NC EHR Funding Program for BH/IDD Providers

NCAHEC Practice Support Services and EHR Implementation Considerations

February 8, 2019

ABOUT NC AHEC

NC AHEC's **mission** is to meet the state's health and health workforce needs and to provide education programs and services that bridge academic institutions and communities to improve the health of the people of North Carolina, with a focus on underserved populations. Our **vision** is to lead the transformation of health care education and services in North Carolina.

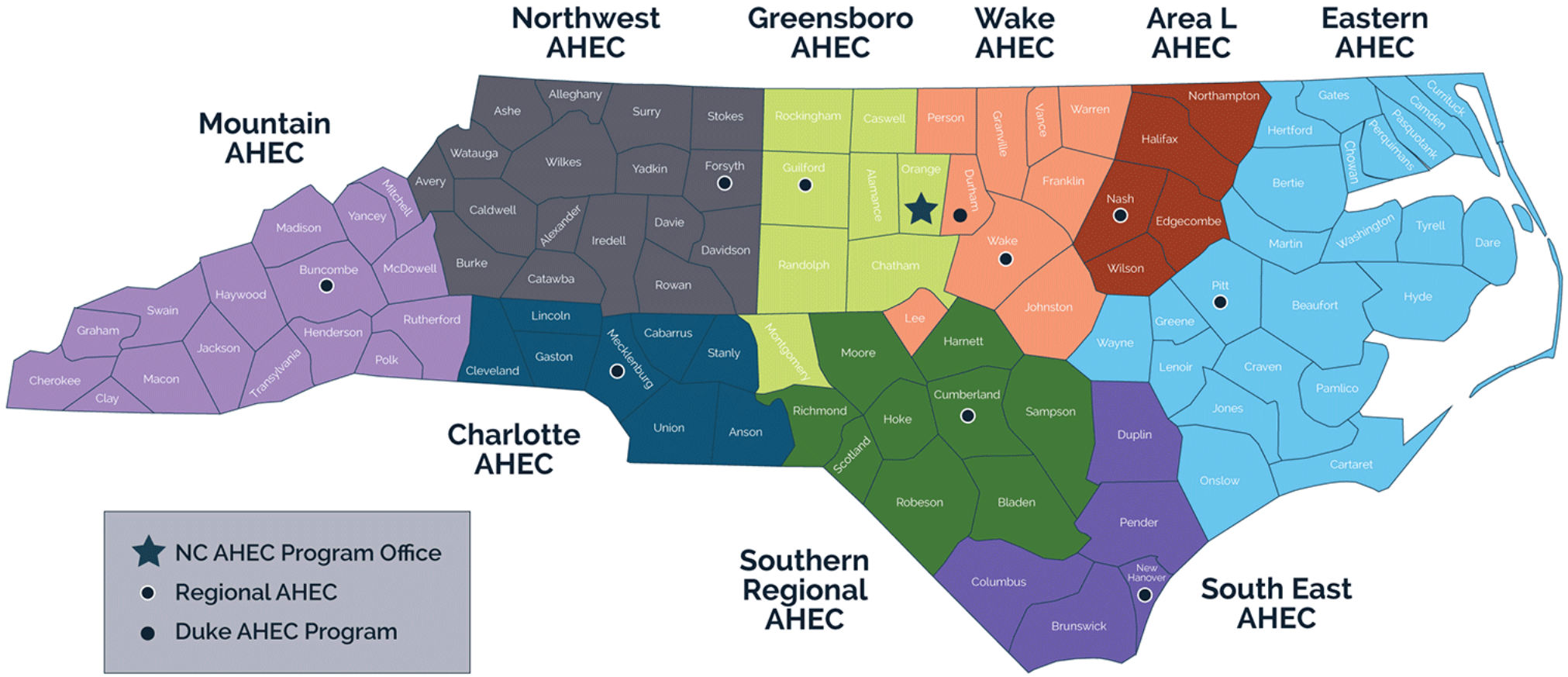
NC AHEC – CORE SERVICES

NC AHEC weaves through all sectors of health care education and workforce.

