

## Leveraging EHRs to Improve Preventive Health

Electronic health records (EHRs) have great potential to help clinicians ensure that all patients reliably and safely receive the care they need. However, getting full value from an EHR requires new approaches to daily work that optimize the capabilities of the technology and the clinical team.

*HealthInsight* helps medical practices in Nevada, New Mexico and Utah to use their EHR products to improve their delivery of preventive care services by maximizing their EHRs' capabilities and receiving incentives by reporting measures to the Physician Quality Reporting System (PQRS). In partnership with the national Million Hearts campaign ([www.millionhearts.hhs.gov](http://www.millionhearts.hhs.gov)), we are also convening physician offices, medical experts, community partners and health care stakeholders in Learning and Action Networks to improve cardiac health focusing on prevention, early diagnosis and effective management of cardiovascular disease.

*HealthInsight* staff members are recognized as leaders in training clinical staff on how to pull their quality reports from their systems and use them as part of a systematic quality improvement process.

We have engaged 32 providers in Nevada, 45 providers in New Mexico and 60 providers in Utah and are assisting them in reporting to PQRS through their EHRs. Providers can report on any measure they choose, but eight key preventive service measures are encouraged: pneumococcal vaccination, influenza vaccination, colorectal cancer screening, screening mammography, blood pressure control, low density lipoprotein control, aspirin therapy for ischemic vascular disease, and tobacco cessation.

The work involves complex, hands-on technical assistance with a variety of EHR systems and agility in navigating the CMS submission protocols and portals. To supplement this assistance, we are also offering statewide face-to-face events and webinars for physician offices.

- In Nevada, 19 of 32 recruited physician offices are using a CMS-qualified system that facilitates the PQRS reporting. Another 11 physicians are transitioning into such systems and will be able to report 2013 PQRS data. These transitions not only allow the physician to receive an incentive payment to offset the costs of adopting this technology, but more importantly, they are able to receive feedback on the quality of care they are providing and improve preventive care for their patients.
- Successful EHR-based reporting is increasing exponentially in Utah since 2010. In 2010, no providers reported on PQRS; by 2012, more than 80 providers reported successfully.
- In New Mexico, we have partnered with our Department of Health to provide education on tobacco cessation and entering data into the state's confidential, web-based, immunization information system that keeps immunization records of people vaccinated in New Mexico.



## More than Just Quality Reporting

We provide more than just report development – we use gap analysis to identify why reports are not accurate or meaningful. Often data are entered into inappropriate fields or in a progress note where successful care is not captured by the reports. One clinic administrator commented after working for months with one of our facilitators, “We were not recording the results [in our EHR system] in a way that could be queried for reporting purposes. The information was there but wasn't where we could access it.” This work is not just about reports but accuracy and improving care for patients.

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