

Preparing for v11.4

From the PM and UC perspective

Introduction



Matt Leyva

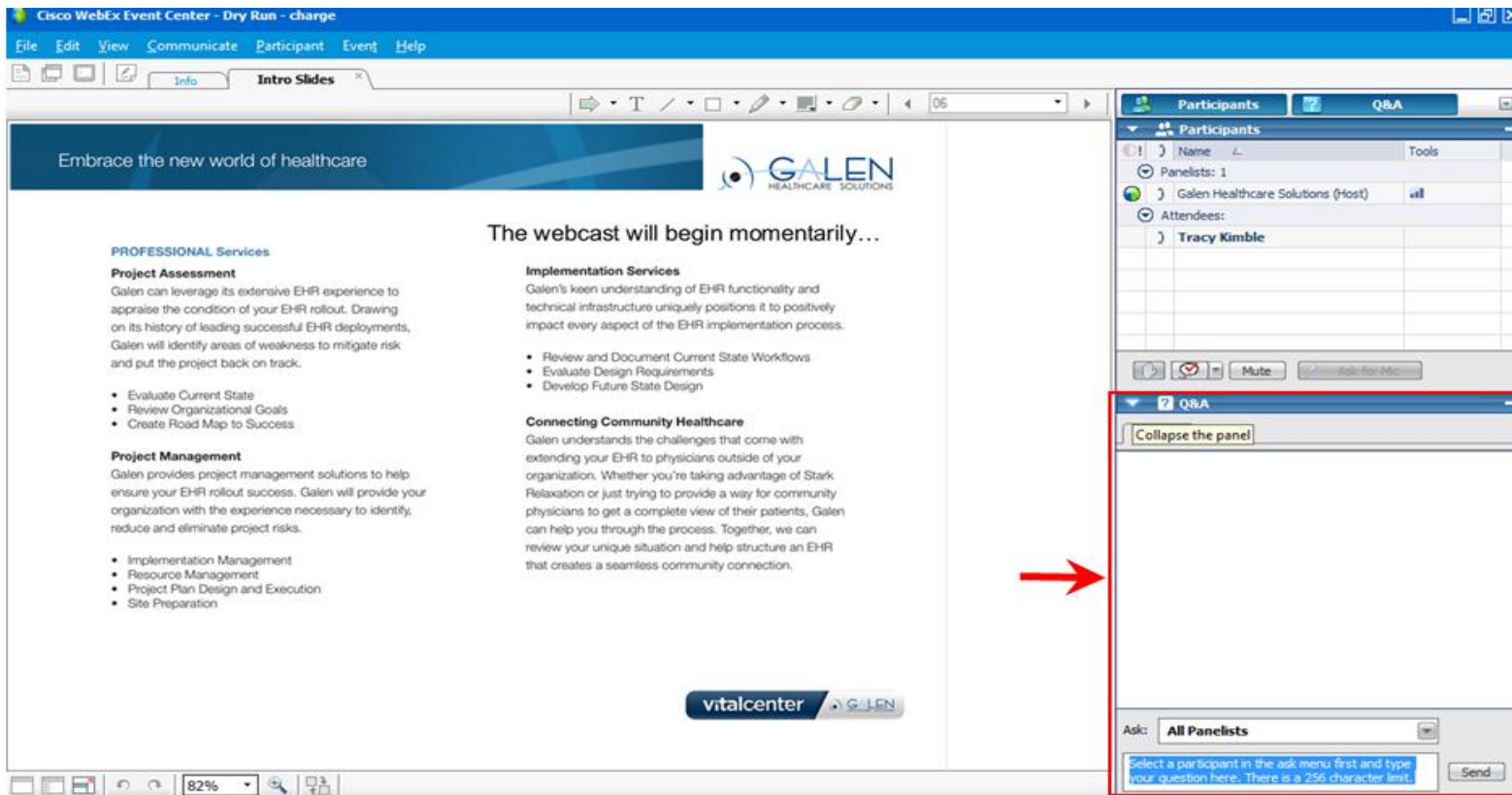
- Consultant with Galen Healthcare Solutions
 - Over 10 years of Project Management experience, with past two years focused on EHR Upgrades, ranging from v10 to v11.4



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] [Ask for Mute]
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 Q&A panel towards the main presentation content.

