



How to Drive Data Through Your EHR

Louisiana MGMA Conference

August 21, 2015



About Your Presenter...

Scott Everson, CHBME

- Vice President of Business Development for PracticeMax
- Over 30 years in the Physician Practice Management Industry
- Past President of the Healthcare Billing & Management Association (www.HBMA.org)



Smart Solutions. Maximum Results. 



Smart Solutions. Maximum Results. 

Things don't get better by chance...

...they get better by change!

Jim Rohn



Agenda

Data? What Data?

From Meaningful Use to MIPS

Begin with the End in Mind

The Right Tool(s) for the Job

Finding Success Along the Way

WARNING: Do Not Forget About HIPAA

Data? What Data?

da·ta: 'dadə, 'dādə/

noun

"Facts and statistics collected together for reference or analysis."

Data? What Data?

What Kind of Data is Your Practice Collecting?

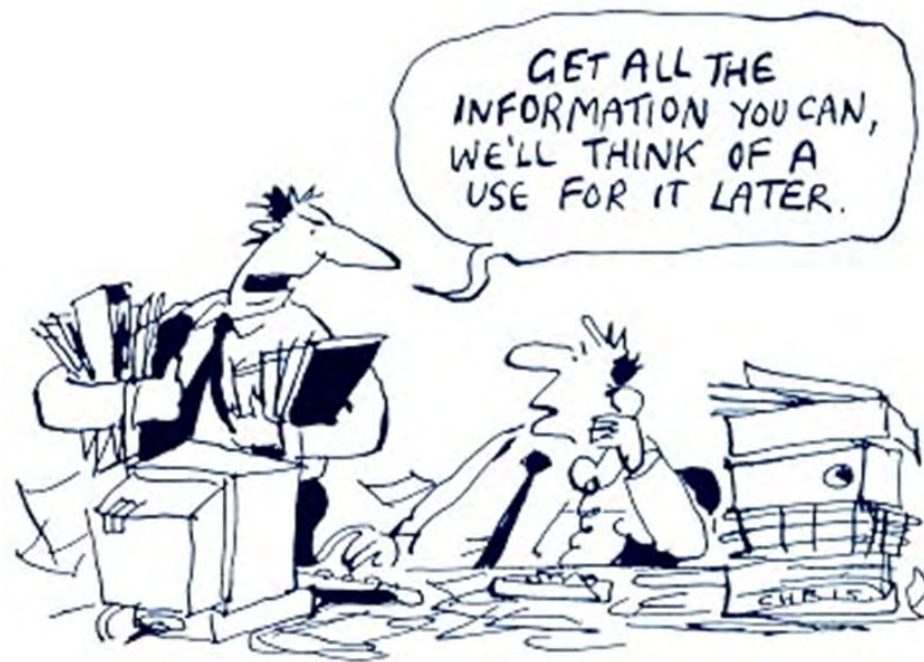
- Patient demographic information
- Patient medical information
- Practice financial information (charges, payments, adjustments, etc.)
- Anything else?

Data? What Data?

What Kind of Data is Your Practice Collecting?

- Diagnosis information
- Visit dates
- Medications (including reactions)
- Allergies
- Treatment outcomes
- Referral sources
- Health plan information
- Social & Family histories
- Vital signs (with trends)
- Hospital admission & discharge dates
- Procedures & treatment protocols
- Demographic details (age, gender, etc.)
- Exposure to pathogens
- Travel history
- Socioeconomic data
- Employment history
- Dietary information
- Satisfaction information

Data? What Data?



Data? What Data?

"Facts and statistics collected together for reference or analysis."

You have Lots of Data at your disposal.....

The trick is to use it!

Agenda

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From Meaningful Use to MIPS

What's a MIPS?

Merit Based Incentive Payment System

- Replaces the Disastrous SGR reimbursement system
- Impacts all Medicare Part B providers (with few exceptions)
- Impacts clinical operations beginning in 2017 and reimbursement in 2019 (from 4% up to 9% in 2022)

From Meaningful Use to MIPS

What's a MIPS?

Merit Based Incentive Payment System

Measures Provider Performance in 4 Categories:

- Value Based Modifier (VBM) Measured Quality
- VBM Measured Resource Use
- Meaningful Use
- Clinical Practice Improvement

From Meaningful Use to MIPS

Building a Foundation for MIPS: Meaningful Use

Stage 1 MU

- Bare minimum requirements & expectations
- Create structured patient data and eRX
- Track problems, medications, allergies
- Track Clinical Quality Measures (CQM's)
 - No performance threshold
 - Zero numerators (no requirement to show improvement)

From Meaningful Use to MIPS

Building a Foundation for MIPS: Meaningful Use (continued)

Stage 2 (all of Stage 1 +)

- HIE, patient portal, secure messaging (P2P)
- CQM's increase from 6 to 9 in 2014
- Still no performance thresholds for CQM's

From Meaningful Use to MIPS

Drawbacks of Meaningful Use

- There are still no outcome performance measures
- Meaningful use criteria does not align with Triple Aim objectives:
 - Improved Health
 - Improved Patient Satisfaction
 - Reduced Costs
- No consideration for weighing costs with benefits

From Meaningful Use to MIPS

Building a Foundation for MIPS: PQRS, HIE & VBM

PQRS:

- Required to report on 9 measures
- 1.5% penalty if you missed 2015 deadline
- 2.0% penalty in 2017 based on 2015 PQRS reporting

Health Information Exchange (HIE):

