# Enabling accountable care through EHR implementation & support

Priority Action Table, 2017 Home Care Summit
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A new EHR should support:

- Placing the client at the centre of each action;

- The provision of better, safer, evidence-based delivery of care;

- Improving communication and collaboration among care providers in the delivery of care;

- Improved access to data for the purposes of resource planning, care delivery, and outcomes reporting; and

- Streamlining business practices
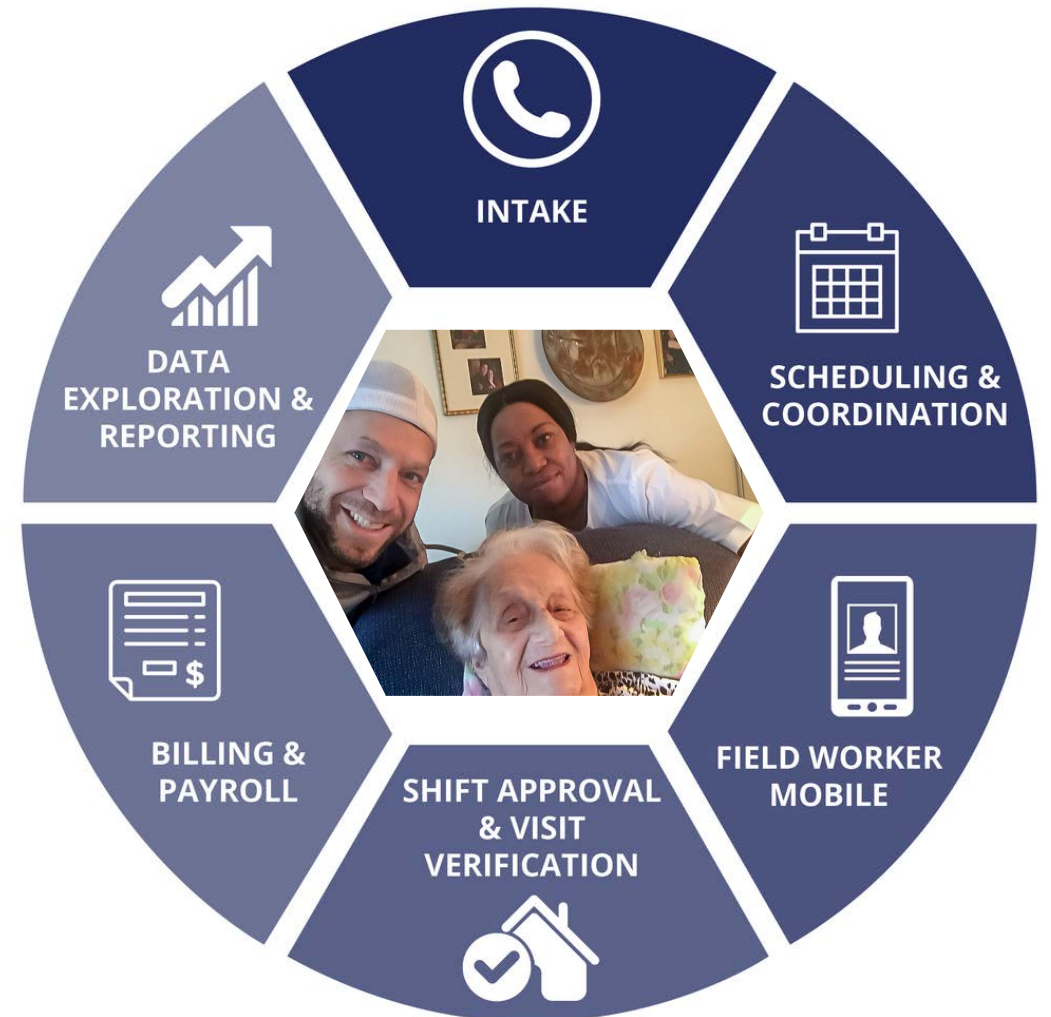
The accountable home care visit

- Improved transitions of care though Integrations with local health system referral services

- Improve communication with client
- Improved communication between integrated teams

- Can the care worker see relevant clinical notes, care plans, and progress notes?
- Charting at the point of care decreases transcription errors, reduces missed information, improves quality and transitions of care
- Chart medications at point of care to reduce incidents
- Risk alerts for staff

- Track process and outcome metrics (missed visits, care plan adherence, health monitoring, etc.