Agenda Items

- **Speed to Value**
 - Four Stage Approach
 - Prepare
 - Prerequisite
 - Upgrade Engagement
 - Optimize
- **New Functionality**
 - ICD10 updates
 - Meaningful Use Stage II

Reviewing the Stages of the Upgrade

Prepare

- Problem mapping tool
- ICD10 has approximately 65,000 problems to be mapped
 - Review
 - Define
 - Approve mappings
- System Certification Process (SCP)
 - Make sure server roles and environment meet SES requirements
 - Recommendations based on hardware and server review

Reviewing the Stages of the Upgrade

Prerequisites

- Clearing the way for the Upgrade Engagement.
- Items required to be completed before having a Go Live Date assigned:
 - System Certification Process (SCP) Complete
 - Problem Mapping Complete
 - Hardware and Technical Readiness
 - Product Release Training Complete
- Go Live Date

Reviewing the Stages of the Upgrade

- **Upgrade Engagement**
 - Normal upgrade process
 - Test Upgrade
 - Configuration
 - Testing
 - Training

Reviewing the Stages of the Upgrade

- **Optimization of the EEHR**
 - Customization
 - Out of scope items
 - Validation of all purchased items

Design of the V11.4 Upgrade

- **The new v11.4 configuration will be discussed in three different sections:**
 - New Enhancements
 - New Look and Feel
 - New Functionality

New Enhancements:

- **Employ a Clinical Consultant to review what is valuable to your organization**
- **How will your new future state workflows be enhanced?**
- **New Enhancements:**
 - New quicklist filters
 - Order Entry – “To be Done Date” defaults
 - Improved Allergy Indicator in Patient banner
 - Improved Problem searches
 - Improved Family History Entries
 - Specialized Priority is now My Priority

New Enhancements:

New Quicklist filtering options

Provider: Hide YTB

Chart: Allscripts, Fiona T

MRN: ZZZTW09 Sex: F PCP: Allscripts, Provider Security: No Restricted Data
 DOB: 03/10/1953 AKA: Amber Allergies: Yes Pri Ins:
 Age: 59 Years H Phone: (312)555-1120 FYI: FYI Note: [Select]

Worklist Desktop View

Does not like blood draws

Order-Result Management: Allscripts, Fiona T

0 Items: 9 Active Patient Tasks

There are no items to show in this view.

Ordering Provider...
 Authorizing Provider...
 Order Priority
 Order Status...
 Order Status Reason...
 Order Type

Improved Allergy Indicator in Patient banner

Daily Clinical Desktop Note Task List Documents Encounter Form Diagnosis Visit Charges Procedure Charges Patient Lists

Allscripts, Douglas T

MRN: ZZZTW08 Sex: M PCP: Allscripts, Provider Security: No Restricted Data
 DOB: 03/10/1953 AKA: Doug Allergies: Med Only Pri Ins:
 Age: 59 Years H Phone: (312)555-1117 FYI: FYI Note: [Select]

Adult Patient View

Problem Health Mgmt Vitals Flowsheets ChartViewer Encounter

Active Problems Type

Name	ICD-9	ICD-10	Managed By
Health Maintenance/Risks			
Health Maintenance			

Meds Allergies Orders Immuins Patient Worklist

All Urgency Rec: Never

Unassigned
Ambien TABS

New Enhancements

- Order Entry – To be done date
- Order Entry – Do not release flag

The screenshot shows the TW Admin interface for configuring a dictionary entry. The left sidebar lists various administrative tasks, with 'Dictionaries' selected. The main area shows the configuration for the 'Lipid Panel' entry under the 'Non-Medication' category. Two red boxes highlight the 'To Be Done' and 'Do Not Release Flag' settings.