- Secure Information Sharing

Value Based Modifier Program

From Meaningful Use to MIPS

Preparing for 2019 - Merit Based Incentive Payment System

- Triple Aim
- PMPM - Capitation (already in use)
- Bundled Payments (starting to see more of)
- Expand Care Team (Chronic Care Management - CCM)
- Group Visits/Classes
- Increased Patient Engagement & Satisfaction Research
- Enhanced Data Gathering, Analytics & Reporting

From Meaningful Use to MIPS

Achieving Triple Aim Requires

✓ Data Collection

✓ Data Sharing

✓ Data Analytics

From Meaningful Use to MIPS

EHR Adoption

- 95% of hospitals/54% of ambulatory providers

Interoperability (HIE)

- 56% of hospitals routinely electronically notify PCP on ER entry
- 32% of patients have direct access to lab results

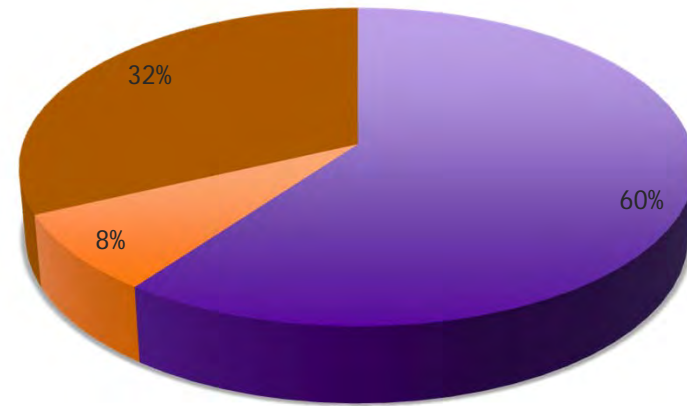
Engagement

- 41% of hospitals use secure messaging
- 49% of patients are using IT to interact with their provider
- 18% of patients are using secure texting to interact with their provider

From Meaningful Use to MIPS

Meaningful use results?

493 Health IT studies from 2007-2013 related to the impact of meaningful use functionality on the quality, efficiency, and safety of care



■ Positive Impact ■ Negative Impact ■ Mixed Impact

Agenda

Data? What Data?

From Meaningful Use to MIPS

Begin with the End in Mind

The Right Tool(s) for the Job

Finding Success Along the Way

WARNING: Do Not Forget About HIPAA

Begin with the End in Mind



Stephen Covey, *The 7 Habits of Highly Effective People*

Begin with the End in Mind

Step 1: Inventory & Assess the data you are currently collecting

- Where is it?
- How is it gathered?
- Is it accurate?
- What is missing (and where can you get it)?

Begin with the End in Mind

Step 2: Assess current tools, vendors & resources

- EHR/PM System
- Data Warehouse/Reporting Platform
- Patient Satisfaction Research capabilities

Identify deficiencies & make plan to shore up

Begin with the End in Mind

Step 3: Assess Care Team

- Providers & Midlevels
- Training?
- Capacity?
- Attitude?

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The Right Tool(s) for the Job



The Right Tool(s) for the Job

What Tools are We Using?

Where is the Data that You Want?

How can you Collect it?

The Right Tool(s) for the Job



Kiosks



Tablets



Email



Internet



Phone

The Right Tool(s) for the Job

- EHR/PM System (claims data)
- Accounting systems
- Health Information Exchange
- Chronic Care Management systems
 - RN's, NP's and MA's are expanding the service delivery team beyond the Provider

