



Leveraging Information Technology Tools for Practice Transformation

Presented to

CHCANYS

October 24-26, 2012

presented by

William Pagano, MD

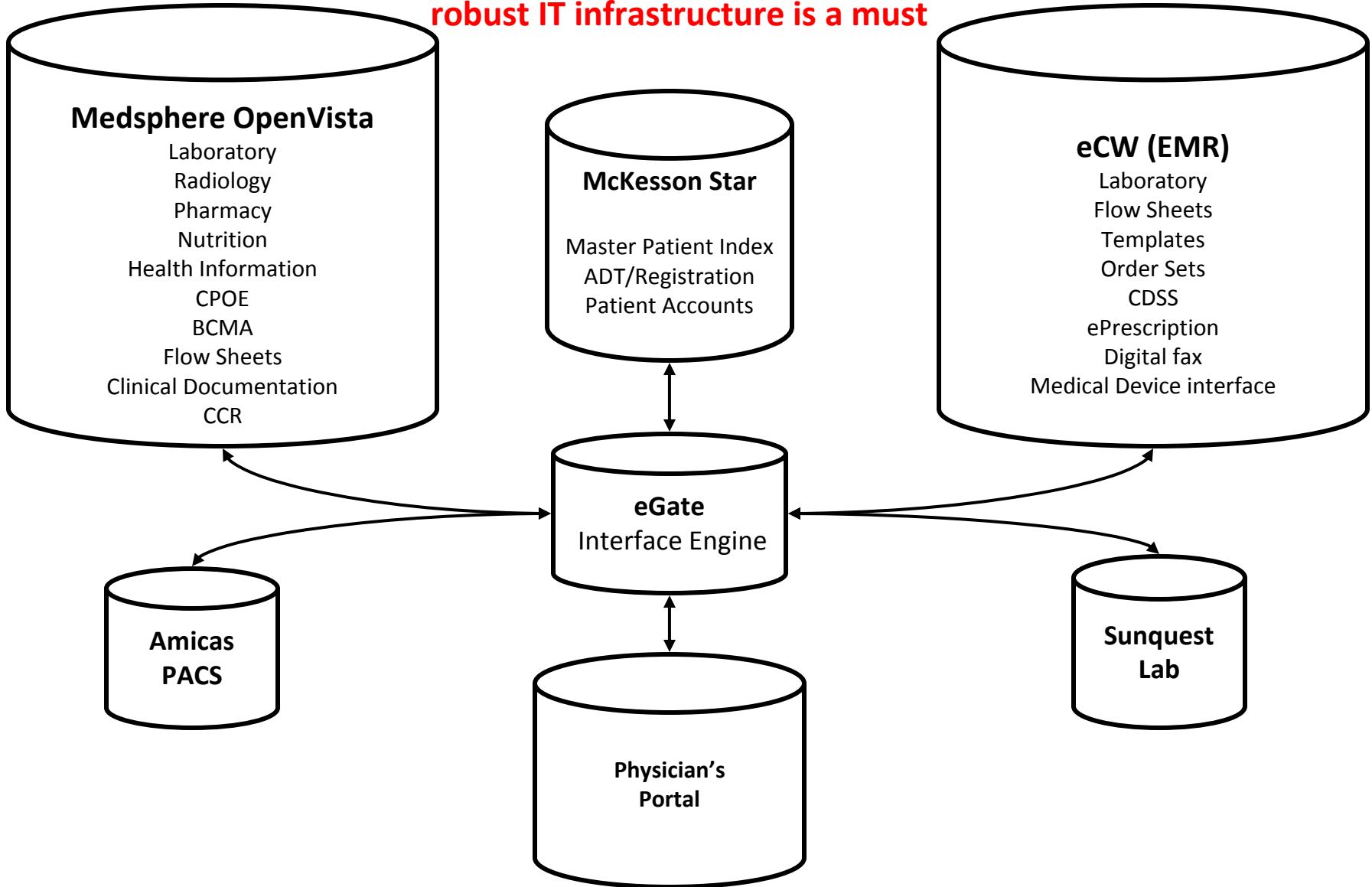
Senior Vice President

Medical Affairs and Operations

Lutheran Family Health Centers

Infrastructure

robust IT infrastructure is a must

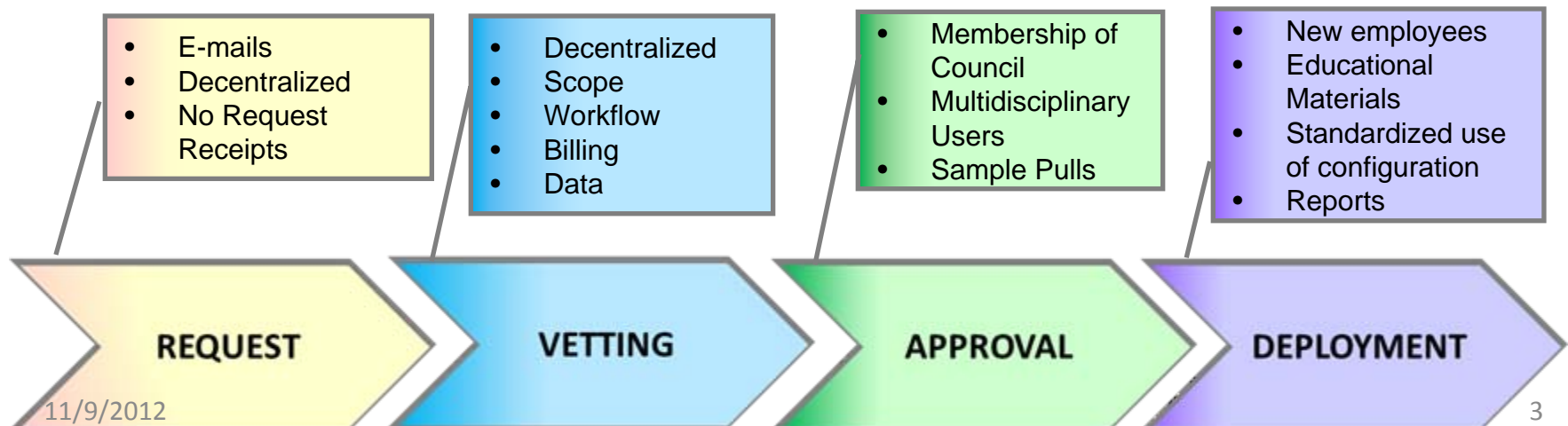


Varied documentation guidelines

impacts on ability to use administrative query as the monitoring strategy

Put in place a **centralized** process that address the following:

- ❖ Receipt of a configuration request
- ❖ Transparent mechanism showing status of the request
- ❖ Appropriate and available training strategy for new configuration
- ❖ Completion of training for all staff using the configuration



Pre-visit Planning Reports

administrative query used to build tools facilitating a meaningful visit..

Performance Management Reports v2.0

- Please double click the report name to run it
- Pre-Planning Report (Adult Clinically Important Conditions - DM, HTN, CHD, OBS, AST)
 - Pre-Planning Report (Children - DM, OBS, AST)
 - Pre-Planning Report (OB Prenatal Planning Report)
 - Pre-Planning Report (Immunizations 05, 11, 14, and 17 Month Age Groups)
