

MUCH MORE  
THAN I.T.

# POSSIBILITY

AVOIDING OPTIMIZATION IMPACTS  
PATIENT CARE:

Are You Missing Out On Improved Quality &  
Potential Revenue Gains?



# TODAYS PRESENTERS



**Christy Erickson**

Principal Consultant  
Galen Healthcare Solutions



**Becky Matias**

EEHR Consultant  
Galen Healthcare Solutions

# Solving for Today. Preparing for Tomorrow.

**Your phone has been automatically muted. Please use the Q&A panel to ask questions during the presentation!**

The screenshot displays the Cisco WebEx Event Center interface. The main presentation area shows a slide with the GALEN Healthcare Solutions logo and the text "MUCH MORE THAN I.T. POSSIBILITY". Below this, it says "Welcome to Today's Webcast" and "The webcast will begin shortly...". The slide features a background image of a car driving on a dirt road. The interface includes a top menu bar with "File", "Edit", "View", "Communicate", "Participant", "Event", and "Help". A toolbar below the menu bar contains icons for "Event Info", "Public\_Webc...", and a "Full Screen Mode" button (indicated by a red box and the text "Click for Full Screen Mode"). On the right side, there are buttons for "Participants" and "Q&A" (indicated by a red box and the text "Click to open Q&A Panel"). The Q&A panel is open, showing a list of questions and a text input field for asking questions. The input field is labeled "Ask:" and has a dropdown menu set to "All Panelists". Below the input field, it says "Select a panelist in the Ask menu first and then type your question here. There is a 256-character limit." and a "Send" button. The bottom right corner shows a "Connected" status with a green dot.

Click for Full Screen Mode

Click to open Q&A Panel

GALEN  
HEALTHCARE SOLUTIONS

MUCH MORE  
THAN I.T.

POSSIBILITY

Welcome to Today's Webcast

The webcast will begin shortly...

Ask: All Panelists

Select a panelist in the Ask menu first and then type your question here. There is a 256-character limit.