To Be Done default: None (selected), Now, Today, Fuzzy Date, Future Date

Do Not Release Flag: Do Not Release - User Can Override

Exclude From:

- V11 Portal Notes
- Chart Update CED to PHR
- Clinical Summary to PHR

Code	Name	Mnemonic	Inactive	Enforced
TWLIPIID	Lipid Panel	TWLIPIID	<input type="checkbox"/>	<input type="checkbox"/>

New Enhancements

- EEHR 11.4 Active Problems searching**

Preference	SubKey	Description	Value	User Can Override
ACI Active Problem Search Filter Defaults		ACI Active Problem Search Filter Defaults	esults to Provider Friendly Terms	<input checked="" type="checkbox"/>
ACI Family History Search Filter Defaults		ACI Family History Search Filter Defaults	<input type="checkbox"/> Exclude Non-billable	<input checked="" type="checkbox"/>
ACI Past Medical History Search Filter Defaults		ACI Past Medical History Search Filter Defaults	<input type="checkbox"/> Search Phys Exam Findings Only	<input checked="" type="checkbox"/>
ACI Social History Search Filter Defaults		ACI Social History Search Filter Defaults	<input type="checkbox"/> Exclude Synonyms	<input checked="" type="checkbox"/>
All View: Defaults for Hiding		All View: Defaults for Hiding	<input type="checkbox"/> Limit Search Results per Concept	<input checked="" type="checkbox"/>
Display Diagnosis Codes in Problem Search		Display Diagnosis Codes in Problem Search	<input type="checkbox"/> Limit ICD Search to Preferred Base	<input checked="" type="checkbox"/>
Display Diagnosis Codes on Problem List		Display Diagnosis Codes on Problem List	Both	<input checked="" type="checkbox"/>

- Specialized Priority to My Priority**

New Enhancements

- Increased efficiency while adding Family History entries

Active	PMH	PSH	Fam Hx	Social Hx	Allergies	Med Hx	Immun Hx	Chief Complaint
<input type="text"/> Allergy/Immunology								
Family Member: <input type="text"/>								
			<input type="checkbox"/> Mother <input type="checkbox"/> Father <input type="checkbox"/> Child <input type="checkbox"/> Daughter <input type="checkbox"/> Son <input type="checkbox"/> Sibling <input type="checkbox"/> Sister <input type="checkbox"/> Maternal Half Sister <input type="checkbox"/> Paternal Half Sister <input type="checkbox"/> Brother <input type="checkbox"/> Maternal Half Brother <input type="checkbox"/> Paternal Half Brother <input type="checkbox"/> Grandparent					
R..			Reported Family History Of Early Sudden Deaths					
R..			Reported Family History Of Genetic Disease					
R..			Reported Family History Of Heart Disease					
R..			Reported Family History Of Ischemic Heart Disease					
R..			Reported Family History Of Kidney Disease					
R..			Reported Family History Of Mental Illness (Not Retardation)					
S..			Short Stature (On Exam)					

New Look and Feel of V11.4

- **ICD10 easily incorporated into the existing structure**
- **New Problem details screens**
- **New 'Tab' Structure all over the application**
- **Increased dropdown sizing omits extra scrolling**
- **New Rx Order screen**
- **Maximum Providers listed for "All Provider View" increased from 20 to 40 providers on V11.4 HF 2**
- **New Clinical Desktop buttons, filtering options**

New Look and Feel

- ICD 10 inside the Clinical Desktop

Provider: [Dropdown] Hide VTB [Tools] [Help] [Lock] [Logoff]

Chart: [Daily] [Clinical Desktop] [Note] [Task List] [Documents] [Encounter Form] [Diagnosis] [Visit Charges] [Procedure Charges] [Patient Lists]

Allscripts, Fiona T MRN: ZZZTW09 Sex: F PCP: Allscripts, Provider Security: No Restricted Data
 DOB: 03/10/1953 AKA: Amber Allergies: Yes Pri Ins:
 Age: 59 Years H Phone: (312)555-1120 FYI: [FYI] Note: [Select]

Select Patient [i] [Warning]

Adult Patient View [Refresh] [Grid]

[Icons] Commit Pat Loc: [Dropdown] Status: [Dropdown]

Does not like blood draws

Problem Health Mgmt Vitals Flowsheets ChartViewer Encounter Meds Allergies Orders Immuns Patient Worklist

Active Problems [Type] [Refresh] [Print] [Filter] [Sort]

Name	ICD-9	ICD-10	Managed By	Last Assessed
Chronic				
[Icon] [Edit] Blood Pressure Isolated Elevated	796.2		Allscripts, Family Medicine(Family...	08Jan2013 Allscripts, AppAdmin
Acute				
[Icon] [Edit] Primary diagnosis of Blood Pressure Isolated Elevated	796.2			17Dec2012 Allscripts, Provider...
Injury Date: 09Dec2012				
Health Maintenance/Risks				
[Icon] Health Maintenance				