 - Anticoagulation Medication Regimen (6 Months)
 - Annual Assessment List and Labels
 - EDD - HIV Tested Report
 - CIC Completed Visit Report (Adult Clinically Important Conditions)



Pre Planning Visit - [frmPre_Visit_Planning : Form]

File Edit Insert Records Window Help Adobe PDF

Type a question for help

Double click the row to view detailed report by patient

Date Range From 10/17/2011 - 10/15/2012

DEPARTMENT NAME	MR#	PATIENT NAME	SEX	DOB	Age	LANGUAGE	PRIMARY INSURANCE	PCP PROVIDER	APPT. DATE	APPT. PROVIDER	CO
CA MED			M		45	INTERPRETER NOT NEED	INUS		10/27/2012	MINUS	
CA MED			M		23	INTERPRETER NOT NEED	INUS				
CA MED			F		58	INTERPRETER NOT NEED	INUS				DM HTN
CA MED			M		35	INTERPRETER NOT NEED	INUS				
CA MED			F		33	INTERPRETER NOT NEED	INUS				
CA MED			F		61	INTERPRETER NOT NEED	INUS				HTN
CA MED			F		24	INTERPRETER NOT NEED	INUS				
CA MED			F		72	INTERPRETER NOT NEED	INUS				HTN
CA MED			M		54	INTERPRETER NOT NEED	INUS		10/27/2012	MINUS	HTN
CA MED			F		62	INTERPRETER NOT NEED	INUS				DM HTN
CA MED			F		46	*INTPRTR NOT NEEDED	INUS				
CA MED			F		43	*INTPRTR NOT NEEDED	INUS				DM
CA MED			F		50	*INTPRTR NOT NEEDED	INUS				DM HTN