Send

Connected

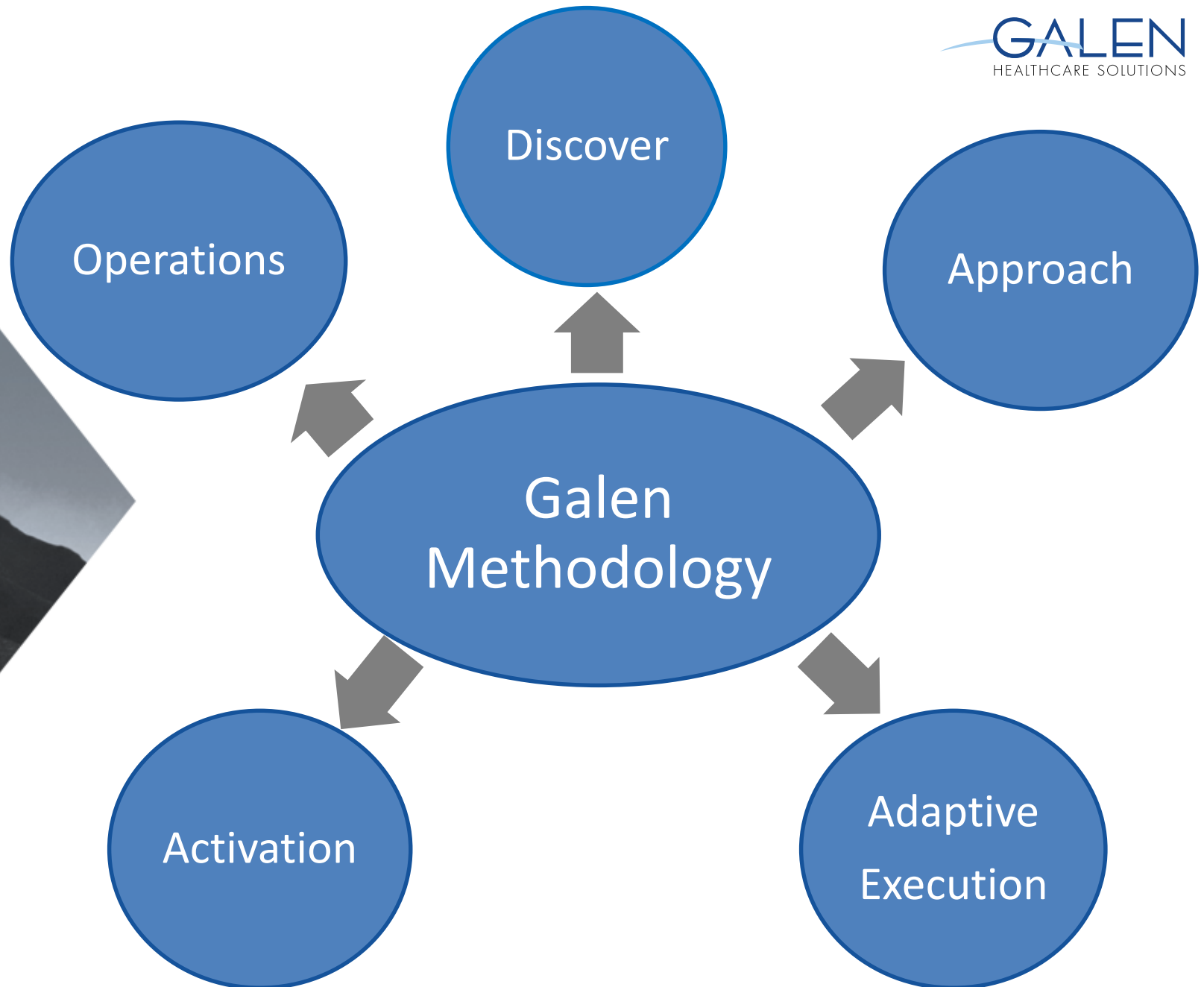
# AGENDA

- Optimization Defined
- Galen Methodology
- Common Areas of Focus
- Measuring Success
- Real Life Application
- Revenue Opportunities

# Optimization

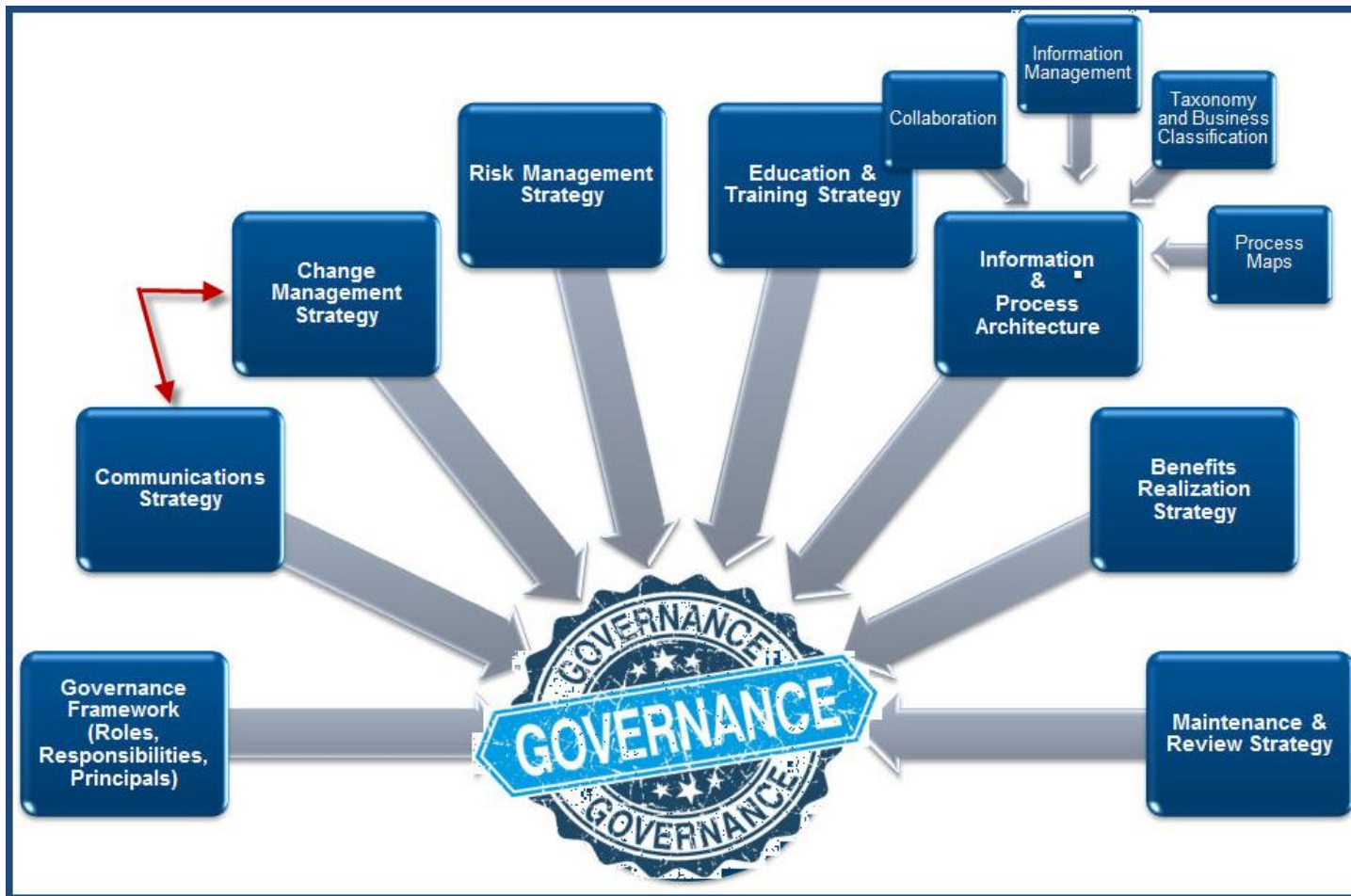
“The act, process, or methodology of making something (as a design, system, or decision) as fully perfect, functional, or effective as possible.”