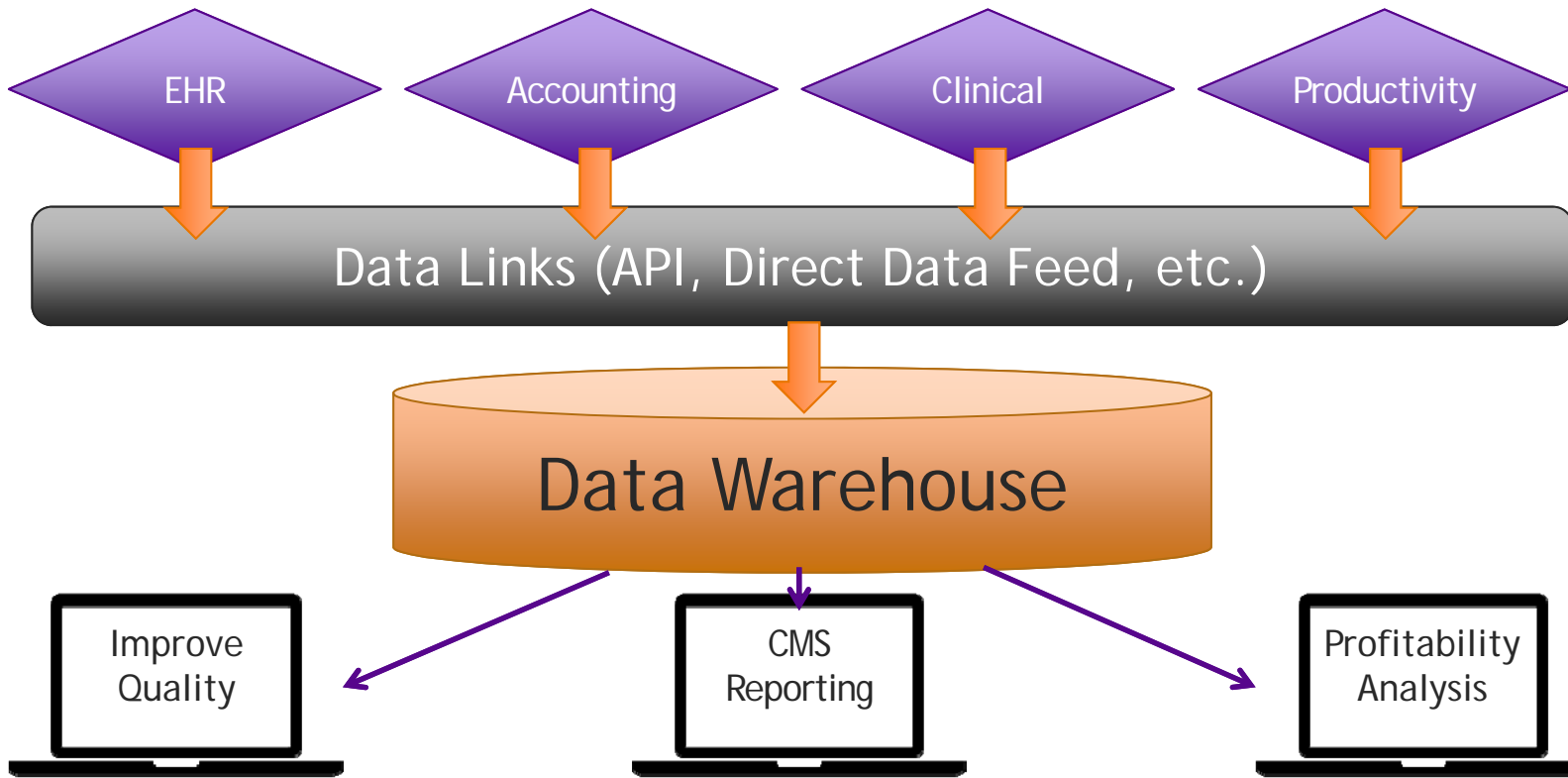
The Right Tool(s) for the Job

- Patient Home/Mobile Monitoring Devices
 - Wearable devices (Pedometer, FitBit, etc.)
 - Home Monitors (Weight, Glucose, Diet, Fluids, etc.)
- Hospitals
- Referring/Specialty Providers

The Right Tool(s) for the Job

- E-Visits
- Clearinghouse
- Labs
- Pharmacy
- Satisfaction Research Systems

The Right Tool(s) for the Job



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Sample eCW
MU report

eClinicalWorks Meaningful Use Adoption Quality **MAQ** Dashboards

Meaningful Use - Core Measures - Score Card View Select Provider(s) Score Card Select Help

Stage-1 Period A: Monthly Vs Period B: 90-Day

Stage-2

Meaningful Use	Objective Measures ** Click on % Scores for Patient list *** Not for MU Attestation Period A: 07-01-2015 to 07-31-2015 Period B: 05-03-2015 to 07-31-2015	Measure Code	Practice Denominator Period A	Practice Numerator Period A	Practice (Threshold %) Period A	Practice Denominator Period B	Practice Numerator Period B	Practice (Threshold %) Period B
Core	CPOE - Medication	CORE1-1	478	478	100 (66)	1610	1610	100 (60)
Menu	CPOE - Radiology	CORE1-2	1293	1133	87.63 (30)	4012	3671	91.5 (30)
Adoption	CPOE - Laboratory	CORE1-3	403	387	96.03 (30)	1165	1115	95.71 (30)
Quality	e-Prescribing (eRx)	CORF-2	2027	1612	79.53 (50)	6090	4725	77.59 (50)
	Record Demographics	CORE-3	1140	1134	99.47 (80)	3728	3719	99.76 (80)
	Record Vital Signs (Ht, Wt, BP > 3 Yrs)	CORE4-1	1140	1133	99.39 (80)	3728	3710	99.52 (80)
	Record Vital Signs (Ht, Wt)	CORE4-2	1140	1134	99.47 (80)	3728	3714	99.62 (80)
	Record Vital Signs (BP > 3 Yrs)	CORE1-3	1140	1133	99.39 (80)	3728	3710	99.52 (80)
	Record smoking status	CORE-5	1140	1100	96.49 (80)	3728	3602	96.62 (80)
	Patient Electronic Access (Timely)	CORE7-1	1140	1115	97.81 (50)	3728	3665	98.31 (50)
	Patient Electronic Access (VDT)	CORE7-2	1140	285	25 (5)	3728	976	26.18 (5)
	Clinical Summaries	CORE 8	1150	1041	90.52 (50)	4050	3500	86.42 (50)
	Clinical Lab-Test Results	CORE-10	339	324	95.58 (55)	1162	1098	94.49 (55)
	Preventive Care - Patient Reminders	CORE-12	8777	3555	40.5 (10)	8753	3837	43.84 (10)
	Patient-Specific Education Resources	CORE-13	1140	1011	88.68 (10)	3728	3158	84.71 (10)
	Medication Reconciliation	CORE-14	163	157	96.32 (50)	625	610	97.6 (50)
	Summary of Care	CORE15-1	135	129	95.56 (50)	339	324	95.58 (50)
	Summary of Care (Electronic)	CORE15-2	135	113	83.7 (10)	339	264	77.88 (10)
	Use Secure Electronic Messaging	CORE-17	1140	157	17.28 (5)	3728	778	20.87 (5)

Sample eCW
MU report

eClinicalWorks **MAO** Meaningful Use Adoption Quality **Dashboards**

Quality - Patient Safety - Score Card View Select Provider(s) Score Card Select Help