Practice Support

NC AHEC works with medical practices to transform delivery of care.

Our practice support teams ensure that medical practices, especially those in rural locations, have the help they need to evolve with the ever-changing health care system – from electronic health records to Medicaid transformation – ultimately reducing costs and improving quality of care.


Northwest AHEC
Greensboro AHEC
Wake AHEC
Area L AHEC
Eastern AHEC
Mountain AHEC
Charlotte AHEC
Southern Regional AHEC
South East AHEC
Ashe
Alleghany
Surry
Stokes
Rockingham
Caswell
Person
Granville
Vance
Warren
Northampton
Halifax
Gates
Currituck
Camden
Pasquotank
Perquimans
Hertford
Chowan
Watauga
Wilkes
Yadkin
Forsyth
Guilford
Alamance
Orange
Durham
Franklin
Bertie
Avery
Mitchell
Yancey
Madison
Caldwell
Alexander
Iredell
Davie
Davidson
Randolph
Chatham
Wake
Nash
Edgecombe
Martin
Washington
Tyrell
Dare
Buncombe
McDowell
Burke
Catawba
Rowan
Wilson
Johnston
Haywood
Swain
Graham
Jackson
Henderson
Rutherford
Polk
Transylvania
Cherokee
Macon
Clay
Lincoln
Gaston
Cleveland
Mecklenburg
Cabarrus
Stanly
Union
Anson
Montgomery
Moore
Lee
Harnett
Cumberland
Sampson
Richmond
Hoke
Scotland
Robeson
Bladen
Columbus
Brunswick
Pender
New Hanover
Duplin
Onslow
Pitt
Greene
Lenoir
Wayne
Beaufort
Craven
Pamlico
Jones
Hyde
Cartaret
NC AHEC Program Office
Regional AHEC
Duke AHEC Program

Objectives

- Learn more about the NC AHEC Practice Support Application process
- Look at the process of EHR implementation
- Look at EHR implementation Best Practices
- Provide resources for EHR implementation assistance

NC AHEC Practice Support Application

- Organization Information
  - Entity and site demographic information
  - # of sites
  - Encounters/Unique members/payer mix
  - Prescribing providers
  - Specialty
- Provider/Clinician Information
  - Specialty/Degree
- EHR Information

Apply at https://www.ncahec.net/practice-support/what-we-do/

For Assistance:

Contact Mary McCaskill- mary_mccaskill@ncahec.net or there is a help button at the upper right that will get you assistance from someone at the NCAHEC program office.

We are here to help with EHR Implementation

- What we can help you with:
  - Education about implementation
  - Vendor Selection
  - Implementation and Project Management
  - Workflow Redesign
  - Privacy and Security Best Practices
  - Optimization toward meeting the goals of organization

https://www.stratishealth.org/expertise/healthit/behavioralhealth/#overview

Assess Readiness to Implement an EHR

- Are your staff ready?
  - What do you need to do to prepare them for the inevitable changes that EHRs introduce?
  - Is your staff technically ready?
  - Do you have someone that that can be in charge for EHR implementation, maintenance and optimization?
- What hardware do you currently have and what will you need?
- Can you afford an EHR right now?
- Do I have enough bandwidth?