- Miriam Webster Dictionary





# Governance/Change Control Process



## Optimization Project Team Roles

- Executive Sponsor
- Project Manager
- Lead System Analyst
- Provider/Clinical Champions
- Super Users
- Operations Manager/Supervisors
- Technical Server/Database Administrators



## DEFINE GOALS

### Non- Measurable Goals

- 1.Reduce clicks and streamline provider workflows.
2. Increase provider satisfaction of EMR.
3. Increase patient safety and health outcomes.

### Measurable Goals

- 1.Reduce the clicks or time to complete result verification tasking workflow by 10%.
2. Decrease the provider's after clinic hours time for clinical documentation of a patient visit by 10%.
3. Improve patient safety by requiring all electronic lab results to be verified and treatment plans acted on within 24 hours of receipt.

## **Common Areas of Focus**

- **Enterprise versus Specialty**
- **Task Views**
- **Worklist Views**
- **Notes**
- **Clinical Desktop Views/Chart Structure**
- **Security/Roles**

## **Task Views**

### **Provider:**

**My Active Tasks (non-delegated)**

**Document Management Tasks**

**Provider Coverage Tasks**

**Utilize Document Tab- Batch Sign**

**Clean up script available**

http://asdb-1t.lincoln.bryanlg.org/ - Allscripts - Windows Internet Explorer

Provider Show VTB Tools

**Chart** Daily Clinical Desktop Note Task List Documents Encounter Form Diagnosis Visit Charges Procedure Charges Patient Lists I-Learn

**Allscripts, Amy** Sex: F Age: 42 Years DOB: 10/22/1972 W Phone: (402)555-2222 MRN: 83930 Pri Ins: Bohart, Andrew C SSN: 555-44-3333 H Phone: (402)555-3000 PCP: FYI Allergies: Med & Non Med

Select Patient i + !

**Document Completion Tasks** Last Updated: 08/17/2015 10:25 AM Personalize

View: Sign Note- Documents

**Patient** 2 Documents

Allscripts, Amy  
Allscripts, Anjannette  
Allscripts, Becky  
Allscripts, Chelsea  
Allscripts, Christian  
Allscripts, Elaina  
Allscripts, HLPatty  
Allscripts, Janessa  
Allscripts, Jon  
Allscripts, Kary  
Allscripts, Michelle  
Allscripts, Patricia  
Allscripts, Patty B  
Allscripts, Sara  
Allscripts\_Vikrant\_23

