

PCMH Empowered by Galen's NoteForm Reporting Solution

A Partnership Built on Success

In 2013, a 300+ physician primary-care focused HCO applied for Patient Centered Medical Home (PCMH) and utilized Galen's Note Form Reporting solution to facilitate extraction of previously unreportable patient data from their Allscripts V11 structured notes. The NoteForm Reporting solution's capabilities allowed for data collection of virtually any data type including custom and free text fields making it completely versatile. This allowed the client to successfully meet the PCMH application deadline for the previous year, while ensuring data capture for future years.

They recognized the benefits for patients by achieving their PCMH certification. Data reporting supported wellness focused services in conjunction with improving continuity of care. The client was able to make the informed metric based decision to not only pursue risk based contracting opportunities and other incentive programs, but to also set goals for various internal continued quality assurance(CQA) programs. Founded on the triumphs of PCMH reporting, Galen was the clear partner to expand the 30 noteform library participating in the existing data parsing initiative.

Client Profile: Primary care-focused organization comprised of over 300 physicians leveraging Allscripts Enterprise™ Practice Management (PM) and Touchworks™ Electronic Health Record (EHR) as tools to deliver the highest level of comprehensive primary, internal medicine, and pediatric specialty services.

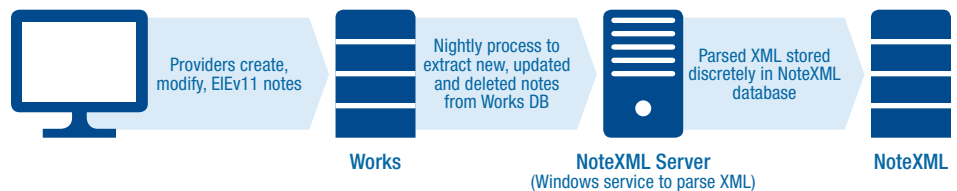
Unlocking the Data Makes It Actionable

The client currently uses the note data to feed into a Quality Information System (QIS) which is configured to an alert located in the patient banner. The alert indicates missing or overdue items based on clinical performance related to specific conditions. QIS notifies providers if an action needs to be performed for a patient based on measure specifications. One benefit is one point of reference for providers for all follow up visits not yet completed for chronic care patients. For instance, if a hypertensive patient had an above average blood pressure taken at their last visit, a flag is identified in the patient chart

NoteForm Reporting Statistics

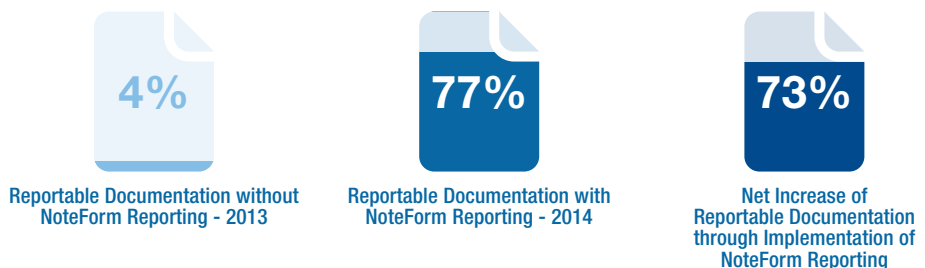
70

of note forms data is collected from on a nightly basis to feed data warehouse for population health and quality improvement initiatives



73%

increase in documentation: The client's documentation of fall risk instances improved from 4% in 2013 to 77% in 2014 after the adoption of Galen's NoteForm Reporting Solution



and a reminder is set for a new blood pressure to be taken within three months. Once the due date has passed, a flag stating that the goal is overdue is highlighted and shown in the patient banner, alerting the provider that one or more actions need to be taken.

Group Practice Reporting Option (GPRO)

The client participates in Physician Quality Reporting System (PQRS) Group Practice Reporting Option (GPRO). The reports that they are now able to execute through the clinical performance outreach are sent to insurance carriers and directly impact physician compensation. Ease of reporting from the note was supported with a dramatic statistic. In 2013, The client was only able to report 4% of documented fall risk instances because the data was stored within the note. In 2014, after NoteForm Reporting was implemented the rate jumped to 77%. Accurate reporting allowed the client to finally quantify real time benchmarks across the spectrum of care for their patient populations and generate income for work that was already being done.

Intuitive Workflows Boost Provider Efficiency

Prior to the NoteForm Reporting implementation tedious often redundant documentation workflows yielding very little in terms of reportable data impacted provider efficiency. For example the depression screening needed to be recorded as an order to calculate in measure reporting. This required navigation to a different area of the system, increasing the click counts while detracting from provider efficiency. Additionally, the provider would need to navigate to yet another area of the system to enter the billing details that would be reported on claims to meet PQRS measures. Once note forms were added to the data parsing providers documented within the note templates which not only saved time, but was also a more intuitive clinical workflow.

Enhancements and Optimization

The initial library of 30 note forms of the client's PCMH reporting project has grown to over 70 note forms. The information collected on a nightly basis are fed into the database the client's team of analysts accesses to drive the initiatives. As a result, the nightly job generating the ports doubled in time as well. This presented an issue, as the previous day's data needed to update prior to morning office visits. Currently, the job executes into the morning, but Galen continues to optimize the queries and the SQL job to fit the needed time frame as well as make room for future requests.