Record: 1 of 29910

Have PC Appointment? (Next 90 days)

MR# / Patient Name Gender

Patient's Between the Ages of And

SITENAME	PC Upcoming Appointment Provider
CAFHC	
BCFHC	
FPHC	
PRFHC	
PSFHC	
SP-MED	
SRFHC	
STFHC	

Select Upcoming PC Appointment Date(s): (Optional)

Tuesday, October 16, 2012

Wednesday, October 17, 2012

Thursday, October 18, 2012

Friday, October 19, 2012

Saturday, October 20, 2012

eCW PCP

A1c Results

No

Controlled

Poorly Controlled

UnControlled - (8-9)

UnControlled - (>9)

LDL Result

High BP*

HTN 6MO

Have PAP

Navigation

Depression Scn

Have MAM

Condition

DM

HTN

CHD

Obesity

Asthma

Other

RWJ

Not Screened

Ineligible

Eligible

BMI Index

No

Underweight

Normal

Overweight

Obese

Primary Insurance

1199 LMC EMPLOYEE

1199 LMC NATL ENFT FUND HC

1199 LMC NON EMP

Sorting Options

Ascending

Ascending

Apply Filter

Remove Filter

Preview To Screen

Preview Detail By Provider Only

Transfer To Excel

Open Summary Report

Print Labels

Exit Program

* High BP at last visit = Have HTN and BP >= 140/90 or Have DM, HTN and BP >= 140/90

** Obesity Includes *Overweight and Obese ICD9 Codes (278*)

Improvement on:

RECALL Patients

IDENTIFY MISSING ELEMENTS

Labs, Immunizations

Spread the Strategy

intervene for immunizations

Sunset Park Health Council, Inc./Lutheran Family Health Centers
Health Care Plan Goals – Five-Year Project Period

Project Period Start: 1/1/2012

Project Period End: 12/31/2016

QC Date 2012	Focus Area Leads	Performance Measures	2010 Baseline Submitted Data	2011 Status	2012 Status	Project Period Goals	
						2012	2016
7 REQ UDS TCNY QARR	Child Health – Immunizations N. Villanueva	The percentage of children by 2 years of age with appropriate immunizations (4 DTaP, 3 polio, 1 MMR, 3 Hib, 3 hepatitis B, 1 VZV, 4 PC13, 2 Hep A, 2/ or 3 RV, 2 Influenza) RC Goal 35%	NEW	2011 (Sample) 33%	Jul–Jun (Sample) ongoing	35%	55%

Pre Planning Visit - [frmlimmun : Form]