**Acute Prenatal Visit (Acute Prenatal Visit) 04 Aug 20**  
Note needs finalization signature.  
CC...

**Active Problems**

1. Abnormal electromyogram (794.17) (R94.131)
2. Abnormal menses (626.9) (N92.6)
3. Depression (311) (F32.9)
4. Diabetes mellitus type 2, uncontrolled (250.02) (E11.65)
5. High cholesterol (272.0) (E78.0)
6. Hyperlipidemia (272.4) (E78.5)
7. Hypertension (401.9) (I10)
8. Mastitis, left, acute (611.0) (N61)
9. Pregnancy, first (V22.0) (Z34.00)
10. Vaginal itching (698.1) (L29.8)

**Social History**

- Current drinker of alcohol
- History of Current some day smoker (305.1) (Z72.0)
- Hard of hearing (389.9) (H91.90)
- Married
- Occasional alcohol use

**Personalize -- Webpage Dialog**

**General**

☒ Remove document after task is completed

View defaults to: Sign Note- Documents

My Active Tasks  
Current Patient - Active  
Current Patient - All  
**Sign Note- Documents**  
TWProvider Order-Res, Mt Mgmt

OK Cancel

## Task Completion Time- Example

- **Reduce patient centric task completion time**
  - Verify Patient Results
  - Sign- Note
  - Review Doc
  - Rx Renew Request
  - Call Patient with Results
  - Mail Results to Patient
  - Verify Doc
  - Follow Up

## Task Completion Time- Example

### Outcome

18 % decrease in total time to complete tasks post optimization efforts of patient centric tasks.

What does this mean in real terms? Using 20 visits per day as an example, an 18% improvement could mean seeing an additional 3-4 patients per day

## Notes Signed- Example

### Outcome

16 % increase of notes finalized by 6pm.

What does this mean in real terms? Direct correlation to provider satisfaction, improved patient care. No longer taking work home!!



Note Selector

Breeze, Sea 54 YO F DOB: 31Dec1960 Chart Update 3/31/2015

Create New

Style: ☒ Note ☐ V10 Note ☐ Unstructured ☐ Admin Forms

Specialty: Obstetrics/Gynecology Visit Type: Acute

Owner: Erickson, Christy

⚠ Incomplete Notes: << Choose an incomplete Note. >>

⌵ Chief Complaint

[Add/Remove Chief Complaints](#)

There are no items to show in

What are the differences between initial, consult and office visit note types? All the note sections appear the same.

- Communication
- Health Maintenance
- Nursing Visits
- Office Visits
- Post-Op Visits
- Prenatal Visits
- Procedures
- Exercise ECG Stress

- Acute
- Consult
- Follow-Up
- Initial
- Office Visit
- Pre-operative Evaluation

Note Selector


**Breeze, Sea 54 YO F DOB: 31Dec1960**

Create New

Style: ☒ Note ☐ V10 Note ☐ Unstructured ☐ Admin Forms

Specialty:  Visit Type: Bronchitis

Owner: Erickson, Christy

 Incomplete Notes: << Choose an incomplete Note. >>

**Chief Complaint**

[Add/Remove Chief Complaints](#)

There are no items to show in

Communication

**Health Maintenance**

Nursing Visits

Office Visits

Outside Visits

Prenatal Visits

Procedures

zCommon Problems

Exercise ECG Stress

HM Newborn Visit

HM 02 Weeks

HM 01 Month

HM 02 Months

HM 04 Months

HM 06 Months

HM 09 Months

HM 12 Months

HM 15 Months

HM 18 Months

HM 24 Months

HM 02.5 Years

HM 03 Years

HM 04 Years

HM 05 Years

HM 06-08 Years

HM 09-12 Years

HM 12-18 Years

HM 19-49 Years

HM 50+ Years

## Otitis Media (Brief)

Reason for Visit: \_\_\_\_\_

### ^ Visit Type

- ☐ Initial Evaluation  
☐ Initial Eval - Existing Diagnosis  
☐ Consultation

History Reported By ☐

Last Visit: ☐ \_\_\_\_\_

Symptoms: \_\_\_\_\_

- ☐ None  
☐ Currently Experiencing  
☒ Ear Pain  
☒ Ear Drainage  
☒ Ear Fullness

