: Normal abdomen noises

Rectal:

Digestive palpation: Little pain on the right lower area



Page 1/1

Draw

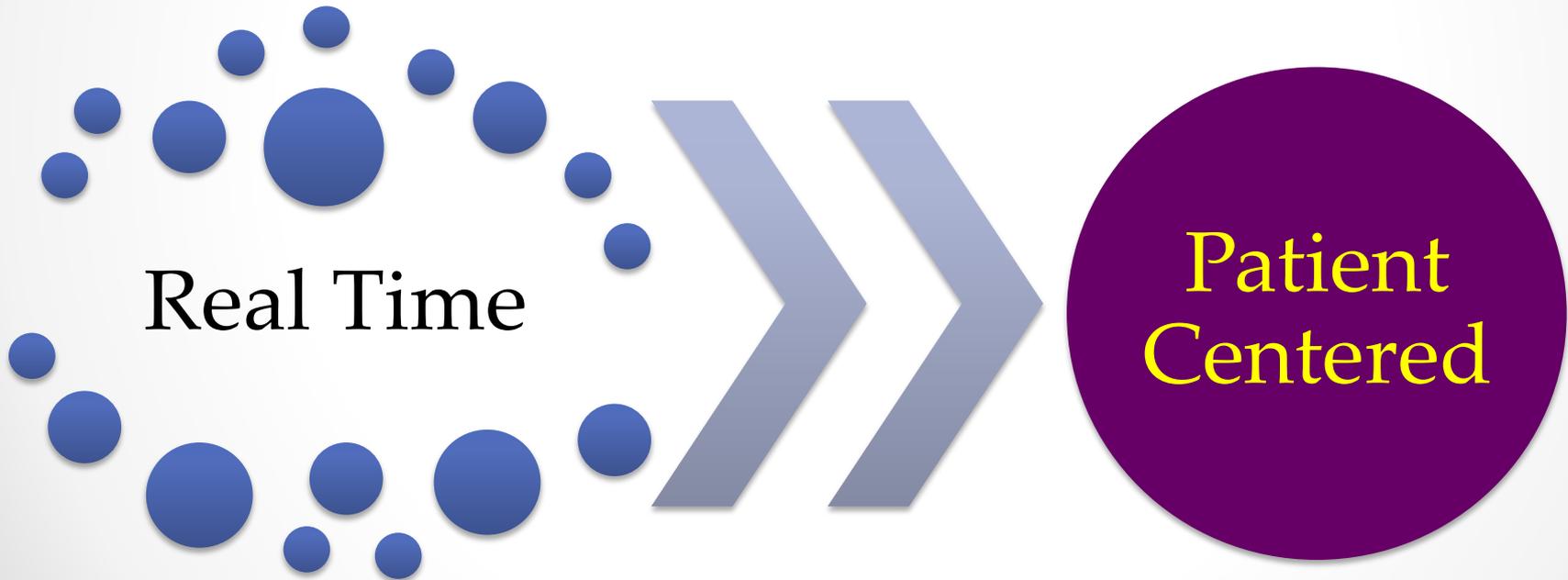
Mark

Color

Pen

# EHRs

## Much More Than That...



# EHRs

## One Place...

Created, managed, and consulted  
by authorized providers

Medical history & notes  
Diagnoses, Orders

Medications  
Immunizations  
Allergies

Radiology  
images

Lab  
Tests  
Reports