Stage-1 Period A: Monthly Vs Period B: 90-Day

Measure	Measure Code	Practice Denominator Period A	Practice Numerator Period A	Practice (Threshold %) Period A	Practice Denominator Period B	Practice Numerator Period B	Practice (Threshold %) Period B
eCQM Measures ** Click on % Scores for Patient list Period A:07-01-2015 to 07-31-2015 Period B:05-03-2015 to 07-31-2015							
High-Risk Meds in the Elderly(1 count)	CMS156A	994	308	30.99 (0)	2885	951	32.96 (0)
High-Risk Meds in the Elderly(2 counts)	CMS156B	994	267	25.86 (0)	2885	840	29.12 (0)
Documentation of Current Meds	CMS68	1525	1507	98.82 (0)	4830	4769	98.74 (0)

Left sidebar categories: Meaningful Use, Adoption, Quality, 2014 eCQMs, Engagement, Safety, Care Coord, Pop/Pub Health, Resource Efficiency, Effectiveness

Sample eCW MU report

eClinicalWorks **MAQ** Meaningful Use Adoption Quality **Dashboards**

Meaningful Use - Core Measures - Score Card View Select Provider(s) Score Card Select Help

Stage-1 ▼ 🔍 📄 📱 🖨️ Period A: Monthly Vs Period B: YTD

Stage-2 ▼

Meaningful Use

Core

Menu

Adoption

Quality

Objective Measures ** Click on % Scores for Patient list *** Not for MU Attestation Period A:07-01-2015 to 07-31-2015 Period B:01-01-2015 to 08-11-2015	Measure Code	Practice Denominator Period A	Practice Numerator Period A	Practice (Threshold %) Period A	Practice Denominator Period B	Practice Numerator Period B	Practice (Threshold %) Period B
CPOE - Medication	CORE1-1	478	478	100 (60)	4143	4143	100 (60)
CPOE - Radiology	CORE1-2	1293	1133	87.63 (30)	10079	9235	91.63 (30)
CPOE - Laboratory	CORE1-3	403	387	96.03 (30)	2967	2633	88.74 (30)
e-Prescribing (eRx)	CORE-2	2027	1612	79.53 (50)	15061	10423	69.21 (50)
Record Demographics	CORE-3	1140	1134	99.47 (80)	8034	8010	99.7 (80)
Record Vital Signs (Ht, Wt, BP>3 Yrs)	CORE4-1	1140	1133	99.39 (80)	8034	8004	99.63 (80)
Record Vital Signs (Ht, Wt)	CORE4-2	1140	1134	99.47 (80)	8034	8009	99.69 (80)
Record Vital Signs (BP > 3 Yrs)	CORE4-3	1140	1133	99.39 (80)	8034	8004	99.63 (80)
Record smoking status	CORE-5	1140	1100	96.49 (80)	8034	7725	96.15 (80)
Patient Electronic Access (Timely)	CORE7-1	1140	1115	97.81 (50)	8034	7787	96.93 (50)
Patient Electronic Access (VDT)	CORE7-2	1140	285	25 (5)	8034	1705	21.22 (5)
Clinical Summaries	CORE-8	1150	1041	90.52 (50)	10690	9188	85.95 (50)
Clinical Lab-Test Results	CORE-10	339	324	95.58 (55)	2666	2508	94.07 (55)
Preventive Care - Patient Reminders	CORE-12	8777	3555	40.5 (10)	8723	4309	49.4 (10)
Patient-Specific Education Resources	CORE-13	1140	1011	88.68 (10)	8034	6465	80.47 (10)
Medication Reconciliation	CORE-14	163	157	96.32 (50)	1903	1862	97.85 (50)
Summary of Care	CORE15-1	135	129	95.56 (50)	615	584	94.96 (50)
Summary of Care (Electronic)	CORE15-2	135	113	83.7 (10)	615	433	70.41 (10)
Use Secure Electronic Messaging	CORE-17	1140	197	17.28 (5)	8034	1368	17.03 (5)

Summary

A/R

A/R Trends

Averages

Map View

Processing Time

Transactions

E&M

Period Comp \$

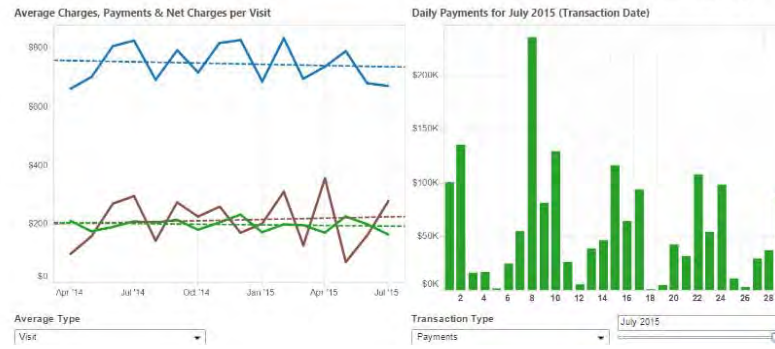
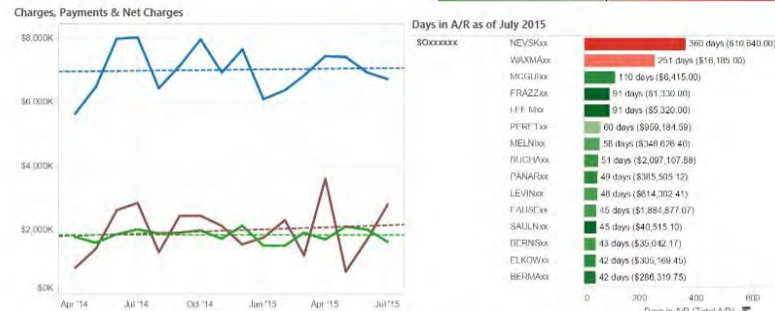
Period Comp Cnt

