

Population Health Management

Empowering Extraordinary Patient Care

Introduction



Kristie Gilbert

- Consultant with Galen Healthcare Solutions
 - Over 8 years of clinical experience, with last two years focused on EHR Upgrades and Stage I Meaningful Use. Currently dedicated to Stage II using Version 11.4.1.

Your phone has been automatically muted. Please use the Q&A panel to ask questions during the presentation.

The screenshot shows a Cisco WebEx Event Center window titled "Cisco WebEx Event Center - Dry Run - charge". The main content area displays a presentation slide with the following text:

Embrace the new world of healthcare

GALEN HEALTHCARE SOLUTIONS

The webcast will begin momentarily...

PROFESSIONAL Services

Project Assessment
Galen can leverage its extensive EHR experience to appraise the condition of your EHR rollout. Drawing on its history of leading successful EHR deployments, Galen will identify areas of weakness to mitigate risk and put the project back on track.

- Evaluate Current State
- Review Organizational Goals
- Create Road Map to Success

Project Management
Galen provides project management solutions to help ensure your EHR rollout success. Galen will provide your organization with the experience necessary to identify, reduce and eliminate project risks.

- Implementation Management
- Resource Management
- Project Plan Design and Execution
- Site Preparation

Implementation Services
Galen's keen understanding of EHR functionality and technical infrastructure uniquely positions it to positively impact every aspect of the EHR implementation process.

- Review and Document Current State Workflows
- Evaluate Design Requirements
- Develop Future State Design

Connecting Community Healthcare
Galen understands the challenges that come with extending your EHR to physicians outside of your organization. Whether you're taking advantage of Stark Relaxation or just trying to provide a way for community physicians to get a complete view of their patients, Galen can help you through the process. Together, we can review your unique situation and help structure an EHR that creates a seamless community connection.

Participants

Name	Tools
Panelists: 1	
Galen Healthcare Solutions (Host)	[Mute] [Unmute]
Attendees:	
Tracy Kimble	

Q&A

Collapse the panel

Ask: All Panelists

Select a participant in the ask menu first and type your question here. There is a 256 character limit.

Send

A red arrow points from the main content area to the Q&A panel.

Agenda

- **Population Health Management Overview**
- **UMP Overview**
- **UMP Demonstration**
- **Pop Health Mgmt in EEHR**
- **Pop Health Mgmt Demonstration**
- **Tips / Additional Information**
- **Known Issues**

- **Q&A**

What is PHM?

- **Population Health Management**
- **Introduced in 11.2**
- **Gives ability to query your patient population**
- **“Pursuit Lists” are generated based on queries**
 - ✓ These lists can be filtered to include patients in a specific population group
- **Query result data can be acted upon to improve patient health outcomes within a population group**

PHM and Meaningful Use

- **Meaningful Use was the primary driver to develop PHM**
- **The following MU measures can be met with PHM:**
 - ✓ “Demonstrate the ability to generate patient population lists”
 - ✓ “Send Reminders to patients based on patient preferences and selected by specific criteria”
- **Attestation**
 - ✓ Stage 1 & Stage 2 is a Y/N attestation
- **Functionality is currently far from perfect, but will improve with future versions and complexity of attestation grows**

System Configuration Considerations

- **See Allscripts Client Portal under Product Documentation tab:**
 - ✓ Enterprise EHR → 11.2 → Enhancement Supplements
 - ✓ Population Health Management
- **System configuration tasks on pages 2-3**
 - ✓ Performed by an Allscripts technical resource
- **Client configuration tasks on pages 3-9**
 - ✓ Create Text Templates
 - ✓ Configure Auto-Print Defaults
 - ✓ Configure DocBatchPrint Document menu
 - ✓ Configure Patient Portal

Client Configuration Tasks cont.....

