Health Information Technology: Using Data to Inform Practice

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Part 2: HIT and the clinic: How technology can impact and improve clinical flow
Goals

• Review the meaning and purpose of HIT
• Learn how transitioning to EHRs can impact work in a clinic
• Learn features of EHRs that can improve care
HIT Defined

“Healthcare information technology (Health IT) is the use of computer applications to record, store, protect, retrieve, and transfer clinical, administrative, and financial information electronically within and among various health care settings.”

Source: hrsa.gov, 2013
What is workflow?

Workflow “determines the logical progression of tasks that will be performed and by whom.”

Usually expressed in diagrams, applies to many different disciplines

A health care setting can have hundreds of different workflows

Source: Microsoft, 2013
Workflow Pre-EHR

“...work-flow analysis showed that the refill process is one of the most cumbersome and expensive processes in a primary care [provider]’s office.”

-Keet, 1999
Workflow post-EHR

Sounds simple, right?
“Going Live” on an EHR

• Usually takes over one year
• Impacts every aspect of a clinic: support staff, clinical assistants, clinicians, administrators, and financial leadership
## Challenges/Opportunities

<table>
<thead>
<tr>
<th>Challenges</th>
<th>Opportunities</th>
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<tbody>
<tr>
<td>Comfort level on computers</td>
<td>Staff learn different modes of technology</td>
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<td>Learning new software</td>
<td>Can provide advanced clinical decision support</td>
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<td>Less freedom to customize records/enter notes</td>
<td>Can improve quality of care by standardizing visits and services</td>
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<td>Financial cost of purchase</td>
<td>Save in other areas like outsourcing dictation</td>
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<tr>
<td>Can impact workflow and productivity</td>
<td>Can improve workflow and productivity</td>
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Clinical Decision Support

Objective:

**Vitals:**
- BP 150/90, Ht 60, Wt 150, BMI 29.29
- Past Order(s):
  - LIPID PROFILE
    - CHOLESTEROL: 255
    - TRIGLYCERIDES: 100
    - HDL CHOLESTEROL: 82
    - LDL-CHOL (CALC): 150
    - CHOL/HDL RATIO: 3.1

**Examination:**
- General Examination

**Assessment:**

- **Assessment:**
  - Diabetes mellitus type 2 - 250.00 (Primary)
Patient lists for outreach
The purpose of HIT is to improve efficiency and quality of care.

Transitioning to EHRs can impact clinical workflow by changing the process of collecting information.

Clinical decision support and identifying lists of patients by diagnosis or demographic can help target outreach to improve care.