Forecast

Tools

- Reset my filters
- Export to PDF
- Export crosstab
- Export data
- Save as custom view
- Show custom view
- Delete custom view

Date Type: Closing
 Primary Grouping: Practice
 Secondary Grouping: Provider - Billing
 Date Range: 4/1/2014 - 7/31/2015
 Primary Grouping Filter: SOxxxxxx
 Secondary Grouping Filter: (Multiple values)
 Legend: Charges (blue), Payments (green), Net Charges (red)
 % Over 90 Days: 0.0% to 10%



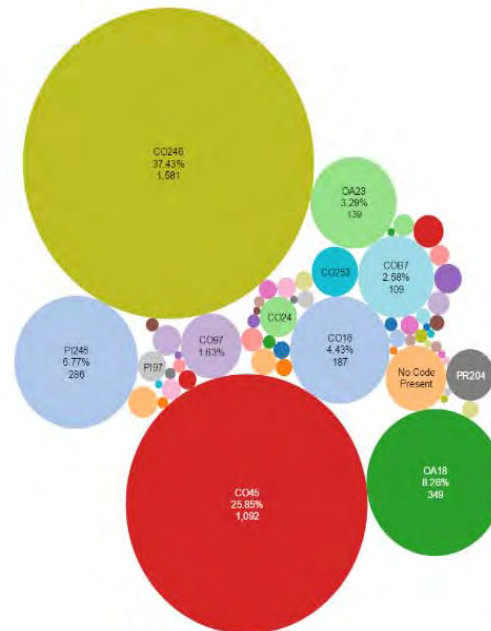
Sample PracticeMax clinical dashboard

Denials

Denials

Sample
PracticeMax
clinical
dashboard

Provider: (All) Adjustment: (All)



Sample PracticeMax clinical dashboard

Menu: [Home](#) | [RCM](#) | [EDI](#) | [Productivity](#) | [Satisfaction](#) | [Clinical](#) | [Medical Coding](#) | [Accounting](#) | [Ticket Status](#) | [HR](#) | [FAQ & Training](#)

Maxintel Demo User (Logout)

Summary
A/R
A/R Trends
Averages
Map View
Processing Time
Transactions
EAM
Period Comp \$
Period Comp Cnt
Forecast

Tools

- Reset my filters
- Export to PDF
- Export spreadsheet
- Export data
- Save as custom view
- Show custom view
- Delete custom view

Date Type: Closing
 Date Range: 4/1/2014 - 7/31/2015
 Primary Grouping: Practice
 Primary Grouping Filter: 30xxxxx
 Secondary Grouping: Provider - Billing
 Secondary Grouping Filter: (Multiple values)

View A: Established Patient Office

ICD-9 Code	% of Total Count
99211	0.06%
99212	6.98%
99213	71.48%
99214	17.32%
99215	2.39%

View A Procedure Code Groups: Established Patient Office

View B: New Patient Office

ICD-9 Code	% of Total Count
99201	0.00%
99202	6.70%
99203	34.22%
99204	56.87%
99205	2.19%

View B Procedure Code Groups: New Patient Office

View C: Hospital Consult

ICD-9 Code	% of Total Count
99231	1.77%
99232	2.33%
99233	44.75%
99234	31.85%
99235	19.30%

View C Procedure Code Groups: Hospital Consult

View D: Office Consult

ICD-9 Code	% of Total Count
99241	0.00%
99242	0.48%
99243	30.00%
99244	68.40%
99245	0.81%

View D Procedure Code Groups: Office Consult

© 2015 PracticeMax
Logout

Sample PracticeMax clinical dashboard

PracticeMax
Smart Solutions. Maximum Results.

Intro | RCM | EDI | Productivity | Satisfaction | Clinical | Medical Coding | Accounting | Ticket Stats | HR | FAQ & Training

MaxIntel Demo User (Logout)

Summary
A/R
A/R Trends
Averages
Map View
Processing Time
Transactions
E&M
Period Comp 5
Period Comp Cnt
Forecast

Tools

- Reset my filters
- Export to PDF
- Export cross-tab
- Export data
- Save as custom view
- Show custom view
- Delete custom view

Date Type: Closing
 Date Range: 4/1/2014 - 7/31/2015
 ZIP Code Type: Patient
 ZIP Code Filter: (All)
 Primary Grouping: Practice
 Primary Grouping Filter: 00xxxx
 Secondary Grouping: Provider - Billing
 Secondary Grouping Filter: (Multiple values)
 Bubble Size: Payments (\$)
 Bubble Color Intensity: Visits

19,973

Patient Map Analysis for Payments (\$) (Size) and Visits (Color)