- Integrate to billing and payroll for accurate reporting to funder

- Has the care worker clocked in?
- Can you check in real time?

INTAKE

SCHEDULING & COORDINATION

DATA EXPLORATION & REPORTING

BILLING & PAYROLL

SHIFT APPROVAL & VISIT VERIFICATION

FIELD WORKER MOBILE

At a practical level, how do we get to the EHR promised land of **accountable**, measurable, performance improvement in home care?

- Determine what and when to measure
- Implement successfully
- Win at support

Measuring performance improvements – a commitment to accountability

Metric	How it can be used…
Adoption	• Understand adoption to target optimization efforts • Employ usage statistics to improve workflow • Set minimum usage thresholds to support next stage of metrics
Process	• Understand practice patterns, trends, and variation • Identify variation in the application of standards • Identify strengths and gaps in how your EHR is being used to help deliver quality care
Outcome	• Identify improvement opportunities in outcomes reporting • Improve care delivery • Streamlining business practices
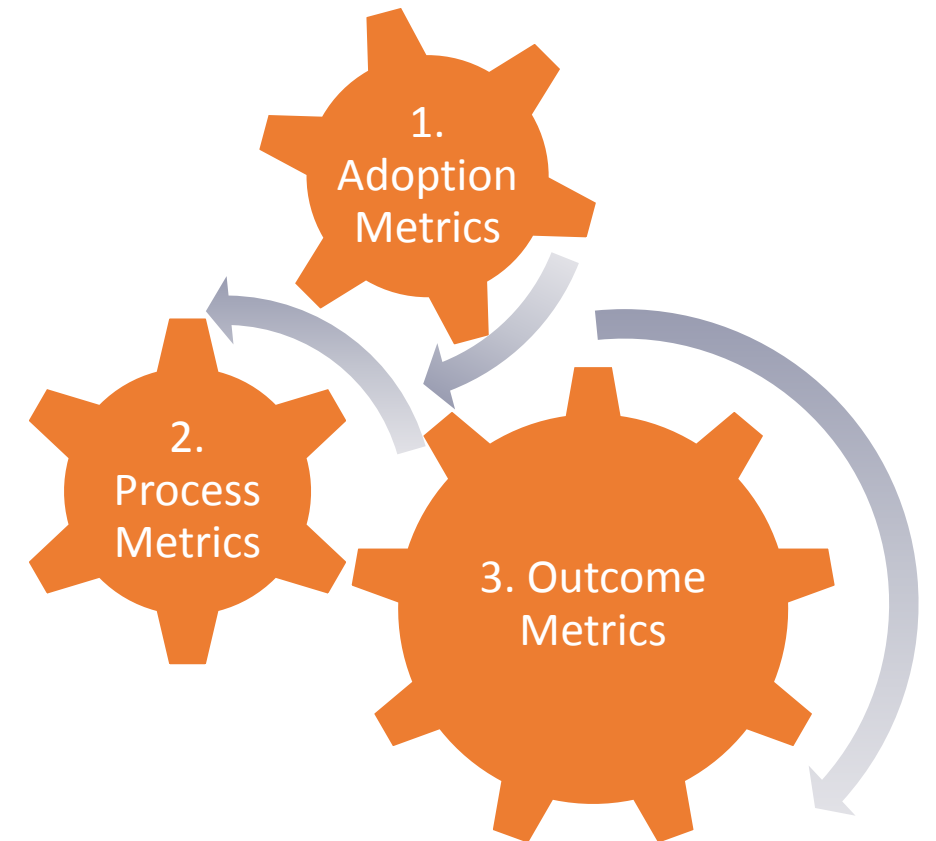
Measuring performance improvements: process & business outcome metric examples

