

Unit 2: "Under the Hood"

Component 7 – Working with HIT Systems

Component 7/Unit 2

Health IT Workforce Curriculum

1

Unit 2 Objectives

- Identify the health IT functions that support a generic *ambulatory* patient care process.
- Identify the health IT functions that support a generic *inpatient* care process.



Component 7/Unit 2

Health IT Workforce Curriculum

2

Inpatient VS Ambulatory

- How do they differ?
 - Inpatient 4 phases
 - Initial evaluation
 - Ongoing Management
 - Pre-discharge
 - Discharge
 - Ambulatory
 - Episodic
 - Coordination across providers and locations
 - Monitoring/treatment chronic & acute



Component 7/Unit 2

Health IT Workforce Curriculum

3

Supporting Care Processes with HIT

- Facilitate filtering, organizing, & access
 - Thoroughness and currency imperative
- Reviewing & Documenting
- Planning
- “Doing” - ordering
- Educating



Component 7/Unit 2

Health IT Workforce Curriculum

4

Supporting Care Processes with HIT

- Communicating
 - High risk, high stress
 - Teams – working independently but with constant information exchange
 - Moving patients, moving providers, rapidly changing situations



Component 7/Unit 2

Health IT Workforce Curriculum

5

Inpatient Processes

1. Register
2. Review Patient Info
3. Talk, Observe, Examine
4. Document
 - *H&P, PMH, Signs/Symptoms, etc.
5. Take Actions “Orders”
 - *Meds, Labs, Procedures, Consults, Admit, Next Appt.
6. Discharge
7. Patient Education (could occur anywhere in the process)
8. Health Data Reporting
9. Link to Reimbursement



Component 7/Unit 2

Health IT Workforce Curriculum

6

Ambulatory Processes

- Check –in
 - Verify Appointment; Update Info; Pull Medical Record
- Move to exam room
 - Vital Signs; Review Reason for Visit; Document
 - Examination; Discussion of Findings; Plan; Order; Documents
- Check-out
 - Schedule appointment
 - Payment
- After the fact
 - Complete Documentation/Dictate
 - Code Visit & File Insurance Claim



Component 7/Unit 2

Health IT Workforce Curriculum

7

What is Different?

- Access to systems & data
- Challenges of geography
- Very low penetration of EHRs in Ambulatory
 - DesRoches, 2008, JAMA –
 - 4% fully functional; 13% basic system
- Patient Load
- Episode of Care
- Coordination, Communication, Consultation



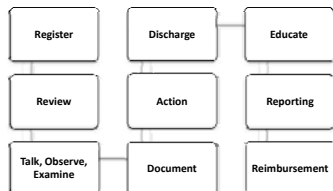
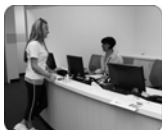
Component 7/Unit 2

Health IT Workforce Curriculum

8

Care Processes - HIT Support

- Registration
 - Admission, Discharge Transfer Systems (ADT)
 - Bed Management Systems (BMS)
 - Unique Identifier – i.e. Medical Record Number (MRN)




Component 7/Unit 2

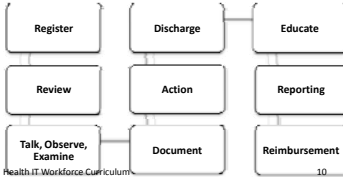
Health IT Workforce Curriculum

9

Care Processes - HIT Support

- Reviewing Patient Information
 - Retrieve patient record
 - Verifying demographics, etc.
 - Past medical history, etc.
- Talking, Observing, Examining




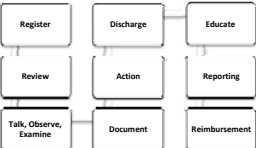


Component 7/Unit 2 Health IT Workforce Curriculum 10

Care Processes - HIT Support

- Documentation
 - Copious
 - Pick lists, Voice Recognition, Structured Notes, Integrated Records, Patient-Centered, Kiosks, PHRs.....
 - Knowledge Resources & Decision Support




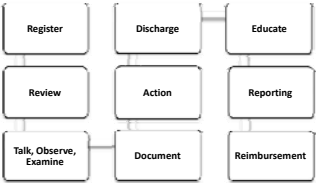


Component 7/Unit 2 Health IT Workforce Curriculum 11

Care Processes - HIT Support

- Taking Action –
 - Performing/Ordering/Reviewing
 - CPOE – Computerized Prescriber Order Entry
 - E-prescribing, Consults, Treatments, Diets, Labs, Tests...
 - Guideline based Care - <http://www.guideline.gov/>

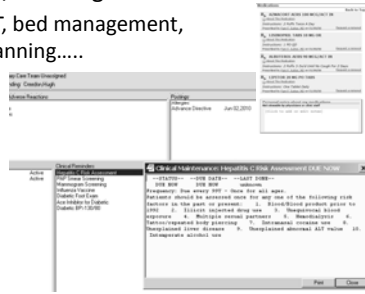




<http://www.innovations.ahrq.gov/>
Component 7/Unit 2 Health IT Workforce Curriculum 12

Care Processes - HIT Support

- Pre-Discharge/Discharge
 - Ties into ADT, bed management, discharge planning.....
- Education



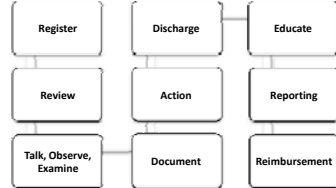
Component 7/Unit 2

Health IT Workforce Curriculum

13

Care Processes - HIT Support

- Reporting & Reimbursement
 - External (CDC, Immunization Registries, CMS, etc.) & Internal (Practice Improvement, Trending, etc.)
 - \$\$\$



Component 7/Unit 2

Health IT Workforce Curriculum

14

Summing Up Unit 2

- HIT support for care processes are similar and dissimilar depending on setting
- Core functions remain static
- Emerging sites of care & transformation of healthcare point to needs for information exchange/interoperable systems
 - Teams
 - Patients at the core
 - Shift away from acute to ambulatory
- HIT – pathway to ↑ safety/quality/effectiveness

Component 7/Unit 2

Health IT Workforce Curriculum

15