Problem Details ☐

### ^ Associated Symptoms

- ☐ None  
☒ Inattentiveness  
☒ Behavioral Changes  
☒ Poor School Performance

Current Treatment: ☐ \_\_\_\_\_

Pertinent History: ☐ \_\_\_\_\_

Evaluation and Treatment History: ☐ \_\_\_\_\_

## Otitis Media (Brief) ICD10- CDI

Reason for Visit: \_\_\_\_\_

### ^ Required Documentation

Temporal Factors: \_\_\_\_\_

- ☐ Acute ☐ Sub Acute ☐ Chronic

Type: \_\_\_\_\_

- ☐ Serous ☐ Sanguineous ☐ Suppurative  
☐ Allergic ☐ Mucoid

Laterality: \_\_\_\_\_

- ☐ Bilateral ☐ Left ear ☐ Right ear

Recurrent ☒ ☒

Ruptured TM: ☒ ☒

Additional Information (check all that apply) \_\_\_\_\_

- ☒ Exposure to Environmental Tobacco Smoke (Z77.22)  
☒ History of Tobacco Use (Z87.891)  
☒ Exposure to Tobacco Smoke in the Perinatal Period (P96.81)  
☒ Occupational Exposure to Environmental Tobacco Smoke (Z57.31)  
☒ Tobacco Dependence (F17.x)  
☒ Tobacco Use (Z72.0)


## New Patient Visit-Example

### Outcome

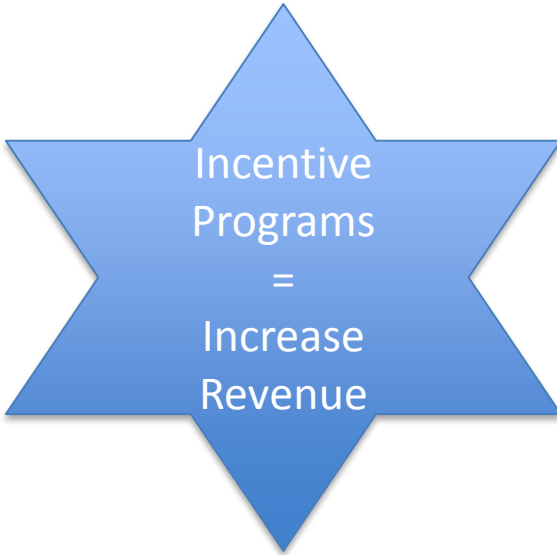
Saved 20 minutes for every new patient visit

What does this mean in real terms? Direct correlation to provider satisfaction and increased patient satisfaction