Almost eliminated missed visits as a result of active monitoring
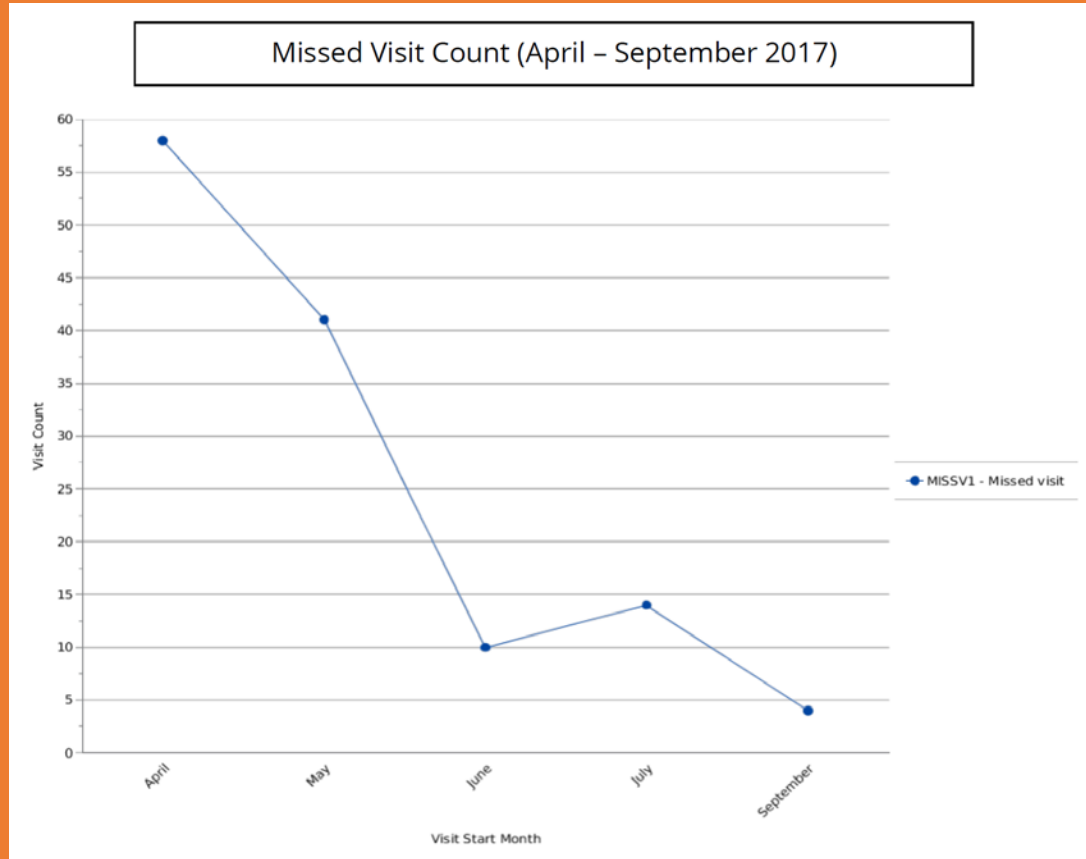
Reduced time it took to run payroll from "a couple days on an off" to 15 minutes

- Free up time for payroll clerk who wears multiple hats

Measuring performance improvements: Remote patient monitoring for COPD and CHF – conclusions from SmartCoach pilot by CBI Health Group

01

Remote Monitoring of chronically ill (COPD/CHF) patients led to a 73% reduction in ER utilization and 64% reduction in the number of hospitalizations.

On a per patient basis, the reduction in number of clients with at least one hospitalization) would be 35% (from 57% to 22%).

02

1.Over a 3-month period, the RPM costs approximately $50,000 but the cost saving could be more than $150,000 for a sample of 74 patients.

2.Ongoing health system utilization post discharge from an RPM program is 35% of the pre-intervention level as patients learn to better manage their chronic diseases

Key take-aways for implementing and supporting an EHR in the home care setting

Challenge	Success Factor
Resource constraints	• Cross train an inter-professional team of users (schedulers, care providers, office staff) • Recognize and plan for the team to ramp-up
Pilotitis [pahy-luht-ahy-tis] – the inability to break out of pilot stage	• A quick and efficient implementation is the best cure • Set clear stabilization criteria • Normalize learning and ongoing improvements as part of "normal operations"
Change management	• An EHR is the digital representation of your physical office • Free up their day • Practical thngs: Are workstations set up as best as they can be (2 monitors), is internet speed good, etc.
Buy-in	• The right champions • Clear goals
Support	• Remove barriers to entry • Be consistent, accessible, and reliable
Patient Health Portals	• Plan for client/patient training • Policies and procedures to support PHI
Data won't tell me things I don't already know	• Accountability over time • Trend monitoring , could identify winning solutions that would otherwise get missed
Implementation is just the beginning	• Determine post implementation support structure at the start of implementation • Get ready to optimize!