File Edit Insert Records Window Help Adobe PDF

Double click the row to view detailed by patient
Sep 2012

SITE NAME	MR#	PATIENT NAME	DOB	Current Age	Age Group	Next Age Milestone	Last DOS	Next Appt. Date	Hep B	Hib	Dtap	Polio	Rotavirus	Rotavirus	PC7	Age Group		
																14/17 Only	11/14/17 Only	Flu
Brooklyn Chinese				2_Y - 6 M - 18 D	2_Years	1/23/2012	8/1/2012		2	4	4	3	0	3	4	1	1	0
Brooklyn Chinese				1_Y - 3 M - 21 D	17_Month	9/20/2012	8/18/2011		1	2	2	2	0	2	2	0	0	0
Brooklyn Chinese				2_Y - 8 M - 0 D	2_Years	12/10/2011	3/18/2012		1	3	3	3	0	3	3	0	0	0
Brooklyn Chinese				2_Y - 8 M - 0 D	2_Years	12/10/2011	3/18/2012		1	3	3	3	0	3	3	0	0	0
Brooklyn Chinese				1_Y - 7 M - 26 D	2_Years	12/15/2011	6/8/2012		2	4	4	3	0	3	4	2	1	1
Brooklyn Chinese				1_Y - 7 M - 24 D	2_Years	12/17/2011	2/28/2012		5	4	4	3	0	3	4	2	1	1
Brooklyn Chinese				1_Y - 7 M - 20 D	2_Years	12/21/2011	7/1/2012		2	4	4	3	1	2	4	2	1	1
Brooklyn Chinese				1_Y - 7 M - 18 D	2_Years	12/23/2011	11/3/2011		2	4	4	3	0	3	4	2	1	1
Brooklyn Chinese				1_Y - 7 M - 16 D	2_Years	12/26/2011	12/22/2011		1	3	3	2	1	1	3	2	1	0
Brooklyn Chinese				1_Y - 7 M - 12 D	2_Years	12/29/2011	7/30/2012		1	2	2	2	1	1	3	0	0	0
Brooklyn Chinese				2_Y - 7 M - 1 D	2_Years	1/9/2012	7/10/2012		2	4	4	3	1	2	4	2	1	1
Brooklyn Chinese				1_Y - 6 M - 25 D	2_Years	1/16/2012	4/12/2012		2	4	4	3	0	3	4	1	1	1
Brooklyn Chinese				1_Y - 6 M - 22 D	2_Years	1/19/2012	7/27/2012		2	4	4	3	0	3	4	2	1	1
Brooklyn Chinese				2_Y - 8 M - 7 D	2_Years	1/23/2012	5/23/2012		2	4	4	3	1	2	4	2	1	1

Record: 14 of 2108

SITE/NAME: Brooklyn Chinese LFHC, Caribbean-American LFHC, Family Physician LFHC, I.S. 88, Park Ridge LFHC, Park Slope LFHC, Preadmit Outpatient FHC, Rehab Sunset Park, Shore Road LFHC, Sunset Park 5610

MR# / Patient Name, eCW PCP, Age Group, Sorting Options

Apply Filter, Remove Filter, Transfer To Excel, Exit Program

Compliant with immunizations (Green), Lacking dose(s), no appointment (Yellow), Lacking dose(s), with appointment (Red), No appointment made (White)

Improvement Notes:

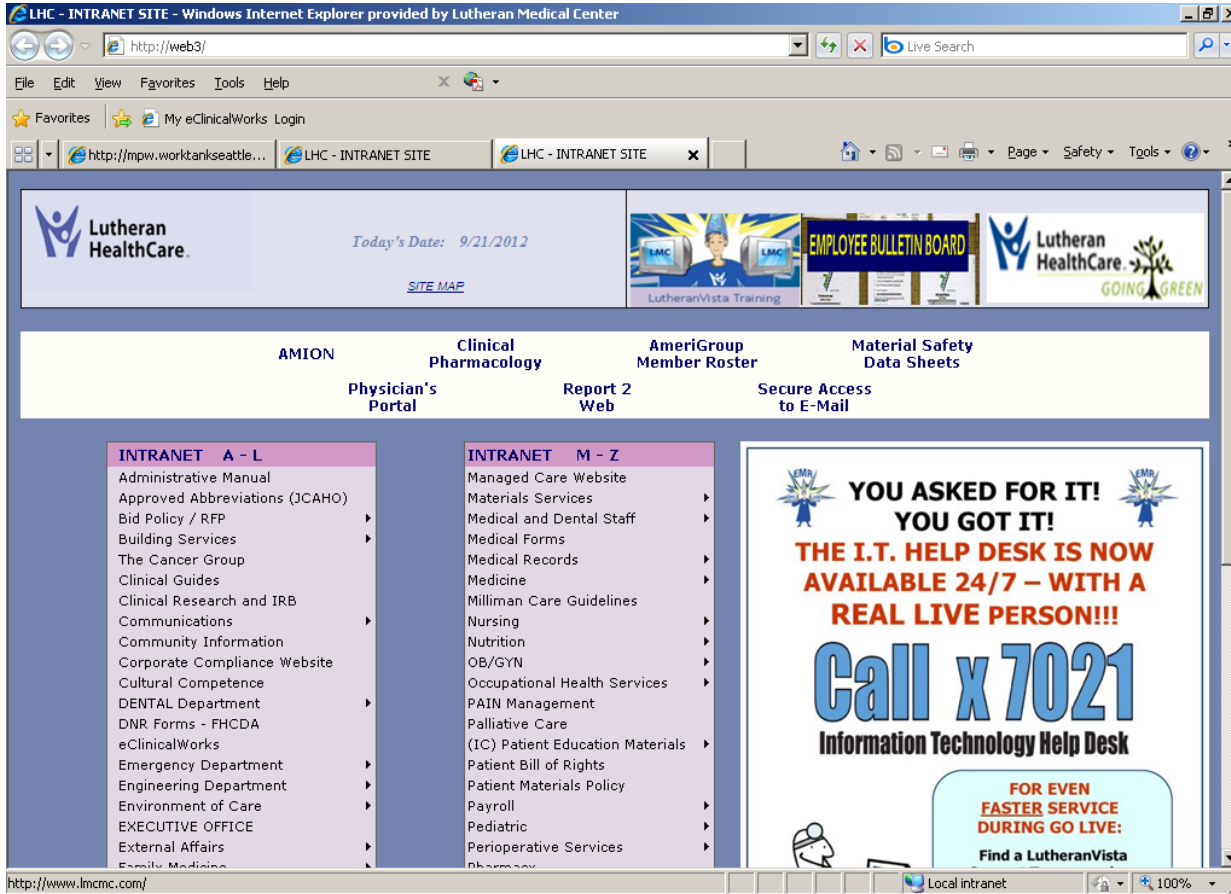
RECALL Patients:
Optimize opportunity to intervene in a timely manner

