

Patient Query and Meaningful Use

(Formerly Population Health Management)

Empowering Extraordinary Patient Care

Agenda

- **Patient Query/PHM Overview**
- **Meaningful Use**
- **Patient Query in TouchWorks EHR**
- **Patient Query Demonstration**
- **Tips / Additional Information**
- **Known Issues**

- **Q&A**

What is Patient Query?

- **Formerly Population Health Management (PHM)**
- **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
- **Patient Action Sets allow queried results to be acted upon to improve patient health outcomes within a population**

PHM and MU Stage 1

- **Meaningful Use was the primary driver to develop PHM**
- **MU1 measures that can be met with PHM**
 - ✓ Menu #3 – Generate a List of Patients
 - ✓ Is a Y/N attestation
 - ✓ Menu #4 – Send Patient Reminders
 - ✓ At least 20% of unique patients that are >65 years or <5 years of age

Verbiage Updates for MU Stage 2

- **MU Package**
 - ✓ Formerly known as “Stim Set”
 - ✓ 11.4.1 and up
 - ✓ Required for both MU1 and MU2 Reporting for 2014
- **Allscripts Analytics Platform (AAP) for MU2**
 - ✓ Formerly known as “Allscripts Reporting Portal” (ARP) and “User Management Portal” (UMP)
- **Patient Query**
 - ✓ Formerly “Population Health Management” (prior to v11.4.1)
- **Allscripts Transaction Hub**
 - ✓ Event Bus

Patient Query and MU Stage 2

- **MU2 measures that can be met with PHM:**

- ✓ MU Core #11 – Generate Patient Lists
 - ✓ Generate lists of patients by specific conditions to use for quality improvement, reduction of disparities, research or outreach.
- ✓ MU Core #12 – Send Patient Reminders
 - ✓ Use clinically relevant information to identify patient who should receive reminders for preventive/follow-up care and send these patients reminders, per patient preference

Patient Query: MU2 Core 11

- **MU2 Core #11 – Generate Patient Lists**
 - ✓ Generate lists of patients by specific conditions to use for quality improvement, reduction of disparities, research or outreach.
 - ✓ Y/N attestation
 - ✓ Generate at least one report listing patients of the EP with a specific condition

Patient Query: MU2 Core 12

- **MU2 Core #12 – Send Patient Reminders**

- ✓ Use clinically relevant information to identify patient who should receive reminders for preventive/follow-up care and send these patients reminders, per patient preference.
- ✓ 10% threshold
- ✓ Denominator: All unique patients with 2+ office visits with the EP within 24 months prior to the start of the reporting period
- ✓ Numerator: All unique patients in the denominator who have been sent a reminder based on their documented patient preference (Portal, Mail, Phone)

System Configuration Considerations:

- **Performed by an Allscripts technical resource**
 - ✓ Transaction Hub – Inbound TWEHR subscription configuration on the client's server
 - ✓ Outbound mediator proxy service
 - ✓ Outbound Configuration on Web Server
 - ✓ AHS CSS Configuration on Print Server
 - ✓ ETL (Extract – Transfer – Load) copying of the client database, mapping, and installation in the data warehouse
 - ✓ SSO (Single-Sign-On) requires authentication of a UID and password for Inbound messaging and Outbound verification

Client Configuration Considerations:

Patient Reminder Preferred Communication Method: Mail

- ✓ Create Text Templates
 - ✓ Note Admin >> Manage Text Templates (v11)
 - ✓ TW Module: Pt Communication
- ✓ Configure Document Type Dictionary
 - ✓ Patient Communication Mail (PtCommMail)
- ✓ Configure Auto-Print Defaults
- ✓ Configure DocBatchPrint Document menu
- ✓ Configure Task Views in Task Admin
- ✓ Configure Task Name Dictionary
 - ✓ “Mail Patient Communication” task
- ✓ Configure Patient Preferred Communication

Client Configuration Considerations:

Patient Reminder Preferred Communication Method: Phone

- ✓ Create Text Templates
 - ✓ Note Admin >> Manage Text Templates (v11)
 - ✓ TW Module: Pt Communication
- ✓ Configure Task Views in Task Admin
- ✓ Configure Task Name Dictionary
 - ✓ “Call Patient Communication” task
- ✓ Configure Patient Preferred Communication

Client Configuration Considerations:

Patient Reminder Preferred Communication Method: Portal

- ✓ Create Text Templates
 - ✓ Note Admin >> Manage Text Templates (v11)
 - ✓ TW Module: Pt Communication
- ✓ Configure Document Type Dictionary
 - ✓ Patient Communication Portal (PtCommPort)
- ✓ Configure Patient Portal
- ✓ Configure Patient Portal Security Code
- ✓ Configure Task Views in Task Admin
- ✓ Configure Patient Preferred Communication

Patient Query in TouchWorks EHR

- **Multiple points of entry**
 - ✓ AAP (formerly UMP) through the MU Package
 - ✓ TWAdmin in TouchWorks EHR
- **Launches the Allscripts Clinical Rules Editor**
 - ✓ Query definition workspace
 - ✓ Any combination of sixteen categories
 - ✓ The most popular criteria are Appointments, Diagnoses, Results, and Medications
- **Access to Patient Action Sets (only in EEHR)**
 - ✓ Auto-generate tasks that drive follow up on patients
 - ✓ Can be assigned to queries as needed
 - ✓ Leveraged to satisfy Patient Reminders Core #12

Patient Query Demo

Patient Query Enhancements

- **Overall improved platform from MU package**
- **Enhanced “Query Manager” window**
 - ✓ Enables users to more easily Run, Edit, and Copy existing queries
 - ✓ Schedulable Queries
 - ✓ Improved Query History
- **Support for both ICD-9 and ICD-10 Patient Queries**
- **No limit on number of patients returned in ad hoc query**
 - ✓ Previous limit was 500 patients
- **Existing PHM queries will brought over during 11.4.1/MU2 install**

Tips

- **Understand MU2 Requirements in relation to Action Sets**
- **For MU attestation, consider queries that will cover much of your patient population to meet 10% threshold (i.e. Influenza Reminder Letters)**
- **Copy, then Edit**
- **Queries are run on ETL database**
- **Build smart queries!**
- **Use Patient Action Sets conservatively**
- **Keep yourself educated!**

Additional Information

Additional Information:

- Slides and Q&A will be posted here:
 - ✓ http://wiki.galenhealthcare.com/Patient_Query
 - ✓ More Patient Query 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

- **(04568317)** - Reminders created from action sets are not linked to the correct diagnosis, most seem to default as linked to Health Maintenance.
- **(03812194)** - Vaccines which are present in OID are not available to select as part of a query or the available options for vaccines do not match what is present in the OID.
- **(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 TouchWorks.

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.

Questions?

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

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

