EMRAM/
O-EMRAM: What’s your number?
Agenda and presenter introduction

Ellen Loch, RN, Clinical Consulting and Advocacy Team

Key objectives:

• Review the EMRAM/O-EMRAM model
• Review of Allscripts Assessment and Consulting Services
• Call to action
Critical context

• The EHR Adoption Model is a progressively sophisticated roadmap, enabling quality, safety, and operational efficiency for healthcare providers

• Achieving EMRAM Stage 7 helps maximize the utilization of Allscripts services and solutions spanning categories
  
  » Governance, architecture
  
  » Pervasiveness of use, cybersecurity, digital imaging, mobility
  
  » Business intelligence, analytics
  
  » Health Information Exchange (HIE)
  
  » Continuity of care, population health management
Value of Maturing in EMRAM/O-EMRAM Model

- Consistent and efficient care quality and cost
- Improved patient safety
- Improved patient care as measured by industry leading organizations
- Reduced complications and adverse events for top DRGS
## 2018 – EMRAM themes

<table>
<thead>
<tr>
<th>HIMSS EMRAM Requirements</th>
<th>Stage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient centric storage of DICOM (PACS) and Non-DICOM images such as clinical photos</td>
<td>1</td>
</tr>
<tr>
<td>Routine Allied Health documentation completed on-line</td>
<td>3</td>
</tr>
<tr>
<td>Access to community (public) databases for PAMI, images and lab results</td>
<td>4</td>
</tr>
<tr>
<td>Physician Documentation alerts, clinical guidance, strong analytical capabilities and outcomes</td>
<td>5</td>
</tr>
<tr>
<td>Bar code all specimen collection, blood admin, centrally stored breast milk</td>
<td>6</td>
</tr>
<tr>
<td>Must show trending of CPOE/KBMA over time with consistent achievement levels.</td>
<td>6</td>
</tr>
<tr>
<td>Provide an overview of the Privacy and security program</td>
<td>7</td>
</tr>
<tr>
<td><strong>Analytics Maturity</strong>, Impactful Clinical and Business Intelligence Use Cases</td>
<td></td>
</tr>
</tbody>
</table>
## 2018 – O-EMRAM themes

<table>
<thead>
<tr>
<th>HIMSS EMRAM Requirements</th>
<th>Stage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access to clinical information, unstructured data, multiple data sources</td>
<td>1</td>
</tr>
<tr>
<td>Access to patient information from outside facilities</td>
<td>2</td>
</tr>
<tr>
<td>e-Prescribing, nursing documentation, medication reconciliation, CDS</td>
<td>3</td>
</tr>
<tr>
<td>CPOE, physician documentation with Clinical Decision Support</td>
<td>4</td>
</tr>
<tr>
<td>Patient Engagement, patient portal</td>
<td>5</td>
</tr>
<tr>
<td><strong>Continuity of Care Maturity</strong> Advanced CDS, proactive care management, population health management</td>
<td>6</td>
</tr>
<tr>
<td><strong>Interoperability</strong> between EHR and Community Based EHR</td>
<td>7</td>
</tr>
<tr>
<td><strong>Analytics Maturity</strong>, Impactful Clinical and Business Intelligence Use Cases</td>
<td></td>
</tr>
</tbody>
</table>
Partnership for advancing adoption

Allscripts EMRAM/O-EMRAM Consulting Services

Assessment

Accelerate 6→7

“Fill the Gap” Services
What is a Mock Audit

• Stage 7 requires an on-site assessment with the HIMSS certification team.

• Timed: after gap completion and before stage 7 validation
  – Allscripts resources arrive on site,
  – listen the client led presentation (90 Minutes) (HIMSS will be 150 Minutes)
  – make rounds to departments and units or clinics

• For EMRAM unit rounding includes meetings with HIM, Medical Imaging, Pharmacy, ED, Med Surg, ICU, L&D, Perio-op.