Patient Map Drill Down

Zip	Mask_Provid...	Payments	Bubble Size	Bubble Col
00692	FAUSExx	\$1,038.45	1,938	
	NIxx	\$1,875.14	1,875	
01002	NIxx	30.00	0	
01034	NIxx	\$4,612.96	4,613	
	YORMAx	30.00	0	
01054	NIxx	\$695.16	695	
01059	CONTAxx	\$624.27	624	
	NIxx	-50.00	-50	
	YORMAx	\$303.78	304	
01107	NIxx	\$114.39	114	
01254	NIxx	\$74.79	75	
01257	NIxx	\$1,850.00	1,850	
01258	BERMAxx	\$295.96	296	
	ELKOWx	\$492.07	492	
	KHABix	\$291.64	292	
	NIxx	\$987.06	987	
01440	WORDExx	30.00	0	
01543	BUCHAxx	\$1,186.01	1,186	
	NIxx	\$1,727.27	1,727	
	STYLExx	\$118.18	118	
01702	ESPLxx	\$202.60	203	
01851	MAGHExx	\$260.42	260	
	NIxx	\$112.55	113	
02124	NIxx	\$221.75	222	
02446	GRILLxx	\$133.40	133	
	NIxx	\$23.14	23	
02537	BUCHAxx	\$74.85	75	
02562	NIxx	\$180.15	180	
02564	FAUSExx	\$793.19	793	
	NIxx	\$2,144.15	2,144	
02882	MAGHExx	\$5.11	5	
	NIxx	\$2,043.92	2,044	
	STYLExx	\$764.59	765	
02891	NIxx	\$707.65	708	
	YORMAx	\$421.84	422	
03031	NIxx	30.00	0	

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Logout

Sample PracticeMax clinical dashboard

Provider Productivity
Comparison by RVU, E/M

Provider Name: Richard MD, Michael
Report Date: 06/01/2015

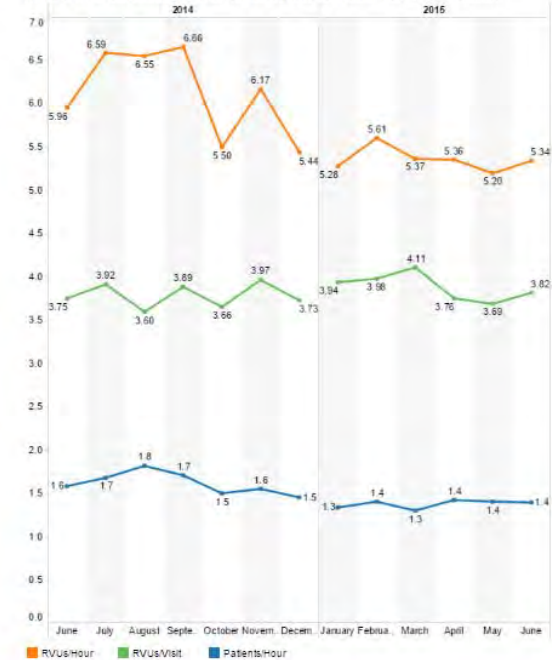
Note: This view shows up to the prior 13 months of data for the selected provider. If the provider's reported data is less than 13 months, the charts will display only from the provider's starting month.

- Tools
- Reset my filters
 - Export to PDF
 - Export data
 - Save as custom view
 - Show custom view
 - Delete custom view

Patients, Hours & RVUs in the Last 13 Months - Richard MD, Michael



RVU/Hour, Patients/Hour and RVU/Visit in the Last 13 Months - Richard MD, Michael



- Open Summary
- Closed Summary
- Satisfaction
- Trends
- Productivity

- Tools
- [Reset my filters](#)
 - [Export to PDF](#)
 - [Export to Excel](#)
 - [Export data](#)
 - [Save as custom view](#)
 - [Show custom view](#)
 - [Delete custom view](#)

Agent Status: (All) | Ticket System: Acumatica | Customer Status: (All)

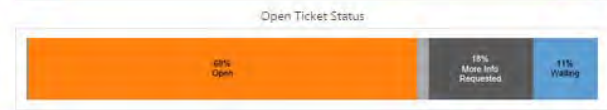
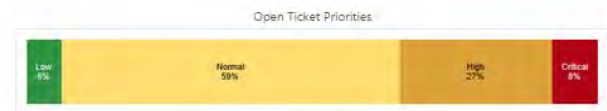
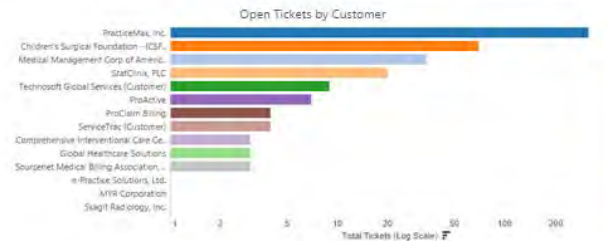
Agent Department: (All) | Ticket Category: (All) | Customer Name: (All)

Agent Group: (All) | Ticket Status: (All) | Opened By: (All)

Agent Names: (All) | Date Opened: 5/15/2015 to 6/16/2015

Age Open Tickets By: Date Opened

Open Ticket Average Days Open	29+	476 (100%)	Total	476 (100%)
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Open Ticket Details