Physiological  
data

# EHRs

## One Place...

Whenever and wherever

Medical history & notes  
Diagnoses, Orders

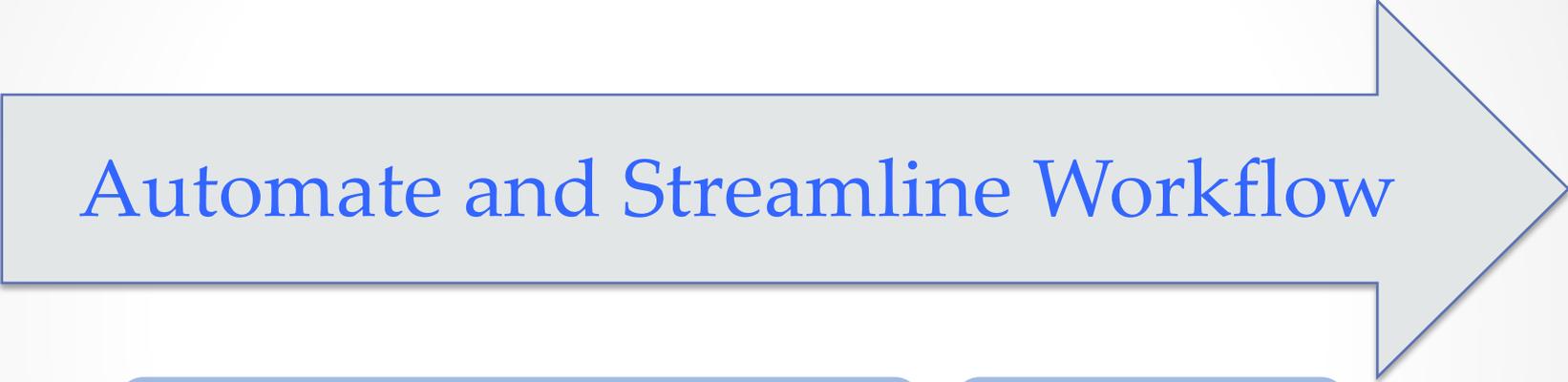
Medications  
Immunizations  
Allergies

Radiology  
images

Lab  
Tests  
Reports

Physiological  
data

# EHRs One Place...



Automate and Streamline Workflow

Medical history & notes  
Diagnoses, Orders

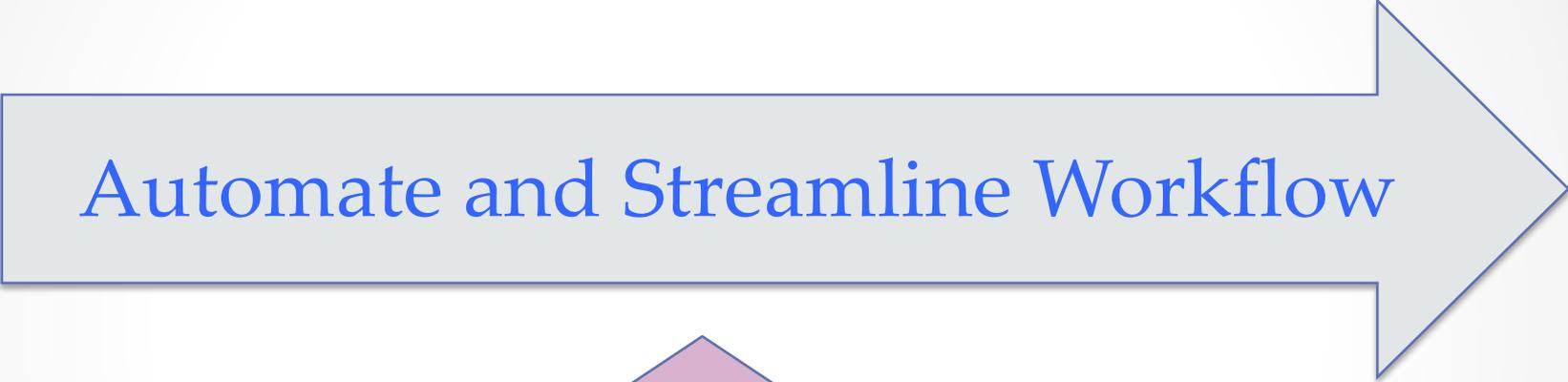
Medications  