OPTIMIZE other opportunities (sick visits)



IT Tools Built

..tools must be accessible..



Lutheran HealthCare

Today's Date: 9/21/2012

[SITE MAP](#)

AMION **Clinical Pharmacology** **AmeriGroup Member Roster** **Material Safety Data Sheets**

Physician's Portal **Report 2 Web** **Secure Access to E-Mail**

INTRANET A - L

- Administrative Manual
- Approved Abbreviations (JCAHO)
- Bid Policy / RFP
- Building Services
- The Cancer Group
- Clinical Guides
- Clinical Research and IRB
- Communications
- Community Information
- Corporate Compliance Website
- Cultural Competence
- DENTAL Department
- DNR Forms - FHCD
- eClinicalWorks
- Emergency Department
- Engineering Department
- Environment of Care
- EXECUTIVE OFFICE
- External Affairs
- Family Medicine

INTRANET M - Z

- Managed Care Website
- Materials Services
- Medical and Dental Staff
- Medical Forms
- Medical Records
- Medicine
- Milliman Care Guidelines
- Nursing
- Nutrition
- OB/GYN
- Occupational Health Services
- PAIN Management
- Palliative Care
- (IC) Patient Education Materials
- Patient Bill of Rights
- Patient Materials Policy
- Payroll
- Pediatric
- Perioperative Services
- Pharmacy