New Look and Feel

Problem Details Screen

Problem Details
Allscripts, Fiona T 59 YO F DOB: 10Mar1953 Other 01/08/2013

Blood Pressure Isolated Elevated (796.2)

Status: Active Include In: Active

Link Unverified:

Details | Add'l Details | Assessment Hx | Impression Hx | Annotations

Details

Description: 1000 Chars

Impressions: Copy Last > Current Impression: 2000 Chars

Managed by: Allscripts Family Medicine Provider Referring

Dates: Onset Date Today Resolved: Today

Last Assessed: 08Jan2013 Last Reviewed: 08Jan2013 Suppress on Resolve

Secondary to: Trans From:

Buttons: Addit, OK, Cancel

New "Tab" Structure

Add Clinical Item
Allscripts, Fiona T 59 YO F DOB: 10Mar1953

History Builder Rx/Orders Problem-based Orders

Active PMH

Problems Medications Orders Allergies

Active Problems Type

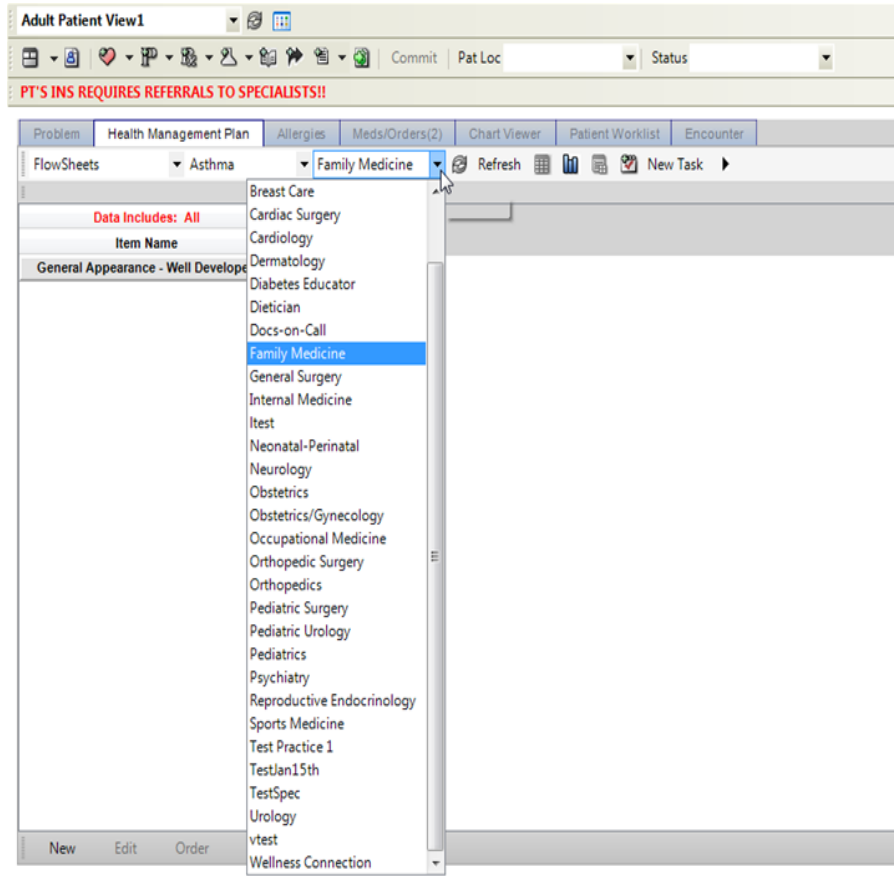
Name	ICD-9	ICD-10	Mx
Chronic			
Blood Pressure Isolated Elevated	796.2		All
Acute			
Primary diagnosis of Blood Pressure...	796.2		
Health Maintenance/Risks			
Health Maintenance			