Immunizations  
Allergies

Radiology  
images

Lab  
Tests  
Reports

Physiological  
data

# EHRs One Place...



Automate and Streamline Workflow



Evidence-  
based tools

# EHRs One Place...



Automate and Streamline Workflow



Increase  
organization  
and accuracy

# EHRs

## One Place...

Market changes in payer requirements

Medical history & notes  
Diagnoses, Orders

Medications  
Immunizations  
Allergies

Radiology  
images

Lab  
Tests  
Reports

Physiological  
data

# EHRs One Place...

and consumer expectations

Medical history & notes  
Diagnoses, Orders

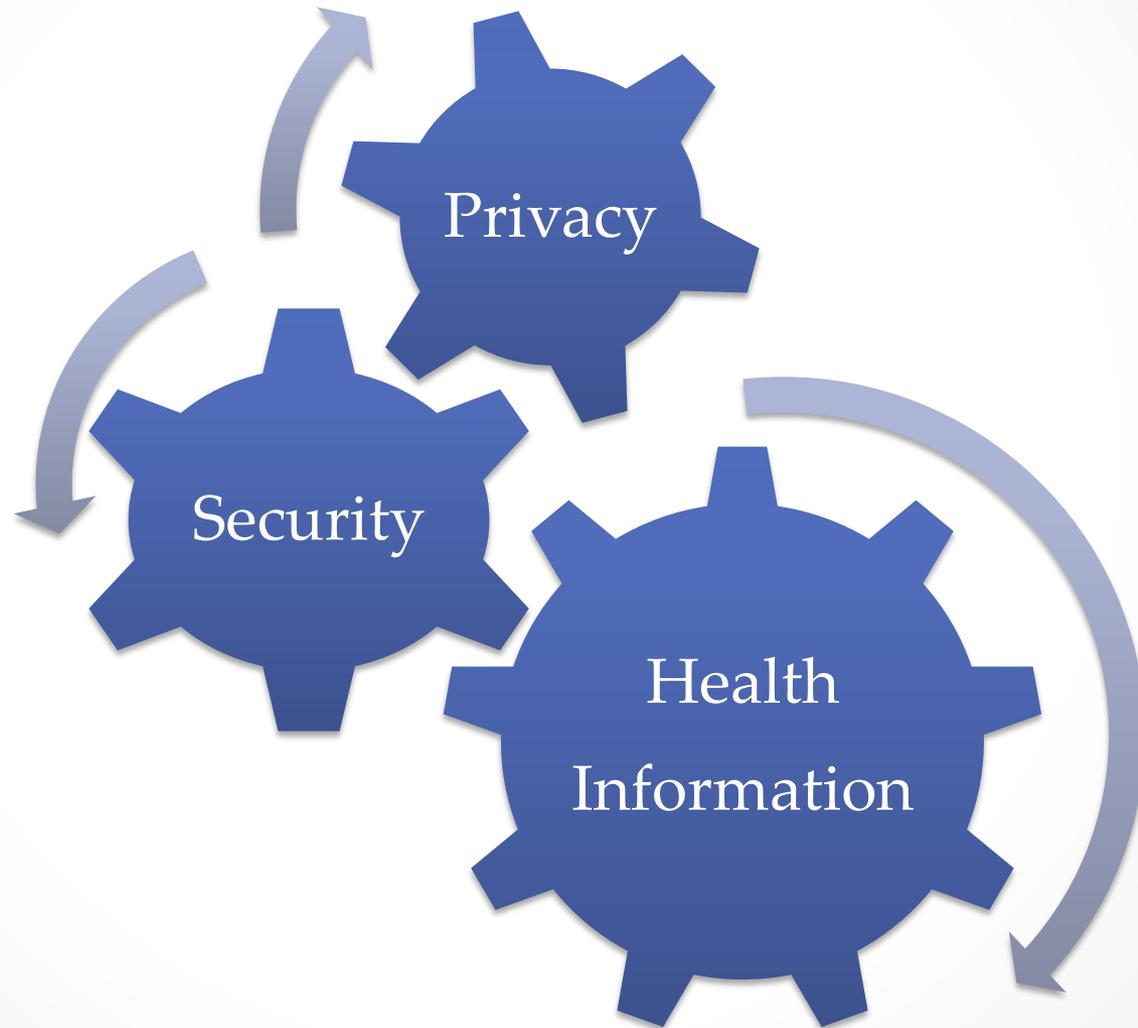
Medications  
Immunizations  
Allergies

Radiology  
images

Lab  
Tests  
Reports

Physiological  
data

# EHR - BUILDING TRUST



# PILLARS OF MEANINGFUL USE

**Improve  
Quality,  
Safety,  
Efficiency**