**YOU ASKED FOR IT!
YOU GOT IT!**

**THE I.T. HELP DESK IS NOW
AVAILABLE 24/7 - WITH A
REAL LIVE PERSON!!!**

Call x 7021

Information Technology Help Desk

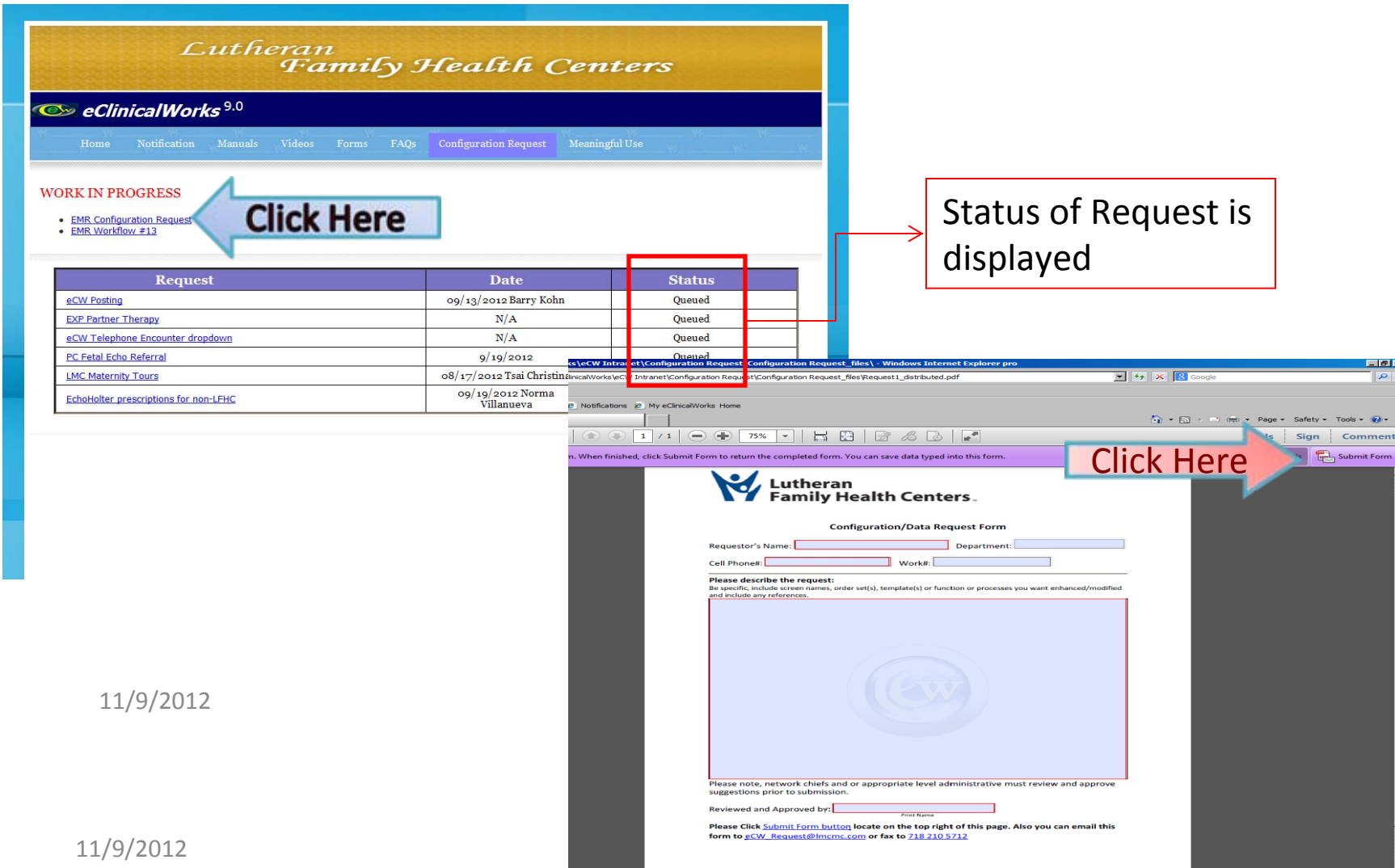
**FOR EVEN
FASTER SERVICE
DURING GO LIVE:
Find a LutheranVista**

Lutheran Family Health Centers

eClinicalWorks

Configuration Request Process

transparent, accessible and user friendly



Lutheran Family Health Centers
eClinicalWorks 9.0

Home Notification Manuals Videos Forms FAQs **Configuration Request** Meaningful Use

WORK IN PROGRESS

- [FMR Configuration Request](#)
- [FMR Workflow #13](#)

Click Here

Request	Date	Status
eCW Posting	09/13/2012 Barry Kohn	Queued
EXP Partner Therapy	N/A	Queued
eCW Telephone Encounter dropdown	N/A	Queued
PC Fetal Echo Referral	9/19/2012	Queued
LMC Maternity Tours	08/17/2012 Tsai Christina	Queued
Echo/Holter prescriptions for non-LFHC	09/19/2012 Norma Villanueva	Queued

Status of Request is displayed

Click Here

Configuration/Data Request Form

Requestor's Name: Department:
 Cell Phone#: Work#:

Please describe the request:
 Be specific, include screen names, order set(s), template(s) or function or processes you want enhanced/modified and include any references.

Please note, network chiefs and or appropriate level administrative must review and approve suggestions prior to submission.