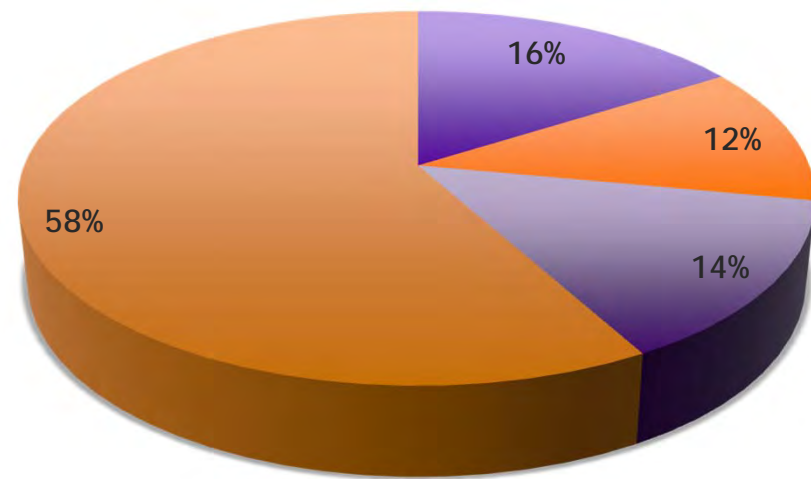
Case Number	Opened By	Agent Name	Ticket Status	Days Since Opened	Aging Days	Hours
100112	Denise Lipinski	Cathy Sivers	Open	722	722	0.0
100132	Darren Wilson	Darren Wilson	Waiting	721	721	0.0
100144	Gwenolynn Bailey	Cathy Sivers	Open	720	720	0.0
100163	Ernestine Sonneman	Cathy Sivers	More Info Requested	716	716	0.0
100240	Debbie Welch	Ben James	Open	710	710	0.0
100547	Carlos Armstrong	Ben James	Open	692	692	0.0
100637	Damark's Tera	Carlos Armstrong	Open	666	666	0.0
100869	Emily Daugherty	Cathy Sivers	More Info Requested	666	666	0.0
100924	Darren Wilson	Darren Wilson	Waiting	664	664	0.0
100929	Darren Wilson	Darren Wilson	Waiting	661	661	0.0
101026	David Lander	Ashlene Demetz-Rigg	Open	658	658	1.0

Sample PracticeMax clinical dashboard

Finding Success Along the Way

Diabetes Medication Profile

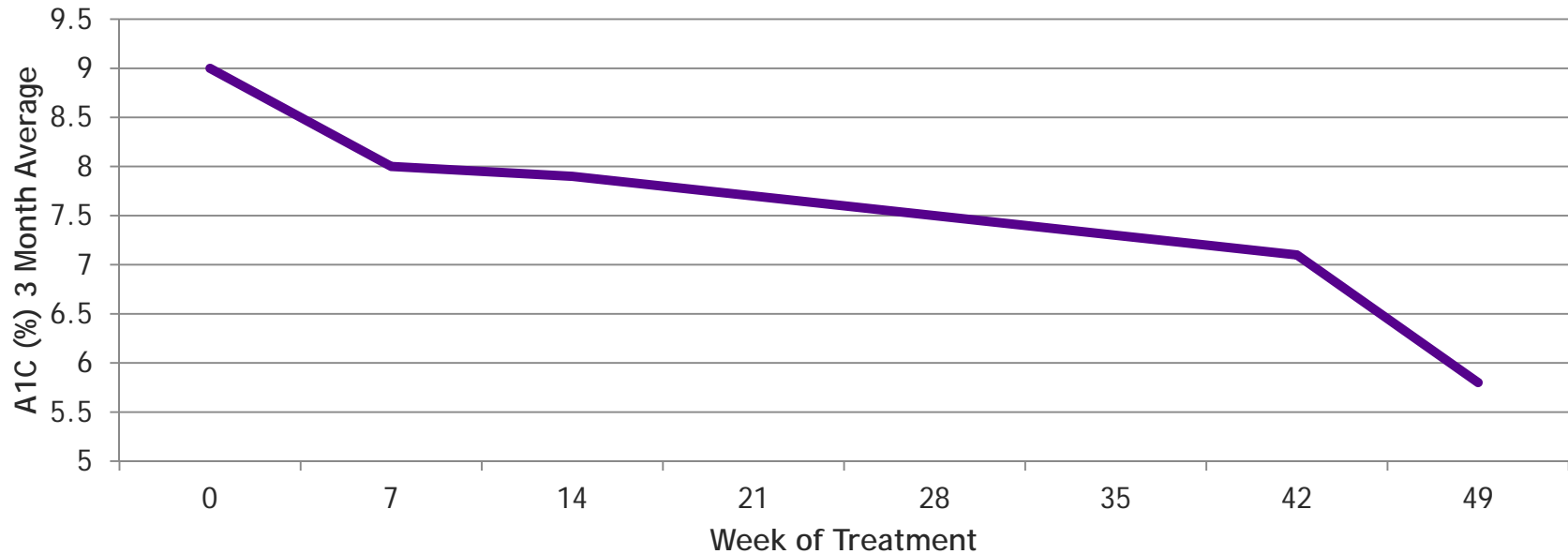
- Treatment with insulin and oral medications for people with diabetes
- This is 2 simple data points, graphically represented



■ No Medication ■ Insulin Only
■ Insulin & Oral Medication ■ Oral Medication Only