Planning for an EHR

- Project Management
  - Who's in charge?
  - Define stakeholders
  - Communication Plan
  - Workgroup/Task delegation
  - Change Management
  - Workflow process mapping and redesign
  - Define requirements
  - Define Milestones
  - Budget
  - Timeline

Select an EHR

- Vendor Selection
  - Financially viable
  - Strong training & support
  - Ability to incorporate paper or electronic records (if needed)
  - Talk with similar organizations that are using the software
- Product Selection
  - Ease of use for different departments & professionals
  - ONC 2015 Certified EHR Technology (CEHRT)
  - Meets the requirements defined in the Planning stage
  - Pick at least 3 for demonstrations
    - Use a tool to asses each product and for comparison
    - Submit questions to the vendor prior to the demonstration about the key features you need
    - Make sure it has the reporting capabilities or quality management functions you need
- Contracting
  - Know what you can afford
  - Watch out for hidden fees
  - Find out how much it will cost to connect to the HIE
  - Make sure that training and support meet your needs and costs are outlined explicitly
  - Insist on a Business Associates Agreement that keeps the vendor accountable for the data they store.

EHR Implementation

- Develop a project plan or augment the one created in the Planning phase
- Create a “Go Live” Checklist
- Work with each department to assess what will change and make sure they are ready for the “new way”
- Work with the vendor on “the build”. What needs to be configured to make it work for your organization?
    - Care templates
    - Labs, e-prescribing, clinical decision support
    - Fee schedules
    - Screen views/profiles
    - Assigning roles
    - Document management
    - Quality Management
- Training plan
- Testing plan
- Issue Management
- Plan for reduced workloads
- Communicate to clients, members, partners, staff about changes

Maintain your EHR

- Ongoing Issues collection and resolution
- System monitoring
- Downtime procedures for EHR outage
- Implement policies and procedures around EHR use
  - Patient access to information
  - Release of information
  - HIPAA Safeguards & Risk Assessment
- System upgrades
  - Insist on receiving and then read the release notes and any other related documentation
  - Provide ongoing training
  - Let the vendor know about any enhancements you may need
- Continually assess the user's ability to get their job done without challenges

EHR Optimization

- Implement patient portal
- Form/template creation
- Add-ons
  - Patient, client, member messaging
  - Document creation/storage
  - Quality reporting
  - Care management
- Improve scheduling, referral and documentation practices
- Improve ability to exchange health information
- Improve inefficient workflows

Best Practices

- Know what you need
- Communication
- Make it a team effort
- Change management
- Training is dynamic, not static
- Start including training, tech personnel, support, hardware, upgrades/enhancements/add-ons in the annual budget
- Choose a vendor and EHR that fit your practice
- Implement ongoing issues management and resolution
- Take advantage of vendor product documentation, user groups, online training
- Realize that implementation is just the beginning
- Make sure you have an up to date Business Associate Agreement with your vendors
- Bake privacy and security into everything you do
- Contracting- Read the fine print. The devil is always in the details.
- Contact your AHEC consultant if you have any questions or need guidance

Resources

- Readiness assessment- www.texmed.org/**EHRAssess**/
- Evaluate CEHRT- https://chpl.healthit.gov/#/search
- EHR contracting guidelines and EHR selection checklist- https://www.healthit.gov/sites/default/files/playbook/pdf/ehr-contract-guide.pdf
- Vendor comparison tool- https://www.healthit.gov/sites/default/files/playbook/pdf/vendor-comparison-tool.pdf
- Toolkit- https://www.stratishealth.org/expertise/healthit/behavioralhealth/#overview
- ONC Healthit.gov playbook- https://www.healthit.gov/playbook/
- Go live planning tool- www.healthit.gov/sites/default/files/tools/nlc-ehr-implementation-go-live-planning-checklist.docx

Questions?

FOR MORE INFORMATION

- Online application:

https://my.ncahec.net/roles/ipip/qic/addPractice.php

- Find your AHEC:

https://www.ncahec.net/about-nc-ahec/find-your-ahec/

@NCAHEC | NCAHEC.NET

- Contact:

mary_mccaskill@ncahec.net

Facebook.com/ncahec

Twitter.com/ncahec

NORTH CAROLINA

AHEC

NC HealthConnex
Powering Health Care Outcomes

NORTH CAROLINA EHR FUNDING PROGRAM FOR BH/IDD PROVIDERS UPDATES

February 8, 2019

Lakeisha Moore, *NC Office of Rural Health (ORH)*

BH/IDD EHR Program Reimbursement Process

MOA Signed

- Oct. 2018 – BH/IDD signs Memorandum of Agreement with ORH
- BH/IDD assigned Rural HIT Specialist for Technical Assistance (TA)