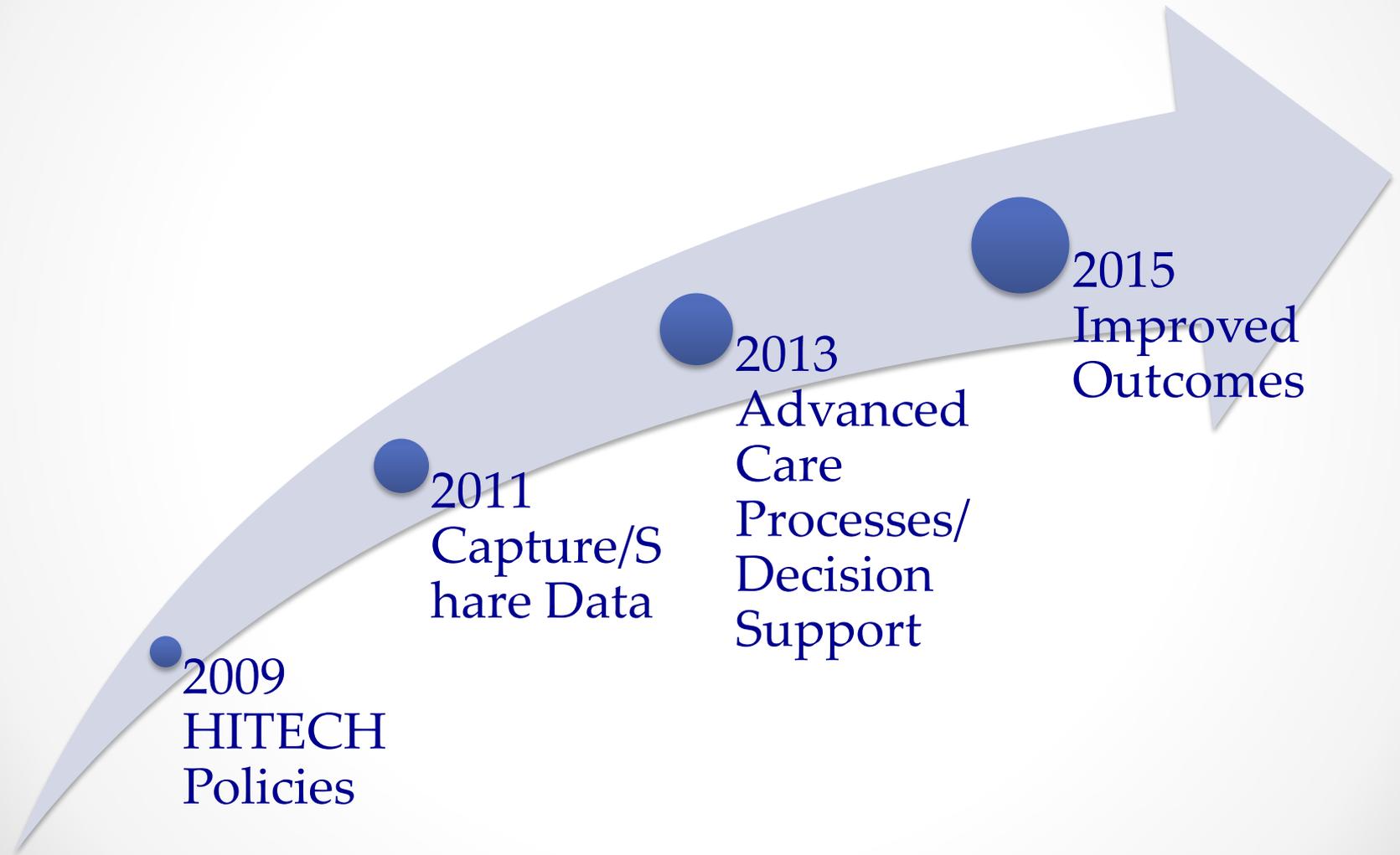
**Engage  
Patients  
&  
Families**

**Improve  
Care  
Coordination**

**Improve  
Public &  
Population  
Health**

**Ensure  
Privacy &  
Security**

# Achieving Meaningful Use



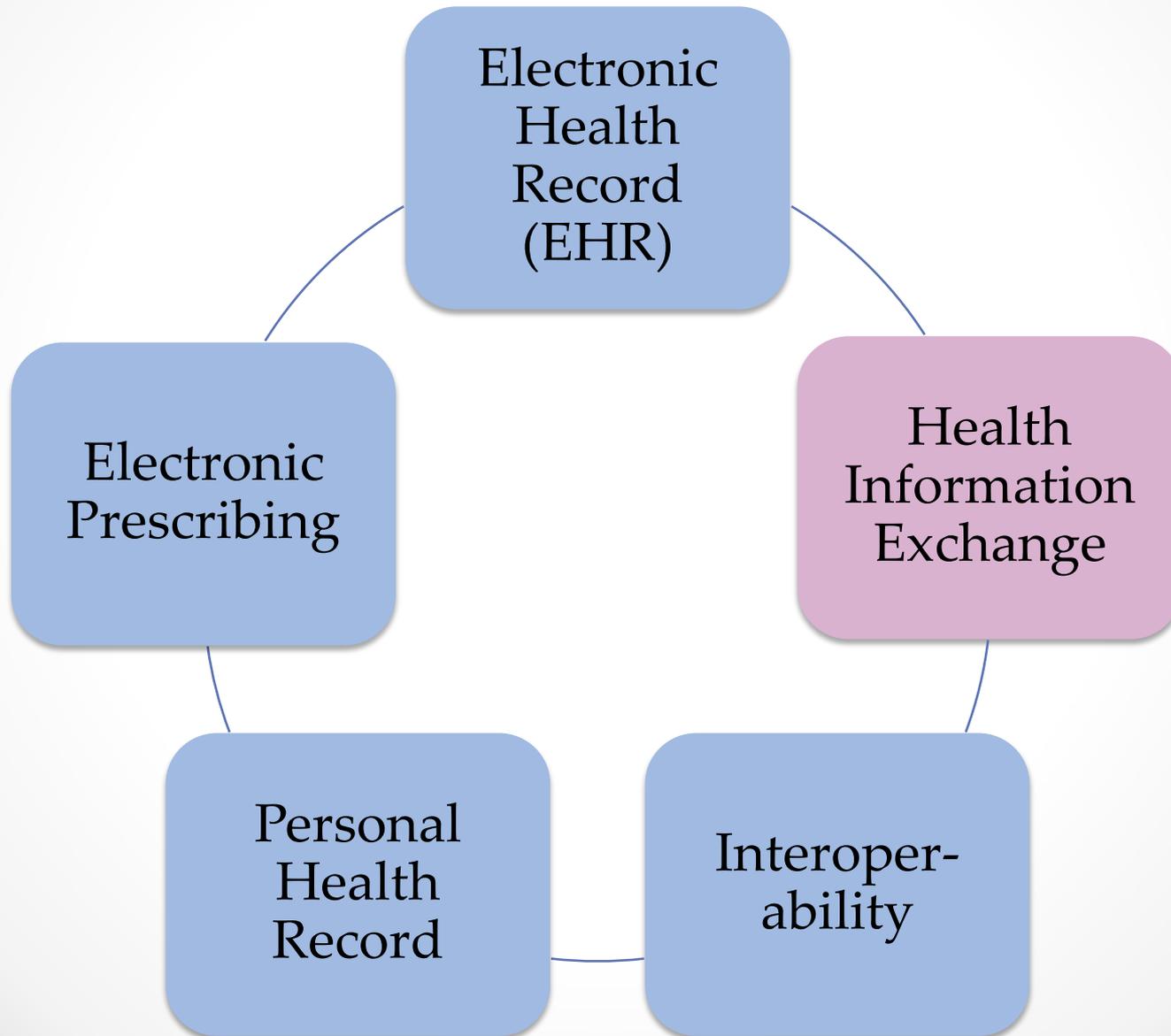
2009  
HITECH  
Policies

2011  
Capture/Share Data

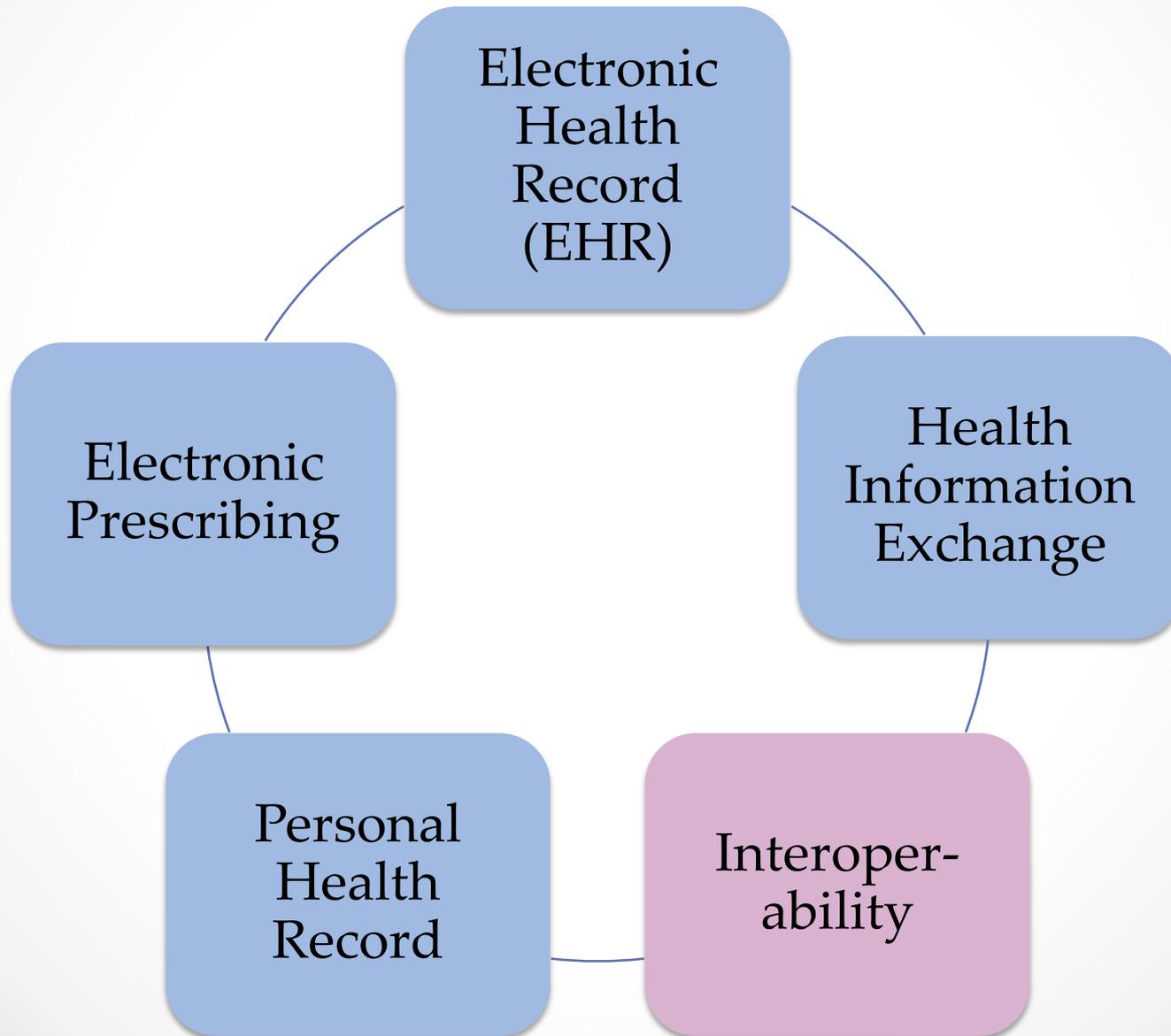
2013  
Advanced  
Care  
Processes/  
Decision  
Support