- **Client configuration tasks on pages 3-9**
 - ✓ Configure Patient Portal Security Code
 - ✓ Configure Task Views
 - ✓ Configure Call Patient Communication task & Mail Patient Communication task
 - ✓ Configure Patient Preferred Communication
 - ✓ Create Patient Lists

UMP

User Management Portal

- **UMP is the home of all things StimSet**
- **Queries can be created and defined within the UMP**
- **Creating/Editing queries here launches the Clinical Rules Editor**

Clinical Rules Editor

- **Query definition workspace**
- **All Queries are defined or edited here whether accessed from the UMP or from Pop Health Mgmt workspace in Enterprise EHR**

UMP Demo

TEST GALEN

	Query Name	Active	Running
	AHS Testing	<input type="checkbox"/>	<input type="checkbox"/>
	Cholesterol Management Cardiovascular without LDL	<input type="checkbox"/>	<input type="checkbox"/>
	Cholesterol Management Diabetes without LDL	<input type="checkbox"/>	<input type="checkbox"/>
	Depression newly diagnosed in past 1 year	<input type="checkbox"/>	<input type="checkbox"/>
	Diabetes Patients from Shrewsbury Primary Care	<input type="checkbox"/>	<input type="checkbox"/>
	Diabetes with A1c greater than 9	<input type="checkbox"/>	<input type="checkbox"/>
	Dr. Corbett A1c Patients	<input type="checkbox"/>	<input type="checkbox"/>
	Medication Management Digoxin Monitoring greater than 2.0	<input type="checkbox"/>	<input type="checkbox"/>
	Medication Management Digoxin Monitoring less than 0.8	<input type="checkbox"/>	<input type="checkbox"/>
	Test A1C	<input type="checkbox"/>	<input type="checkbox"/>
	TEST GALEN	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Test_Bill_DM_Pt_Qiyao_New_20130109	<input type="checkbox"/>	<input type="checkbox"/>

Create New Query

Query Name:

Query Details

Query Rule: TEST GALEN

Criteria Type: diagnosis
 Criteria Name: Diagnosis
 Definition: Include where ICD9 is within: [ICD9DIAG] 250, 250.0, 250.00, 250.01, 250.02, 250.03, 250.1, 250.10, 250.11, 250.12, 250.13, 250.2, 250.20, 250.21, 250.22, 250.23, 250.3, 250.30, 250.31, 250.32, 250.33, 250.4, 250.40, 250.41, 250.42, 250.43, 250.5, 250.50, 250.51, 250.52, 250.53, 250.6, 250.60, 250.61, 250.62, 250.63, 250.7, 250.70, 250.71, 250.72, 250.73, 250.8, 250.80, 250.81, 250.82, 250.83, 250.9, 250.90, 250.91, 250.92, 250.93, M8250/1, M8250/3, M9250/1, M9250/3, active In Past 1 year(s)

Query History and Results

	Started On	Ended On	Status	Result Count
	3/17/2013 9:54:04 PM		Executing... (50.00% complete)	0
	2/5/2013 9:41:21 AM	2/5/2013 9:42:53 AM	Query Completed	7
	2/3/2013 11:07:28 PM	2/3/2013 11:08:12 PM	Query Completed	7
	1/11/2013 7:44:41 PM	1/11/2013 7:45:23 PM	Query Completed	7
	3/17/2013 5:49:00 PM	3/17/2013 5:49:45 PM	Query Completed	7
	3/14/2013 7:09:21 AM	3/14/2013 7:11:44 AM	Query Completed	7

Pop Health Mgmt in Enterprise EHR

- **Similarities with UMP**

- ✓ Creating a Query
- ✓ Editing a Query
- ✓ Accessing Clinical Rules Editor workspace

- **Patient Action Sets**

- ✓ Used to automatically perform tasks that drive follow up to patient
- ✓ Can be assigned to queries as needed