Select, Contract, Implement EHR

- Oct. 2018 - **June 2019** – Select approved EHR vendor
- BH/IDD encouraged to work with **AHEC Practice Support** to implement EHR

Sign PA

- By **May 2019** –Sign **NC HealthConnex** **Participation Agreement**

Connect

- Nov. 2018 – ongoing – BH/IDD Connected to **NC HealthConnex**
- **NC HealthConnex** notifies ORH re: BH/IDD connection status

BH/IDD $$

- Nov. 2018 – ongoing – ORH submits approved-for-payment list to **NC Medicaid** for reimbursement through NCTracks.

NC HealthConnex
Powering Health Care Outcomes

EHR Funding Program for Behavioral Health/IDD Providers

HOW are payments made and what is the process for reimbursement through the EHR Funding Program for Behavioral Health/IDD Providers?

- Practices must apply to the program to be included on the request-for-reimbursement list.
- Payments will be made to the organization and are made through NCTracks.
- Reimbursement for technology purchase occurs:
  - once connectivity to the State-designated health information exchange (HIE), NC HealthConnex has been established
  - or active HIE onboarding for over 30 days, whichever comes first.

NC HealthConnex
Powering Health Care Outcomes

EHR Funding Program for Behavioral Health/IDD Providers – Reimbursement

Items needed for Reimbursement:

- **Proof of EHR procurement costs** – EHR receipt/invoice along with EHR contract are examples of proof of EHR procurement costs to be submitted to ORH HIT Specialist.
- **Fully executed HIEA Participation Agreement (PA)** – After participants submit a completed and signed PA to the HIEA, they will receive a fully executed copy of the agreement for their records. Submit a copy of the fully executed agreement to ORH HIT Specialist.
- **Proof of EHR being able to connect to NC Health Connex** – The organization's EHR vendor needs to be listed on the NC HealthConnex EHR Vendor Connectivity Report. If the organization's EHR is not on the connectivity report, the HIEA can work with the EHR vendor to validate that the EHR is able to connect.