# Optimization Project- Value Add



Costs of Project  
versus  
Financial Gains



Incentive  
Programs  
=  
Increase  
Revenue

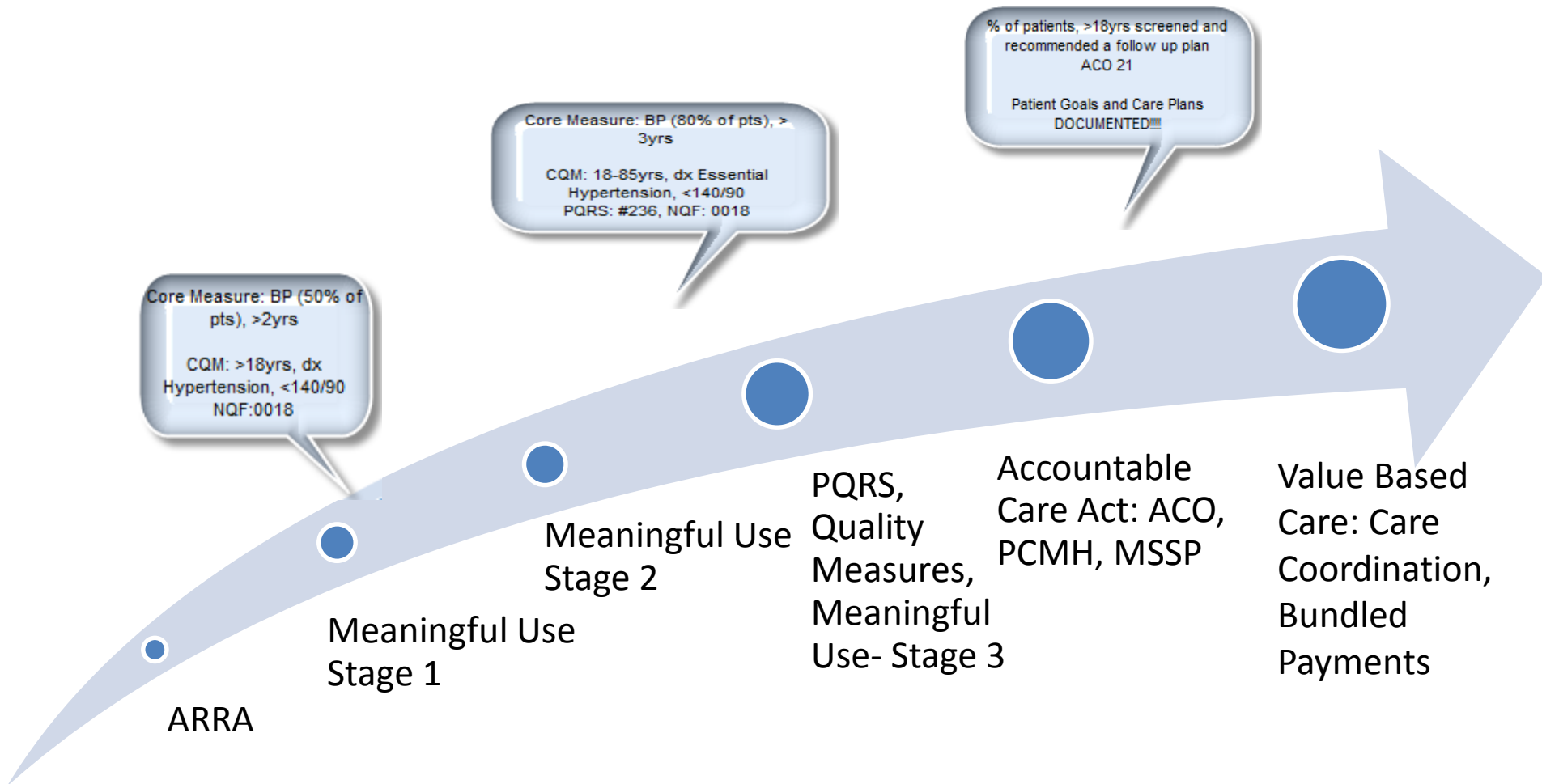


# of Patients/day  
versus  
Quality  
Outcomes



Healthcare  
Reform  
=  
New Payment  
Models

# Optimize for Regulatory Transformation



- **Medicare Shared Savings Programs (MSSP)**
- **Accountable Care Organizations (ACO)**
- **Patient Centered Medical Home (PCMH)**
- **Bundled Payment Models (BPCI)**
- **Payment Adjustments for Hospital Acquired Conditions**



## Re-Examine Patient Care Delivery

- Maximizing staff utilization to full potential of licensure
- 2 more clicks may mean increase revenue, enrollment in other incentive programs
- Using all available tools for optimization, not all about workflows

## Resources

<https://www.cms.gov/>

<http://blog.galenhealthcare.com/2015/08/13/how-are-we-improving-patient-quality-of-care-and-reducing-cost/>

<http://blog.galenhealthcare.com/2015/07/30/optimization-can-come-in-31-flavors/>

<http://blog.galenhealthcare.com/2015/06/09/quality-incentive-programs-reporting-which-opportunities-are-right-for-you/>

<http://blog.galenhealthcare.com/2015/07/30/optimization-can-come-in-31-flavors/>

# THANK YOU

## Questions/Comments

**Thank you for joining us today.**

**To access the slides from today's presentation, as well as our past webcasts, please visit:**

**<http://wiki.galenhealthcare.com/Category:Webcasts>**

**For additional assistance or to request information about our many services and products, please contact us through our website:**

**[www.galenhealthcare.com](http://www.galenhealthcare.com)**

The screenshot displays the Galen Healthcare Solutions website. The header includes the company logo, navigation links (Blog, Wiki, Webcasts, Forum, Careers), a search bar, and a 'Company' dropdown menu. The 'Company' menu is open, showing options: Executive Team, Careers, and Contact Us (highlighted with a red box). The main content area features a 'Contact Us' heading, a background image of healthcare professionals, and a form with fields for First Name, Last Name, Company, Phone, and Email, each with a red asterisk indicating a required field. A left sidebar contains links to HIMSS15, Who We Serve, Products & Services, Knowledge Center, and Company (highlighted).

# MUCH MORE THAN I.T.



**SOLVING FOR TODAY.  
PREPARING FOR TOMORROW.**

**GALENHEALTHCARE.COM**