Care Delivery Improvement/ CDS Toolkit

Overview for the Meaningful Use Community of Practice

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Speaker Introduction

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- SME for ONC "CDS4MU Project"

Today's Agenda

- Session Objectives

- Project Background

- Toolkit Overview

- REC Next Steps

- Q&A

Session Objectives

- Understand Toolkit purpose and contents

- Appreciate use by RECs, providers, vendors

- Consider using toolkit, and its sustainability implications

"CDS4MU": Tools for Quality Improvement (QI)

Clinical Decision Support for Meaningful Use (CDS4MU)

- **Background:** ONC contract, 9/12-9/13

- **Goal:** Create practical, useful tools and resources

- **Deliverable:** Care Delivery Improvement/CDS Toolkit

  - Will be posted on HealthIT.gov

Help RECs/providers/vendors/others drive CDS-enabled QI

- Support transition to MU Stage 2 and beyond

- Help make Meaningful Use *meaningful*

- Support REC sustainability efforts

CDS for MU is about QI

CDS Definition from MU Final Rule:

'*HIT functionality that builds on EHR foundation to provide people with information to enhance health and health care.*'*

- Many ways to "provide information" – not just rules/alerts

- How do providers do it today? Can it be done better?

* Paraphrase from: Eligible Professional Meaningful Use Core Measures, Measure 11 of 14

- To improve targeted healthcare decisions/outcomes, information interventions (CDS) must provide:

    – the right information

    – to the right people

    – via the right channels

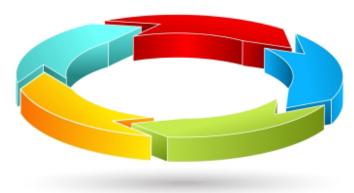   – in the right formats

    – at the right times

Image by digitalart / Free Digital Photos.net

- Optimize information flow: what, who, where, when, how

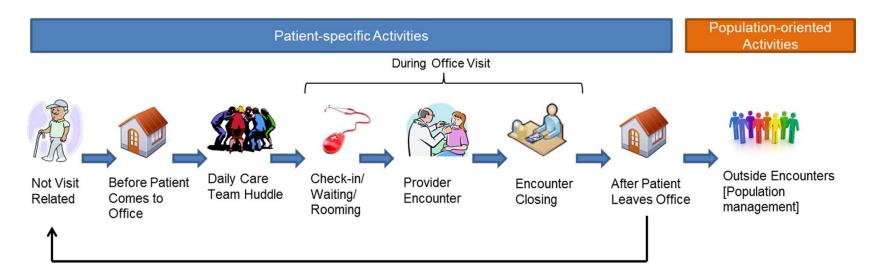# Toolkit Content Overview

- Ambulatory and Inpatient CDS/QI worksheets
    - Simplified and detailed versions
    - Tutorial on using detailed worksheets
    - Samples

- CDS-enabled QI Case Studies

- Training – recorded webinars

- Related reference material
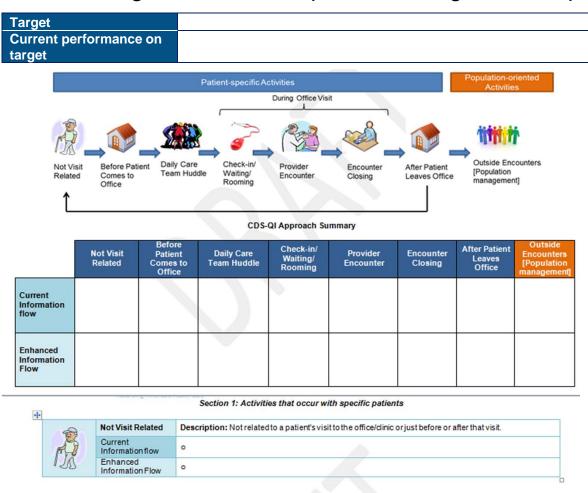
The **CDS/QI Worksheets** help users:

- Understand current information/workflows

- Apply structured approach, improve communications

- Consider each care flow step/CDS opportunity

- Brainstorm and implement enhancements

Putting the **I** in Health**IT**
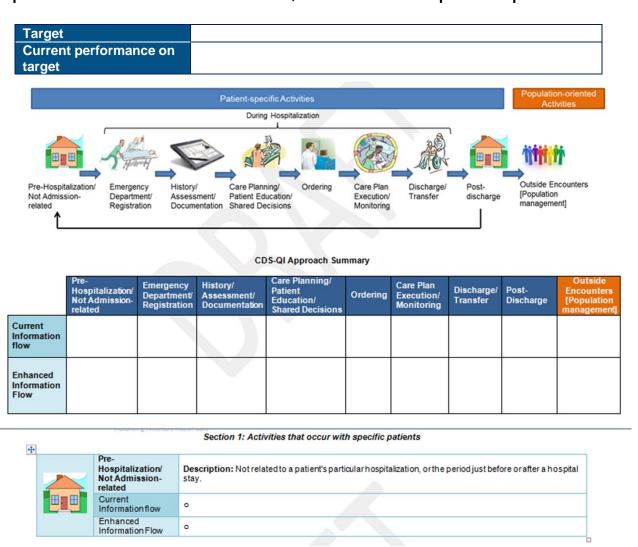www.HealthIT.gov

Simplified worksheet merges care flow steps; CDS 5 Rights are implicit

Inpatient CDS/QI Worksheet (Simplified Version)

Inpatient simplified worksheet is similar; care flow steps are pertinent to hospital

Target	
Current performance on target	

CDS-QI Approach Summary

	Pre-Hospitalization/ Not Admission-related	Emergency Department/ Registration	History/ Assessment/ Documentation	Care Planning/ Patient Education/ Shared Decisions	Ordering	Care Plan Execution/ Monitoring	Discharge/ Transfer	Post-Discharge	Outside Encounters [Population management]
Current Information flow									
Enhanced Information Flow									

Section 1: Activities that occur with specific patients

Pre-Hospitalization/ Not Admission-related	Description: Not related to a patient's particular hospitalization, or the period just before or after a hospital stay.
Current Information flow	o
Enhanced Information Flow	o

Ambulatory CDS/QI Worksheet (Detailed Version)

Full worksheet version helps providers to:
- List care flow steps in detail
- Cover optimal, current and enhanced states
- Make CDS 5 Rights explicit

Clinical Decision Support Configuration Template (Ambulatory, blank)

Target =	
Current Performance on Target =	

Decision Support Opportunity		Optimal State (sample activities to optimize performance)			Current State (Your current CDS/QI configuration)							Enhanced State (improvements you could implement)	
		Care Activities	Examples of Care Activities	Notes	CDS 5 Rights					Prerequisites for setting up current state	Proposed Enhancements (locally or by EHR vendor)	Notes
					Who? (People)	What? (Information)	Where? (Channels)	How? (Formats)	When? (Workflow)			
Patient-specific Activities	Not Visit-related											
	Before Patient Comes to Office											
	During Office Visit — Check-in											
	During Office Visit — Waiting											
	During Office Visit — Rooming											
	During Office Visit — Provider Encounter											
	During Office Visit — Encounter Closing											
	After Patient Leaves Office											
Population Management Activities	Outside Patient-specific Encounters											

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Inpatient CDS/QI Worksheet (Detailed Version)

Inpatient detailed worksheet is similar; care flow steps are pertinent to hospital

Example Worksheet Entries for BP Control Target

Clinical Decision Support Configuration Template (Ambulatory, blank)

Example of Current State row content: Patient Education during Provider Encounter

Example Worksheet Entries (cont.)