• For O-EMRAM rounding includes visits to medical imaging, and clinic visits to adult medicine, pediatrics, specialty care. And procedural areas.
Value proposition

- Sunrise™/Allscripts TouchWorks® EHR/Paragon®/EMRAM & O-EMRAM
  - Subject matter experts
  - Expertise and solutions to close gaps
  - Content knowledge for the required client led presentation

- Allscripts resources include
  - Project management
  - Strategist/Management consultant
  - HIMSS-certified consultant
  - CPM technical resource
Impactful Outcomes enabled by new workflows

• Reduced AR days and DNFB rate
• Decreases in transcription costs
• Reduction in patient appointment backlog from 5,000 to 440
• Increases in patient participation in use of portal
• Post discharge out-reach Diabetes, HTN
• Care Management Monitoring of Heart Failure
  – 36% increase in new cases,
  – 50% decrease in Heart Failure readmissions (inpatient and outpatient interventions)
• Peer to Peer consulting
Impactful Outcomes enabled by new workflows

• Pharmacogenetics (Personalized Medicine)
  – Predict/prevent potential adverse reactions (HIV antiviral and Statin Meds)
  – Predict response or effectiveness to a medication (B-Raf mutation late stage melanoma)
  – Optimize the dose of a medication (Thiopurine therapy and bone marrow suppression)

• Manage Blood Glucose levels in post-op Open heart patients

• Screening for MRSA, understanding transmission patterns

• Improving administration of stat antibiotics in the ICU
<table>
<thead>
<tr>
<th>Stage</th>
<th>Asia Pacific</th>
<th>Middle East</th>
<th>United States</th>
<th>Canada</th>
<th>Europe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stage 7</td>
<td>0.8%</td>
<td>1.3%</td>
<td>4.8%</td>
<td>0.2%</td>
<td>0.3%</td>
</tr>
<tr>
<td>Stage 6</td>
<td>5.5%</td>
<td>12.8%</td>
<td>30.5%</td>
<td>1.1%</td>
<td>2.5%</td>
</tr>
<tr>
<td>Stage 5</td>
<td>8.4%</td>
<td>22.8%</td>
<td>34.9%</td>
<td>3.7%</td>
<td>29.5%</td>
</tr>
<tr>
<td>Stage 4</td>
<td>1.6%</td>
<td>3.4%</td>
<td>10.2%</td>
<td>1.3%</td>
<td>6.7%</td>
</tr>
<tr>
<td>Stage 3</td>
<td>0.8%</td>
<td>16.8%</td>
<td>13.9%</td>
<td>31.4%</td>
<td>5.3%</td>
</tr>
<tr>
<td>Stage 2</td>
<td>31.9%</td>
<td>21.5%</td>
<td>2.3%</td>
<td>30.3%</td>
<td>34.5%</td>
</tr>
<tr>
<td>Stage 1</td>
<td>4.5%</td>
<td>6.0%</td>
<td>1.4%</td>
<td>15.0%</td>
<td>7.9%</td>
</tr>
<tr>
<td>Stage 0</td>
<td>46.5%</td>
<td>15.4%</td>
<td>1.9%</td>
<td>17.2%</td>
<td>13.3%</td>
</tr>
</tbody>
</table>

N = 794 | N = 149 | N = 5,478 | N = 641 | N = 1,462
How to update your EMRAM / O-EMRAM score