Pop Health Mgmt Demo

The screenshot displays the 'Pop Health Mgmt' application window. The interface includes a top navigation bar with 'Tools', 'Help', 'Lock', and 'Logoff' options. A left-hand menu lists various administrative functions, with 'Pop Health Mgmt' currently selected. The main workspace is titled 'Patient Action Sets' and contains a search bar and a list of defined action sets: 'Shrewsberry Patient List', 'TEST LIST 1', and 'TEST LIST 2'. The 'TEST LIST 2' entry is selected, and its details are shown in a central panel. This panel includes tabs for 'Action Set Properties', 'Patient List', 'Patient Communication', 'HMP Reminders', 'Tasks', and 'Export File'. The 'Action Set Properties' tab is active, showing the following information: Patient Action Name: TEST LIST 2; Unique Action Set ID: 3; Patient Action Description: Diabetics; Associated Patient Population Queries: TEST GALEN; Associated Speciality (Optional): There are no Associated Specialities. Below this, an 'Action Set Details' section provides a summary: Patient Action Set Name: TEST LIST 2; Unique Action Set ID: 3; Patient Action Set Description: Diabetics; Patient List: GALEN TEST LIST 2 (Add to existing list). At the bottom of the window, there are buttons for 'Create New', 'Create New From Existing', 'Edit Action Set', 'Save Action Set', and 'Cancel'. The system tray at the bottom shows the user as 'TWADMIN1' at 'Primary Care Geriatrics' and the time as 10:21 PM.

Tips

- **Build smart queries!**
- **Use Patient Action Sets conservatively**
- **Keep yourself educated!**

Additional Information:

- Slides and Q&A will be posted here:
 - ✓ <http://wiki.galenhealthcare.com/PHM>
- More PHM info:
 - ✓ http://wiki.galenhealthcare.com/Population_Health_Management
- Patient Communication Text Template Examples:
 - ✓ http://wiki.galenhealthcare.com/Population_Health_Patient_Communication_Text_Template_Examples
- Client Connect

Known Issues

- **After a query is active, the query does not run nightly with the ETL, even though you are able to manually run the query and return the first 500 patients. This is an Allscripts issue case and is fixed in 11.2.3 HF6 and beyond.**
- **(04568317)** - Reminders created from PHM action sets are not linked to the correct diagnosis, most seem to default as linked to Health Maintenance. This issue is currently in development (as of 7/31/12) and a fix has yet to be planned out.
- **(03812194)** - Vaccines which are present in OID are not available to select as part of a PHM query or the available options for vaccines do not match what is present in the OID.

Known Issues cont.....

- **(03658992)** - Patient List defaulting to user.
 - From the patient list type even though the enterprise is selected list navigates back to personal.
 - Expected: 'Enterprise' should be highlighted when the user tries to add the next entry, but instead "personal" gets highlighted although he had selected ' Enterprise' for the previous entry.
 - Actual: When the enterprise is selected list navigates back to personal.
- **(05236865)** - Unable to cancel queries that are in an executing status.
- **(03725185)** - Active queries that participate in the nightly update process are failing to update the patient lists and action sets in EEHR.

Questions?

Thank you for joining us today, for additional assistance....

You can contact us through our website at www.galenhealthcare.com



The screenshot displays the Galen Healthcare Solutions website. At the top left is the Galen logo. The navigation bar includes links for Blog, Wiki, Webcasts, Forum, and Careers, along with a search box. A dropdown menu under 'Company' is open, showing 'Executive Team', 'Careers', and 'Contact Us' (highlighted with a red box). The main content area features a sidebar on the left with sections for 'vitalcenter™' (describing a client-server application), 'BLOG' (Analytical ACOs), 'WIKI' (eCalcs), 'EVENTS / WEBCASTS' (March 29, 2013), and 'DEVELOPER FORUM'. The main banner area is titled 'Allscripts Open App Challenge Phase 1 Award Recipient!' and mentions 'eCalcs integrated health risk calculators from Galen wins at HIMSS13'. The footer contains sections for Navigation, Products (eNotify, eCalcs, VitalCenter, etc.), Signup (with a form field), Follow Us (social media icons), and Contact (Email Us, 888.GALEN.44). Logos for HIMSS13 and Allscripts are also present.