

Quality Care Solutions

Rapid Clinical Adoption for EHR Meaningful Use



The Situation

Preparing for Meaningful Use

As a hospital executive in the United States today, your clinical staff may be busier than ever over the next few years. Of immediate concern is the Centers for Medicare & Medicaid Services (CMS) recently released proposed rule defining the term "meaningful use" of "certified" electronic health records (EHR) requiring hospitals to demonstrate meaningful use of their EHR systems to qualify for significant Medicare and Medicaid incentive payments.

Under this proposed rule, hospitals are sure to face penalties in the coming years if they cannot show meaningful use of specific EHR systems including Computerized Physician Order Entry (CPOE), clinical decision support, electronic medication reconciliation, nursing documentation, electronic problem list maintained by physician, and clinical information exchange with caregivers outside of the hospital.

Other key components for incentive payments include required use of a certified system, adoption of standards for coding information, electronic quality data reporting, and protection of privacy and securing patient information.

The Challenge

Achieving Meaningful Use Readiness with Limited Time and Resources

The question for the hospital community becomes: Are we ready to show meaningful use, and if not, what are the gaps? Some hospitals have already answered the question of showing meaningful use. According to a recent study conducted by CSC¹, "hospitals are only about halfway toward meeting the requirements of meaningful use, and only one-quarter meet at least 70 percent of the readiness indicators."

Another survey conducted by the College of Healthcare Information Management Executives (CHIME)² reported that more than 1/3 of respondents expressed they were "very concerned" or "worried" about meeting implementation deadlines. Other respondents from this same survey expressed a concern over lack of qualified personnel available to properly implement the standards.



¹CSC Survey Report: Are Hospitals Ready for Meaningful Use of EHRs? December 2009

²CHIME CIO Survey, December 2009

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The Solution

Rapid Clinical Adoption for Meaningful Use

At AmerisourceBergen®, we understand that the pay off for hospitals is significant should the meaningful use standards be met. In fact, a typical 275-bed hospital is eligible for about \$6 million in incentive payments and can begin qualifying as early as October 2010. And after 2015, considerable penalties occur for organizations and providers unable to demonstrate meaningful use.

So how can you achieve the maximum benefit in the face of aggressive timelines and limited qualified resources to implement? AmerisourceBergen can help you get there through the deployment of a Rapid Clinical Adoption approach we've developed to help hospitals identify gaps and implement a plan to achieve readiness and realize the maximum incentive benefit.

Our multi-disciplinary team of consultants will work diligently with you to evaluate and implement processes, and suggest workflow changes to ensure stage one 2011 care goals are measured and appropriately tracked, and ensure clinical quality outcomes are achieved.

Key to the success of this approach is the team's focus on facilitating effective communication, efficient implementation, accurate measurement, and sustainability measures designed to continually support EHR meaningful use. In addition, the team addresses the inevitable change management required to improve clinical workflow and help establish the appropriate supporting policies.

The Solution Method and Approach

The first step in our approach is to conduct a thorough technical and cultural assessment of the defined stage one care goals in order to establish the baseline for achieving meaningful use. As part of our proprietary solution, we employ the following key strategies to ensure your success:

- **A Defined Methodology** that leverages a combination of proprietary operational excellence methodologies and techniques to assess, design, implement, and sustain meaningful use.
- **Experienced Clinical and Operational Staff** from AmerisourceBergen with the ability to apply the process methodology to address challenges such as workflow, resource utilization, and technology process use.
- **Measurement Tools** including a set of dashboard and reporting tools designed to monitor and sustain performance improvements using key metrics driven from the new processes.
- **Knowledge Transfer and Sustainability** of change critical to the methodology and success.

As the methodology is executed through the identification and categorization of root causes of inefficiencies and errors, a future state model emerges that includes prioritizing an implementation plan to drive rapid clinical adoption – which is necessary to achieve meaningful use requirements. Critical process and technical improvements are also implemented along with tools and metrics to support continued and sustained performance improvement.

The Best Medicine for Healthcare

At AmerisourceBergen, our business and passion is focused on maximizing the medication management process from the time medications are received in the pharmacy to the time they're administered at the patient's bedside. With world-class services and technologies that set us apart from other companies, AmerisourceBergen combines the infrastructure and procurement expertise of a global leader in pharmaceutical distribution with the consultative savvy and best practices that have helped thousands of hospitals reduce errors, increase efficiency and save millions of dollars each year.

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