Example of Enhanced State row content:
Patient Education during Provider Encounter

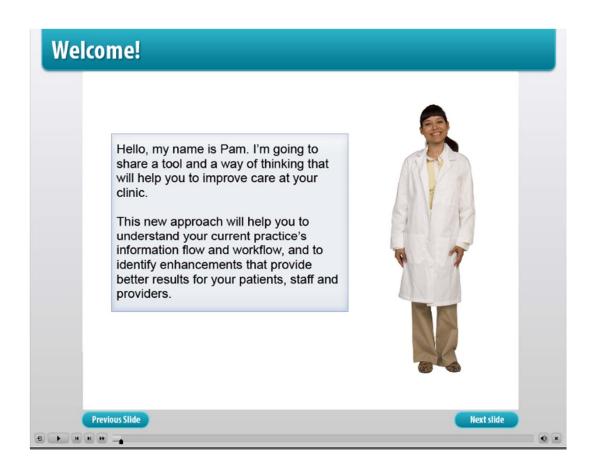# CDS/QI Detailed Worksheet: Selection Functionality

Start Page includes a tool to focus on one row/column section at a time.

Tutorial for CDS/QI Detailed Worksheet

Interactive tutorial guides users on how to fill out worksheet.

Other Content: Case Studies

CDS/QI strategy details for practices with exemplary results

Title: Quality Improvement Case Study: Improving Blood Pressure Control in a 3-Provider Primary Care Practice

EXECUTIVE SUMMARY

Organization
Ellsworth Medical Clinic is a family medicine practice in Wisconsin with 2 physicians and 1 physician assistant, and additional support staff of 5.4 FTE including lab tech and nurse supervisor. It is part of a network of 22 providers working across 3 sites under the umbrella organization, River Falls-Ellsworth-Spring Valley Medical Clinics.

Target
- Achieve better blood pressure (BP) control in all patients with BP greater than 140/90.

Quality Improvement Strategy Highlights
- The BP improvement project spanned all 3 clinic sites; details in this case study focus primarily on the Ellsworth site.
- Practice leaders knew the importance of good BP control but were stuck at what they considered good - but not great - BP control for their patients based on data they were reporting to a state agency. The organizational culture and aspiration is to provide great care.
- The quality improvement (QI) effort focused on BP control began in 2007, and was significantly enhanced through capabilities available with the implementation of a certified electronic health record (EHR) in 2010. Key EHR-related functions for the BP QI effort include the ability to efficiently examine key clinical data for all their patients - such as office blood pressures with readings above the target threshold highlighted – using a homegrown, EHR-driven registry.

Other Content:
Recorded Training

- Presented as HITRC webinars
- Can used for REC staff training

Unit 1: CDS/QI Foundations

- Defines CDS and basic approaches such as CDS 5 Rights
- Outlines interrelationships between Meaningful Use, CDS, and QI

Unit 2: Improving Targeted Measures

- Implementing CDS interventions to improve specific Quality Measures

Unit 3: Case Studies and Additional Resources

- RECs
  - Presented to Learning and Action Network (REACH)
    - Used by a Federally Qualified Health Center (FQHC)
  - Other presentations/implementation discussions
    - Arizona REC staff and provider clients
    - North Carolina Area Health Education Center
    - Washington & Idaho REC/QIO (WIREC)
    - Project's REC Advisory Panel
- Joint engagement of vendors, clients, RECs
  - Success EHS
  - eClinicalWorks

Toolkit "Alpha Tester" Summary

- Intensive input, review, use by RECs/others

  - Many RECs have QI background, e.g. QIO

- Sustainability 'under development', should play to strengths

- QI is provider need, REC business opportunity

- Meet practices where they are

  - e.g., PCMH, MU, PQRS, Payer programs

  - Many not ready for QI; some are

- CDS4MU tools are useful

Where Can You Go From Here?

- Review Webinars with your REC team
    - Implementation staff, business owners
    - Understand staff/client CDS/QI needs, opportunities
- Review other Toolkit components
    - Case examples, worksheets, related training/tools/reference
- Do Provider Outreach
    - Webinar to introduce concepts (use this deck or others)
    - Prioritize providers ready for CDS/QI conversations/support
    - Help them apply CDS/QI worksheet, case examples, other tools
    - Support PDSA cycles for measurable improvements

Contact

- For further information or discussion:
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