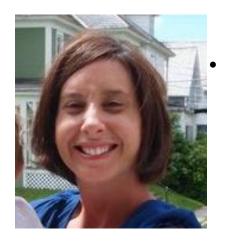# Population Health Management

Empowering Extraordinary Patient Care
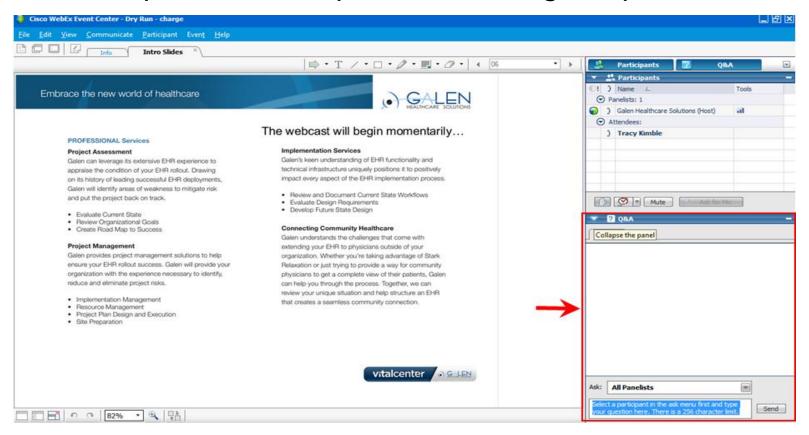
Introduction

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.

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
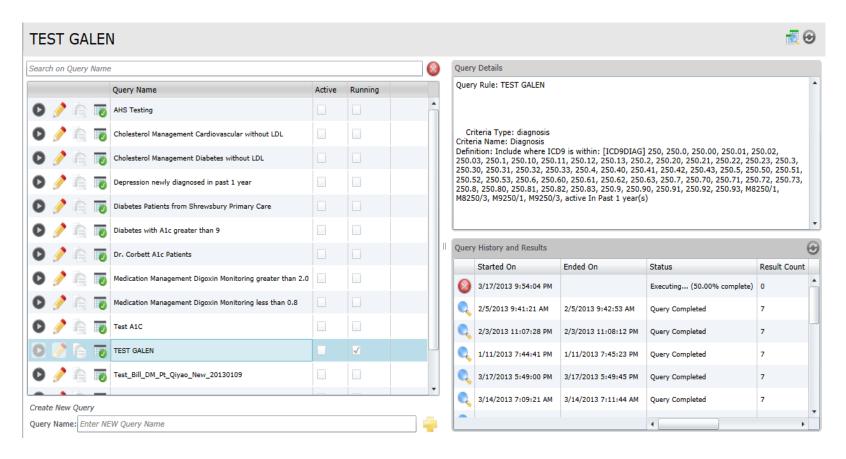
UMP

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

Pop Health Mgmt in Enterprise EHR

- **Similarities with UMP**
  - ✓ Creating a Query
  - ✓ Editing a Query
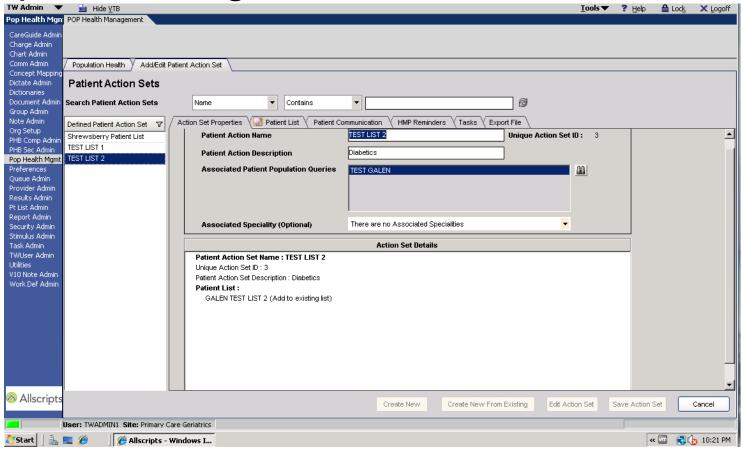 - ✓ Accessing Clinical Rules Editor workspace

- **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

Tips

- **Build smart queries!**

- **Use Patient Action Sets conservatively**

- **Keep yourself educated!**

<u>Additional Information:</u>

- 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