http://www.himssanalytics.org/emram
## Example of EMRAM Survey Questions

<table>
<thead>
<tr>
<th>SAMPLE EMRAM QUESTIONS</th>
<th>ANSWERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is there a link in the EMR for the physicians to view the radiology images?</td>
<td>Yes or No</td>
</tr>
<tr>
<td></td>
<td>Don’t know</td>
</tr>
<tr>
<td></td>
<td>We do not offer radiology imaging services</td>
</tr>
<tr>
<td>Are Non-DICOM images stored and digitally available on the network?</td>
<td>Yes or No</td>
</tr>
<tr>
<td></td>
<td>Don’t know</td>
</tr>
<tr>
<td>IT Security – Do you have an acceptable use policy in place and enforced?</td>
<td>Yes or No</td>
</tr>
<tr>
<td></td>
<td>Don’t know</td>
</tr>
<tr>
<td>What percentage of existing users have received EMR Security refresher training within 12 months of their previous training?</td>
<td>Yes or No - 90% or more of users trained</td>
</tr>
<tr>
<td></td>
<td>Yes or No - Less than 90% of users trained</td>
</tr>
<tr>
<td></td>
<td>Don’t know</td>
</tr>
<tr>
<td>What percent of all medical orders are entered by physicians using CPOE (excluding the ED)?</td>
<td>____ %</td>
</tr>
<tr>
<td></td>
<td>None</td>
</tr>
<tr>
<td></td>
<td>Don’t know</td>
</tr>
<tr>
<td>Specimen Collection - Is technology (barcode, QR code, RFID, etc.) used to verify specimen collection and identification at the point of care?</td>
<td>Yes or No</td>
</tr>
<tr>
<td></td>
<td>Don’t know</td>
</tr>
<tr>
<td>Nurse Order Timeliness: Is EMR capable of reporting the timeliness of nurse orders. Ideally all orders are completed within 2 hours of schedule 90% of the time.</td>
<td>Yes or No - Nurse order timeliness can be tracked and monitored</td>
</tr>
<tr>
<td></td>
<td>Don’t know</td>
</tr>
</tbody>
</table>
### Example of O-EMRAM Survey Questions

<table>
<thead>
<tr>
<th>SAMPLE EMRAM QUESTIONS</th>
<th>ANSWERS</th>
</tr>
</thead>
</table>
| **Clinical Data Repository** | For clinical documentation  
For physician documentation  
For clinical research data analysis  
For current encounter procedures  
For current encounter vital signs including height, weight, blood pressure, temperature, etc |
| **Information Exchange** | With the CDC / With Government agencies  
With pharmacies or pharmacy clearinghouses (e.g. SureScripts)  
With external registries for reporting of patient data (e.g. immunization, disease or device)  
With internal disease registries for case management  
Web access only to hospital's clinical information  
Capable of exchanging data across multiple vendor platforms for the purpose of health information exchange |
| **Clinician Charting** | At clinician station  
At point of care |
| **Physician Documentation** | Transcribed reports are stored electronically  
Structured document templates (e.g. diabetic workup, annual physical, etc.) creating discrete data  
Problem lists |
| **Patient / Consumer Functions** | Email communications with physicians or nurses  
Patient Health Record (PHR)  
Patient specific medical education content  
A patient portal allowing the patient to see personal health information, pay bills, request a schedule, request an appointment, etc. |
HIMSS ANALYTICS – Additional Maturity Models

Electronic Medical Record Adoption Model
View the tools available:
• Get your EMRAM/O-EMRAM score
• Get a Full Assessment
• Schedule a Strategy Session
• Get Validation

Outpatient Electronic Medical Record Adoption Model
View the tools available:
• Get your EMRAM/O-EMRAM score
• Get a Full Assessment
• Schedule a Strategy Session
• Get Validation

Adoption Model for Analytics Maturity
View the tools available:
• Get your AMAM score
• Get Validation
• Get AMAM Gap Analysis
• Get AMAM On-Site Education

Continuity of Care Maturity Model
View the tools available:
• Schedule a Strategy Session
• Get Validation
Continuity of Care Maturity Model (CCMM) outlines the progressive capabilities (0-7) that healthcare organizations need in order to

- seamlessly coordinate patient care across a continuum of care sites and providers.

The Analytics Adoption Model for Analytics Maturity (AMAM) is designed to measure and advance an organization’s analytics capabilities. This eight-stage (0-7) model measures the capabilities your organization has gained from installation of technology and surrounding processes.
What’s your number?

• Review your stage (0-7) at HIMSS ANALYTICS
  – http://app.himssanalytics.org/hadatabase/login.asp

• Plan for an on-site EMRAM/O-EMRAM Assessment

• Use the 2018 EMRAM/O-EMRAM Roadmap to advance technology adoption