

Important Considerations For Implementation of EMR in Today's Orthopedic Practice

Presented by:

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My Experience with EMR's

■ My Experience

- Successfully implemented an EMR 10 years ago in a 6 physician pediatric practice – which they still use.
- Part of the Mid-Valley IPA EMR Selection Committee that selected a centralized EMR system for the entire 350+ physicians in Marion-Polk counties
- Successfully implemented NextGen within our 13 doctor, 6 PA orthopedic practice

Agenda

- Should you EMR?
- Will it save you time, money or both?
- Choosing a vendor
- How much will it cost
- Top 10 ways to make implementation a Success

Should you EMR?

- Absolutely –
 - But make sure you set realistic your expectations for
 - Saving Money
 - Saving time
 - Increasing efficiency
 - Time needed to learn
 - Time needed to implement

Will it save you money?

- Maybe
- It will reduce Medical Records staff but not eliminate them (but you are saving staff who make \$9.00 / hour)
- It can eliminate transcription if YOU take the time to learn it. 4 of our 5 new docs went completely EMR and have no transcription cost
- If you do it right, you “may” qualify for \$44K from government – **Meaningful Use Rules still evolving – and no current EMR meets them**

Will it save you time?

■ Yes and No

- No lost charts
- It will take your staff longer to enter patient info – but the info they enter will be more thorough
- Time to document may take longer if you do not fully develop your templates

Will you be more efficient?

■ Yes and no

- Within your practice – absolutely - especially when you are on call and are seeing your partners patients
- You can get the data from home, at the hospital, even while on vacation
- If you do not have a community wide EMR, the only data you will be able to get is your own and possibly the hospitals. [More later].

Should you EMR?

- Absolutely –

- But make sure you set realistic your expectations for

- Saving Money

- Saving time

- Increasing efficiency

- **Time needed to learn**

More

- **Time needed to implement**

later

Choosing a Vendor & Cost Considerations

How to choose a Vendor

- Go online and type in: “Considerations when choosing an EMR”
- Go online and type in “How to Choose an EMR vendor”
- Go online and type in “Selecting an EMR Vendor”
- Bottom line – you will need to form a committee and develop your Top 10 criteria in each area

How to choose a Vendor

■ See Attached Resources

- EHR Implementation Checklist
- EHR Implementation Roadmap
- Summary Results of Site Visits

How much will it cost

- Go online type in “How much will an EMR cost?”
- See Attached Resources
 - EMR Costs
 - Annual & 5 Year Costs
 - Phased Pricing & Step Pricing
 - Your Administrator can help with this

Top 10 ways to make implementation a Success

Top 10 ways to make implementation a Success

- #1 – find 1 – 2 physician champions.
- Your staff will adapt very quickly and will do it because it's their job.
- Physicians have more excuses than Carter has pills as to why it won't work and they only listen to other physicians!
- Don't "assign" this to the junior partner

Top 10 ways to make implementation a Success

- #2 – Form a steering Committee.
- They will set the priorities and timelines for
 - Vendor Selection
 - Implementation Process
 - Enhancement Schedule

Top 10 ways to make implementation a Success

- #2 – Form a steering Committee – con't.
- Everyone physician wants special accommodations. They all want it their way. They all want their programming enhancements done first.
- Form a committee with 2 docs, your CEO, IT and a few others to prioritize and guide where resources are allocated and to whom.

Top 10 ways to make implementation a Success

- #3 – Understand “Meaningful Use” Rules
- Have your administrator learn the “Meaningful Use” rules. You need to make absolutely sure you dot your “I’s” and cross your ‘T’s” so you can get the \$44k in gov’t money.
- Do this BEFORE you select a vendor.

Top 10 ways to make implementation a Success

- #4 – Do 3 site visits.
- Take the time to visit sites using the system you are considering.
 - Spend 2 hours with a physician to see how he / she is using it.
 - Learn what they think works and doesn't.
 - Watch them use it during a patient exam!

Top 10 ways to make implementation a Success

- #4 – Do 3 site visits - con't.
- Keep in mind – NO system is perfect. What you are looking for is the best long term match.
- You also absolutely want a system that can be enhanced by your staff – customized templates.

Top 10 ways to make implementation a Success

- #5 – Burn your ships!
- Do not let physicians have access to the paper charts after a specified date.
- Better yet – move your paper charts physically out of the building.

Top 10 ways to make implementation a Success

- #6 – Set a Cut off date – not just a cut over date.
- Set a date after which paper charts will not be available, to anyone, for any reason. Don't let one physician demand that the last 2 office visits be printed out for him to review. Make him learn the system.

Top 10 ways to make implementation a Success

- #7 – Make your trainer a ½ time permanent position.
- These systems are very very complex and robust. Our success has been directly linked to our trainer sitting with each doc in 4 hour blocks, multiple times, showing them how to use all facets of the system.
- Don't SKIMP on training. You will **always** have new staff to train.

Top 10 ways to make implementation a Success

- #7 – Make your trainer a ½ time permanent position - con't
- Implement 1 doc / Month – no more.
- Attach your trainer to the doctors hip every day they are in the clinic for one month.

Top 10 ways to make implementation a Success

- #8 – Hire a PhD student to customize your templates.
- Customizing templates is programming and don't let any salesman tell you otherwise.
- Don't let your MA do it
- Don't let a doctor do it.

Top 10 ways to make implementation a Success

- #9 – Make change a mandate
- Physicians want EMR's to change to how THEY function, but no two physicians function the same.
- If you are NOT willing to change how you operate – you will never maximize the utility of the systems.

Top 10 ways to make implementation a Success

- #10 – Consider forming a RHIO
- Get together with your local IPA or 1 – 2 PCP groups and joint venture.
- It reduces IT overhead and increases data sharing.
- Without this your community will have 30 + silos of information.

Top 10 ways to make implementation a Success

- #10 – Consider forming a RHIO - Con't
- The promise of data interchange and system interoperability is more a promise than a reality. Each interface requires custom programming and that means

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Top 10 ways to make implementation a Success

- #10 – Consider forming a RHIO - Con't
- In Salem, Oregon we have one IPA.
- 350 + private practice docs.
- When we are done, we'll have 200 + doctors on one system. The rest chose a different system or not to go on EMR.

Top 10 ways to make implementation a Success

- #10 – Consider forming a RHIO - Con't
- The IPA got grants to pay **completely** for software costs and upgrades.
- We paid for hardware and hardware maintenance.
- The IPA pays for the servers, firewalls, back-up, etc.

Top 10 ways to make implementation a Success

- #10A – Should you have in-house IT?
- It really helps! But not everyone is big enough.
- One option – share IT with a few other small groups, or
- Buy IT time from a larger group. We sell IT time to some of the local small groups.

Top 10 ways to make implementation a Success

- #10B – Partnering with the Hospital
- Er, Ugh, ahem.....
- It is really a function of the conditions of your relations with them, but keep in mind:
 - They will have access to ALL your info, and
 - You will always be #2 in the development and repair queue.

Additional Resources

- Make sure your Administrator / CEO joins AAOE
- Make sure they join the listserv – where more than 450 administrators nationwide connect, ask questions and share solutions every day !
- Send your Administrator / CEO to the AAOE Annual Conference

Contact Info:

- Good Luck
- My Contact info:
 - David Schlactus, CEO
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Top 10 ways to make implementation a Success

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