My Fav

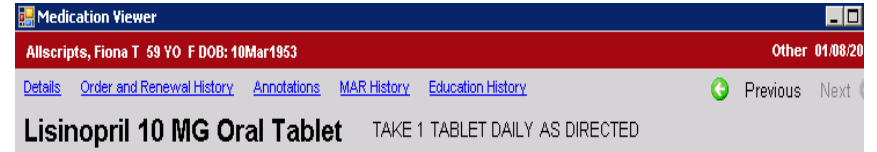
No Activ
Alopecia
Blood Pi
Chromos

New Look and Feel

Dropdown list sizing



New Rx order views



Order and Renewal History

Filters Applied: Only last 10 Actions are displayed. [View all activity for this therapy.](#)

Row#	Medication	Action	Date	SIG	Ordered By	Dispense
1	Lisinopril 10 MG Oral Tablet	Prescribed	08Jan2013	TAKE 1 TABLET DAILY AS DIRECTED.	Allscripts, Provider	30 Days; #30 Tablet; Refill:0

Annotations

(none)

MAR History

(none)

Education History

Filters Applied: Only last 10 education are displayed. [View all education for this therapy.](#)

Name	Provided Date	Method	HandOut	Evaluation	Counselor	Duration	Person Taught	Material Date
Lisinopril 10 MG Oral Tablet	08Jan2013	Written Materials	Drug Education Printout	Needs reinforcement	Allscripts, AppAdmin	0	Other	08Jan2013

New Look and Feel

Scheduling - All provider view increased size

Search -- Webpage Dialog

Select for All Provider View Org: TouchWorks

Provider: Last Name Search

User	Login ID
<input type="checkbox"/> Allscripts, Cardiologist	twcardiopro
<input type="checkbox"/> Allscripts, Endocrinologist	twendopro
<input type="checkbox"/> Allscripts, Family Medicine	twfmprov
<input type="checkbox"/> Allscripts, Gastroenterologist	twgipro
<input type="checkbox"/> Allscripts, General Surgeon	twgensurgprov
<input type="checkbox"/> Allscripts, Hem/Oncologist	twhemonprov
<input type="checkbox"/> Allscripts, Internist	twimprov
<input type="checkbox"/> Allscripts, MedicalMD	twmedprov
<input type="checkbox"/> Allscripts, Midlevel Provider	twmlprovider
<input type="checkbox"/> Allscripts, Nephrologist	twnephprov

Provider(s) Selected: 4

- Allscripts, Cardiologist
- Allscripts, Endocrinologist
- Allscripts, Family Medicine
- Allscripts, Gastroenterologist

Remove OK Cancel

New clinical desktop filtering options

Adult Patient View

Commit Pat Loc:

Does not like blood draws

Problem Health Mgmt Vitals Flowsheets ChartViewer Encounter

Active Problems Type

Name	Type	Created By
Chronic		
<input checked="" type="checkbox"/> Blood Pressure Isolated Elevated		
Acute		
<input checked="" type="checkbox"/> Primary diagnosis of Blood Pressure... 796.2		
Health Maintenance/Risks		
<input checked="" type="checkbox"/> Health Maintenance		