2015  
Improved  
Outcomes

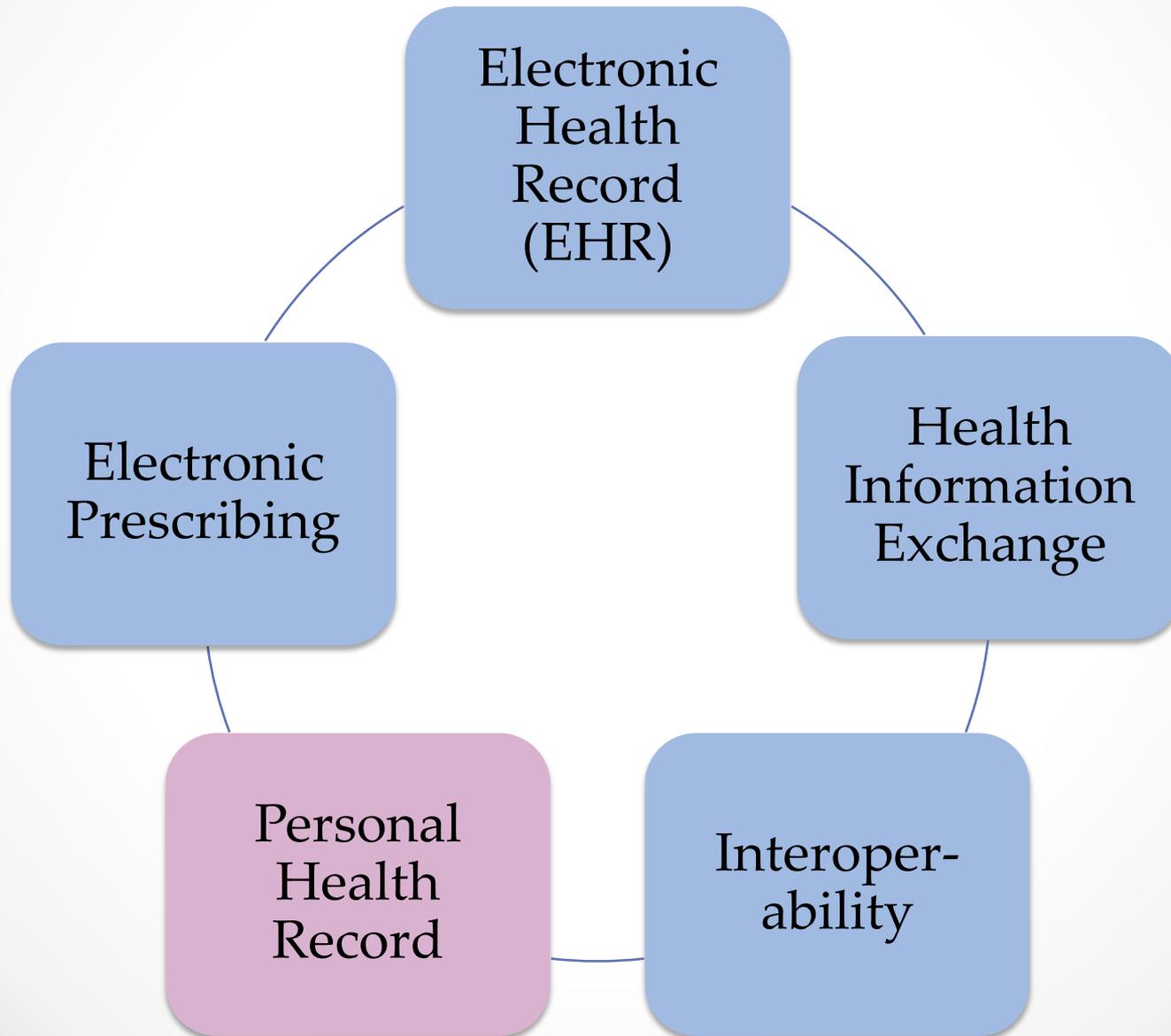
# Important Health IT Terminology



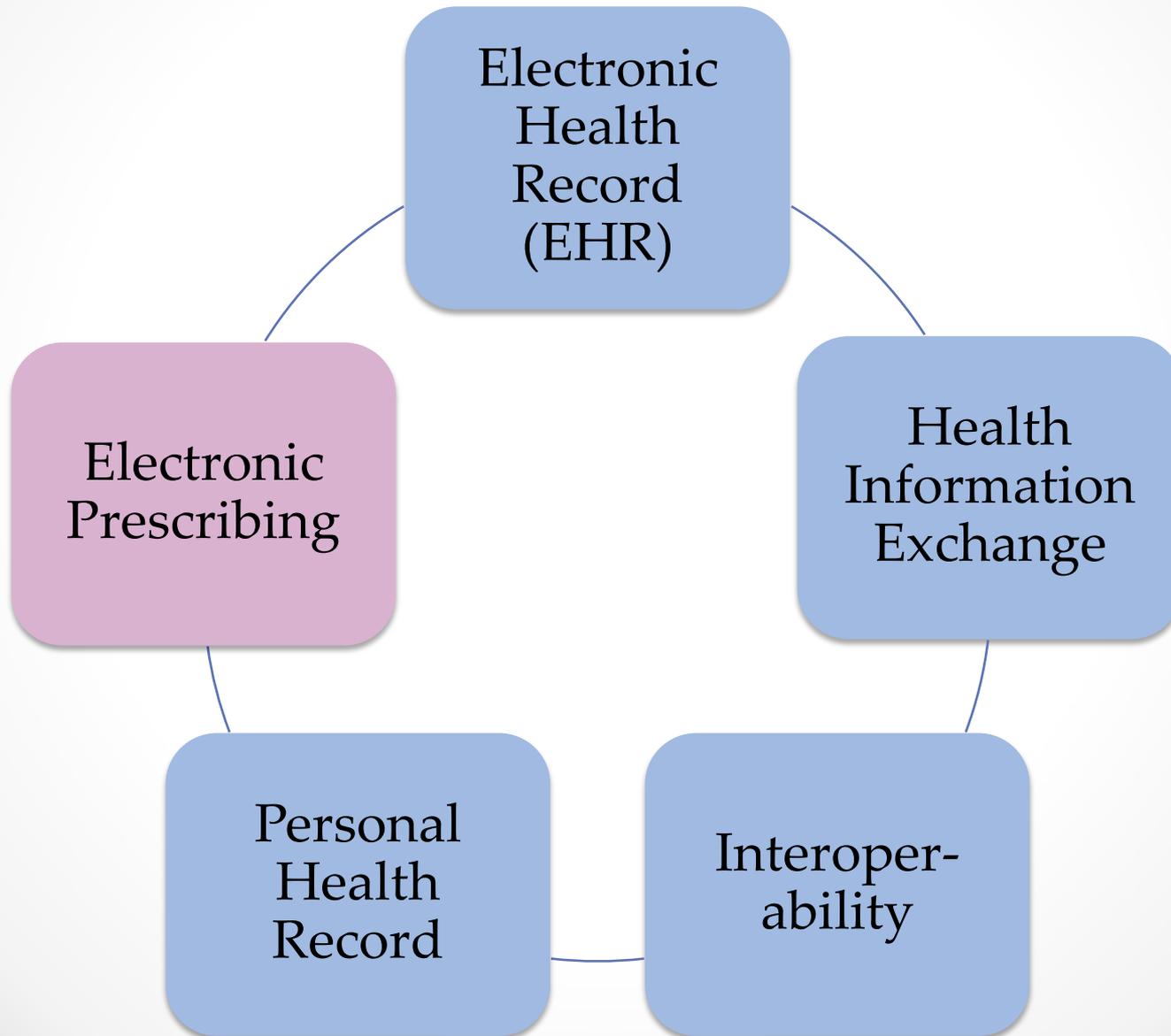
# Important Health IT Terminology



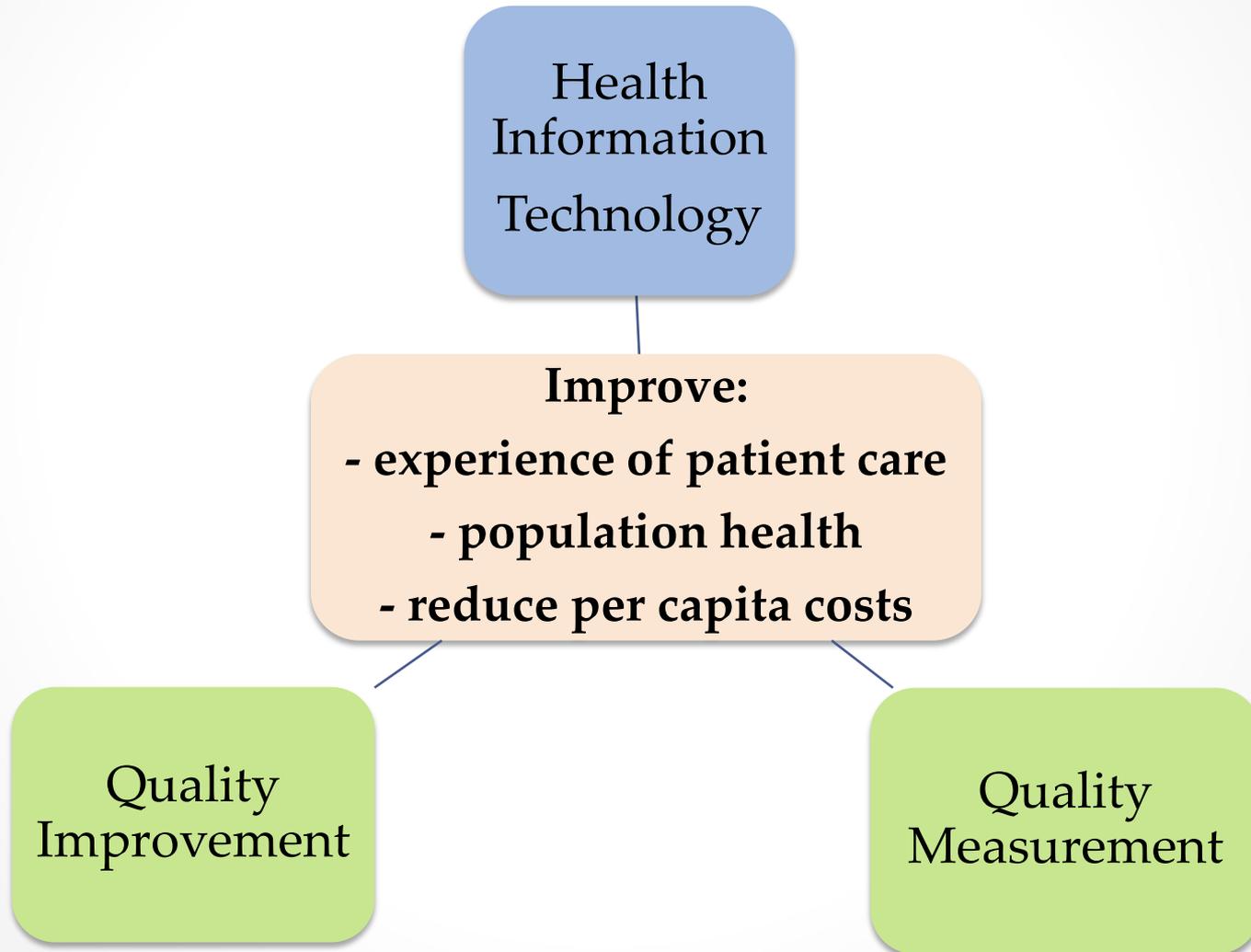
# Important Health IT Terminology



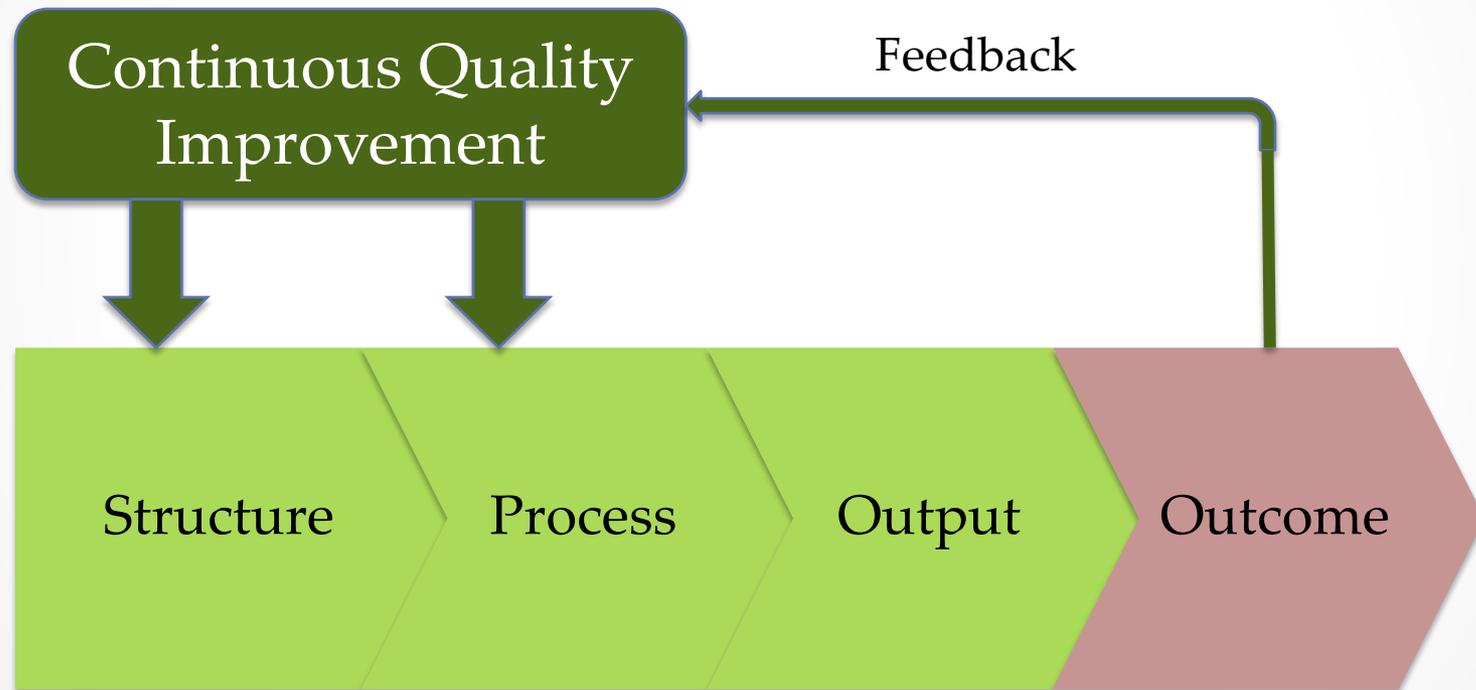
# Important Health IT Terminology



# OBJECTIVES



# Quality Improvement In Action



# Quality Improvement (QI) Strategy

Choose and use a model

- Plan-Do-Study-Act (IHI model), Lean, Six Sigma, Baldrige Award Criteria

Establish and monitor metrics to evaluate improvement efforts and outcomes routinely

Ensure all staff members understand the metrics for success

Involve patients, families, providers, and care team members in QI activities

# Quality Measurement Enabled by Health IT

- Evolving field that seeks to support systems of QI
- Value of quality measurement:
  - Completeness of reporting
  - Context
  - Consistency in meaning
  - Recipient's ability to act upon the information
- Diversified stakeholders are striving to make advancements

# Ideals for Health IT-enabled Quality Measurement

- Patient-centricity and involvement
- Collaboration in the development
- Align measures to national priorities
- Actionable measures in a system of quality improvement
- Use technology to support measurement