Reviewed and Approved by:

Please Click **Submit Form** button, locate on the **top right of this page**. Also you can email this form to eCW_Request@lmcmc.com or fax to [218-210-5712](tel:218-210-5712)

11/9/2012

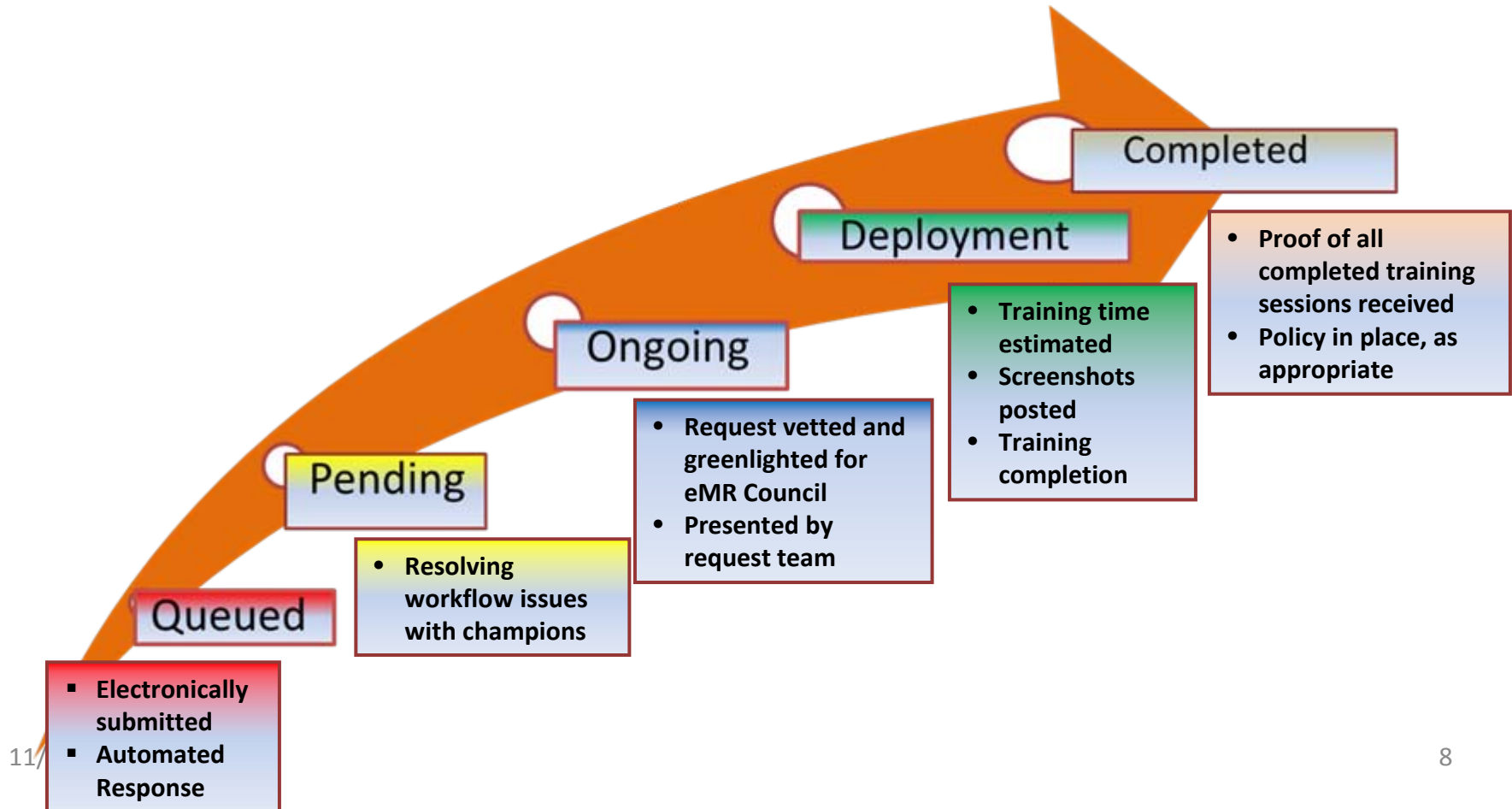
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11/9/2012

7

Standardized Process

facilitates transparency



Next Steps

being built.....

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New York State Center for Primary Care Informatics (CPCI)