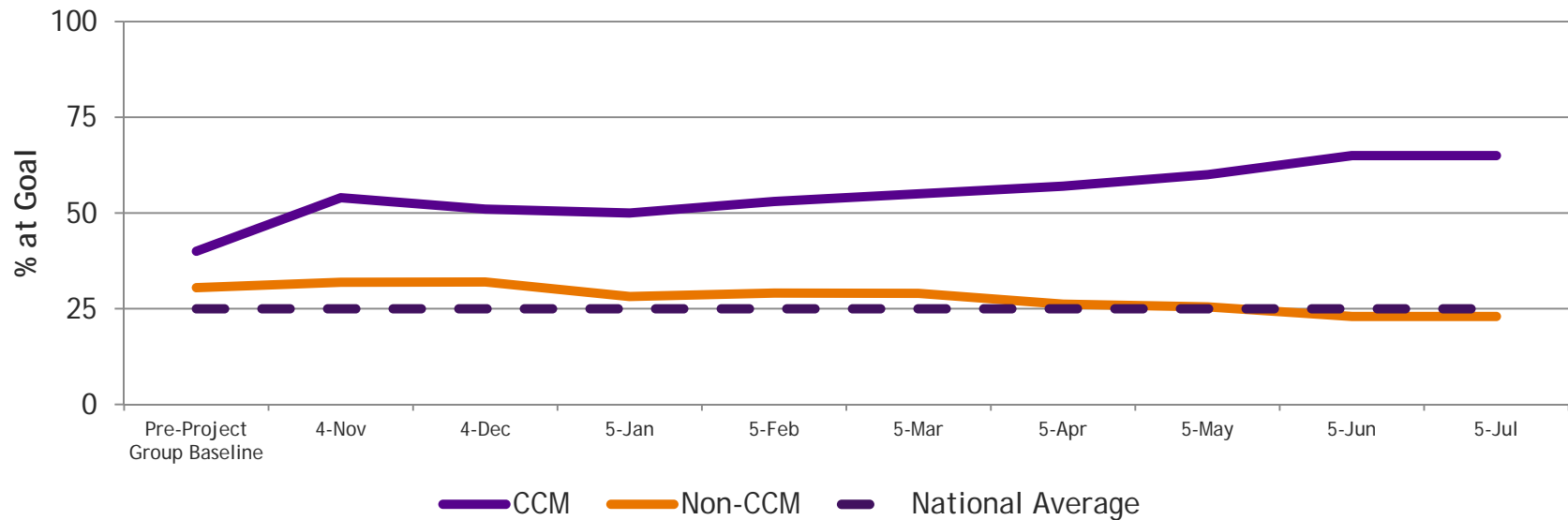
Finding Success Along the Way

Longitudinal View of Monthly A1C Levels



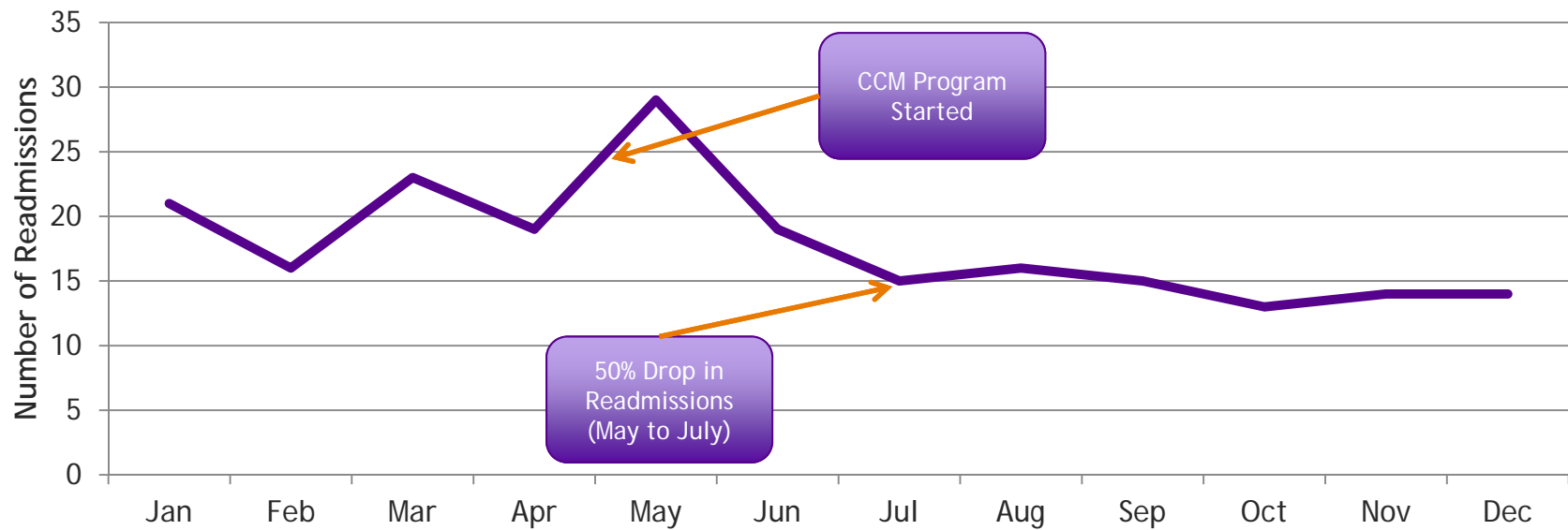
Finding Success Along the Way

Hypertension Goal Tracking:
CCM Compared to Non-CCM Patients



Finding Success Along the Way

Overall CHF Readmission Improvement due to CCM Starting June 2013



Agenda

Data? What Data?

From Meaningful Use to MIPS

The Right Tool(s) for the Job

Begin with the End in Mind

Finding Success Along the Way

WARNING: Do Not Forget About HIPAA

WARNING: Do Not Forget About HIPAA!

- HIPAA privacy rules apply to satisfaction research, data warehouses, data analytics platforms, etc.
- Make sure all analytics/email/survey/texting and/or practices are HIPAA and HITECH compliant
- Update your HIPAA policies & procedures to make sure they meet HHS OCR guidelines
- Revise patient intake consent and authorization forms to include data mining & data sharing practices
- Failure to comply with HIPAA Privacy & Security requirements can result in stiff fines and penalties

Thank you for your Participation

For further information, please contact:

Scott Everson 480-374-7207
scott.everson@practicemax.com

Thank you!

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