NC HealthConnex
Powering Health Care Outcomes

EHR Funding Program for Behavioral Health/IDD Providers – Reimbursement

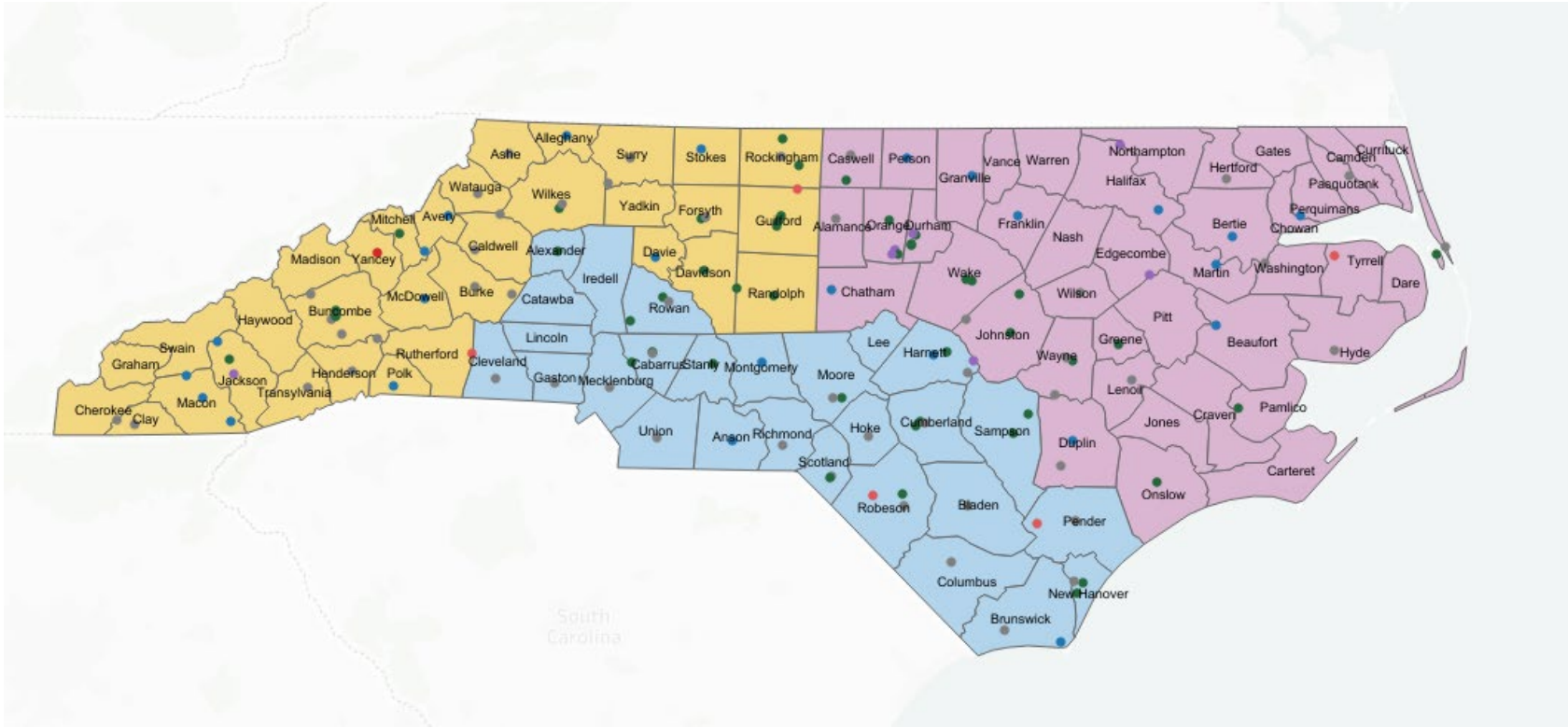
Example Items for Reimbursement:

- Electronic Health Record (EHR) Implementation and set-up fees
- EHR License fees
- EHR Training fees
- EHR Interface fees
- HIE Connection fees
- Hardware and equipment to use the EHR (ie. Laptops, Tablets, servers, PCs, printers, scanners, etc.)

*Please note costs need to be associated with connecting to NC HealthConnex

NC HealthConnex
Powering Health Care Outcomes

NC Office of Rural Health Service Area Map



ORH HEALTH IT SPECIALISTS

EASTERN – SEBASTIAN GIMENEZ
SEBASTIAN.GIMENEZ@DHHS.NC.GOV

CENTRAL – ADONNICA ROWLAND
ADONNICA.ROWLAND@DHHS.NC.GOV

WESTERN – ADAM MYERS
ADAM.MYERS@DHHS.NC.GOV

NC HealthConnex
Powering Health Care Outcomes

NC HealthConnex
Powering Health Care Outcomes

SAVE THE DATES:

BH/IDD EHR Incentive Program Monthly Webinars
2nd Friday of each month at noon
Dec. 14th
Jan. 11th
Feb. 8th
March 8th
April 12th
May 10th
June 14th

NC HealthConnex How to Connect Call
February 25, 2019
Please register to attend the WebEx

EHR Vendor Call
February 28, 2019 at 11 AM
Join the meeting here

Thank You!

For more information visit,

www.nchealthconnex.gov

E-mail: hiea@nc.gov

NC Area Health Education Centers Program

www.ncahec.net

NC Office of Rural Health HIT Team

E-mail: ORH_HIT@dhhs.nc.gov

NC HealthConnex
Powering Health Care Outcomes