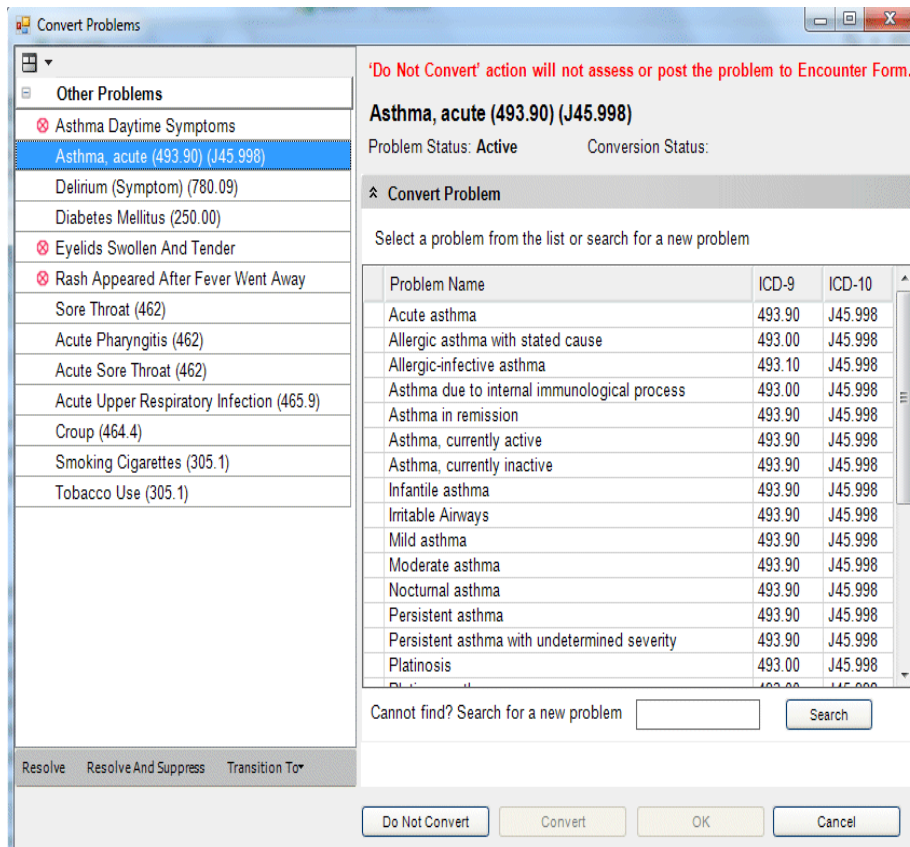
ICD-9 ICD-10 Billing Indicators One Click Edit

New Features

- **Rolling out new features to your end users**
- **Using new ICD10 structure – Using IMO terms**
- **Patient profile scrolling is improved**
- **New Duplicate Charge coding available**
- **New Encounter Creation and Selection**

New Functionality

ICD 10 conversions inside the application



IMO terms in NoteForms

- Note form definitions are modified to accommodate ICD-10 problem diagnosis codes.

New Features

Better patient profile scrolling

Patient Profile Dialog

Allscripts, Fiona T 59 YO F DOB: 10Mar1953

FYI

Chart Alerts

Does not like blood draws (12/04/2012) [Delete](#) [Add Alert](#)

Clinical Information

Portal/PHR: Directives:

Clinical Trial: Instructions:

Medication Hx Consent: Allscripts, AppAdmin: 16Dec2012

Demographics

Deceased:

AKA: Amber MRN: ZZZTW09 Address: 4545 Bakers Lane

PCP: Allscripts, Provider Other: TW009 Apartment 9

Home Phone: (312) 555-1120 Other2: TW9909 City: Glenview

Work Phone: (847) 608-3515 ext 4365 SSN: 000-00-0009 State: IL

Cell Phone: Marital: Widowed Zip Code: 60654

Fax: (708) 555-1009 Language: SPANISH Country: USA

Print

[Save](#) [Cancel](#)

Duplicate Charge Codes for Orderable Items

Dictionary: Orderable Item

Code	Name	Mnemonic
CV1	Hepatitis A	HEP A
CV2	Hepatitis B (Recombinant)	HEP B (R)

Initial

Medication

Instructions

Charge/MN

When to Charge:

CPT4 Code:

CPT4 Desc:

Charge Code:

Admin Initial Charge Code:

Admin Additional Charge Code:

New Functionality

- Improved Encounter Selection and Creation


Encounter Selector -- Webpage Dialog

Encounter Selector

Existing Encounters: You may only select encounters within the last 5 days

Date	Provider	Type
23 Mar 2012	Allscripts, Provider	Chart Update
04 Oct 2011	Allscripts, Provider	Non-Appointment
04 Oct 2011	Allscripts, Provider	AUDIT
09 Dec 2008	OMURAXER, REXERN	Appointment
06 Dec 2008	OMURAXER, REXERN	Image Encounter
18 Oct 2008	Unassociated	Appointment

New Encounter:

Date:  Type:

OK Cancel

Configuration Considerations of the Upgrade

- **Decision making strategies:**
 - Future state workflows
 - Training and skill assessments
- **Testing components related to the upgrade**
 - Workflow and design testing
 - Application based testing
- **Training Plan**
 - Team skill assessments
 - Building training materials

Q&A

❖ Question Review

- Submit further questions to education@galenhealthcare.com
- Visit <http://galenhealthcare.com/calendar/> for future webcasts
- Slides and Q&A will be posted at <http://wiki.galenhealthcare.com>