



### Planning: Key to Successful Implementation

The implementation of any new software means adapting work-flow processes, training and support for individual users as they tackle the learning curve. However, EHR users say that as they've addressed the challenges they see almost immediate benefits. The steps for successful implementation of EHR include:

- Make the decision to implement EHR
- Obtain a firm commitment from leadership and medical staff buy-in
- Confirm approval of financial resources to obtain necessary hardware and support staff
- Create an EHR Team and include a representative from every department
- Complete the EHR site questionnaire to notify the EHR Program of your interest and commitment
- Appoint an EHR Coordinator who will manage the transition process
- Determine how Clinical Application Coordinator (CAC) responsibilities will be carried out, and initiate the hiring process as needed
- Participate in EHR conference calls and plan to send key staff to EHR training
- Consider implementation incentives to encourage committed and enthusiastic participation
- Develop a plan for training and support for new users

Plan for a minimum of 9-12 months to prepare and successfully begin implementation of EHR. Once implementation begins, execute rollout in a way that works best for your facility and users.

### The RPMS EHR Advantage

Like similar private sector solutions, RPMS EHR includes longitudinal collection of electronic health information; immediate electronic access to person- and population-level information by authorized, and only authorized, users; provision of knowledge and decision support that enhance the quality, safety, and efficiency of patient care; and support efficient processes for health care delivery. But, EHR has several important advantages for the Indian health community compared to private sector software solutions. RPMS EHR:

- Is specifically designed and developed with Indian health community in mind
- Preserves the existing historical database of clinical information which at many facilities goes back over twenty years
- Facilitates continued collection of clinical and public health epidemiological data for performance evaluation and funding
- Does not require additional programming to facilitate accurate and complete data exchange between applications
- Is more cost effective than a private sector solution
- Continues to be supported by the entire Indian health community

### Want More Information?

Enhancements to RPMS and RPMS EHR are driven by the same people who use it. EHR will continue to evolve as end users share their experiences and devise new ways to improve its performance and usability. To learn more visit <http://www.ihs.gov/CIO/EHR/>.

## Superior Health Information Management

### Now and for the Future



Imagine the extensive software applications and rich historical database of the RPMS legacy system, improved and advanced with a completely customizable graphical user interface and secure electronic access to critical healthcare information. Imagine all the capabilities of RPMS, enhanced by the ability to document clinical information and activities at the point of care, and coupled with the proven advantages of the healthcare industry's benchmark for advancing patient safety, Computerized Provider Order Entry.

With the RPMS Electronic Health Record (EHR) Graphical User Interface (GUI), what was imagined is now a reality. Because it integrates with RPMS applications and data, EHR offers the highest quality and best-of-category health information management solution for the Indian health community.



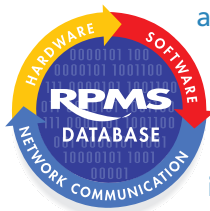
The Indian Health Service  
Public Health Service  
Department of Health and Human Services  
Washington, D.C.





# Superior Health Information Management — Now and for the Future

Resource and Patient Management System (RPMS) is a robust and time-tested electronic healthcare information system for cost-effective management of clinical, administrative, and patient encounter-related financial information. Because RPMS is fully integrated, data that is captured and entered at various service points is available to all associated software applications, regardless of which application is used or where it is entered. This ensures multidisciplinary providers quick and easy access to all pertinent patient information, including laboratory results, medications prescribed, physical complaints made to other providers — anything that has ever been recorded and entered about the patient’s medical history. Thus, clinicians and other providers have the information they need to provide patients efficient and high-quality care. All this, and its additional community and group health information capabilities have made RPMS the Indian health community’s preferred healthcare information management system for over 30 years.



Now, with RPMS Electronic Health Record (EHR), authorized users can manage all aspects of patient care via an intuitive and customizable graphical user interface (GUI) that is integrated with all RPMS software applications. EHR provides secure access to the most up-to-date patient records and management of treatment activities simultaneously at multiple locations — without dependence on paper charts. It’s the same reliable and comprehensive RPMS you’ve always known, advanced beyond the “roll and scroll” environment with features that significantly reduce patient safety concerns associated with illegible handwritten notes, misplaced or incomplete records. The results?

- Significantly improved clinical decisions and patient safety
- Immediate access to records from multiple facilities
- Fewer provider distractions when providing direct patient care
- Easier and more accurate continuity and continuum of care
- Streamlined data entry at the point of care
- Coding support (ICD and CPT)
- Faster turn around time from claims submission to remittance
- Improved cost recovery and cash flow from claims

Data entered at the point of service means more accurate data, which means more accurate population and epidemiological information to meet performance evaluation and reporting requirements as well as information to support budget requests for funding from Congress.



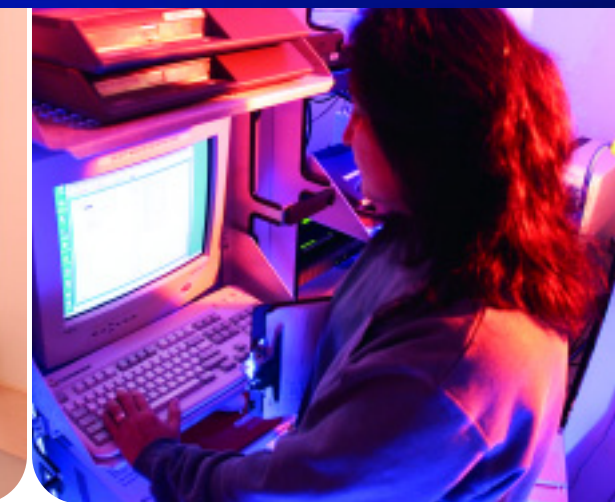
## Superior Patient Safety

RPMS EHR is designed to help providers manage — in a paperless, electronic GUI environment — all aspects of patient care. By moving most (and eventually all) data retrieval and documentation operations to EHR, patient care activities can occur simultaneously at multiple locations, even when a paper chart is unavailable. It provides a full range of functions for data capture and retrieval to support patient encounter, review and follow-up, including:

- Patient lookup and personalized patient lists
- Problem list management
- Results notification and retrieval
- Report retrieval
- Document imaging (in progress)
- Clinical encounter documentation
- Clinical decision support
- Coding support (ICD and CPT)
- Consult/referral generation and tracking
- Health maintenance, immunizations and reminders
- Patient education and health & reproductive factors

EHR offers providers the healthcare industry’s most-recognized tool for improving patient safety: Computerized Provider Order Entry (CPOE). CPOE allows authorized providers to prescribe medications, order lab tests and radiology services, as well as retrieve results much more quickly than waiting on paper results to arrive. EHR also makes it easier than ever to deal with the addition and modification of problem list entries. The ability to display and graph blood pressure, weight and laboratory values, enhances provider-patient communication about disease processes and treatment results. And, every authorized provider and user can directly enter data at the point of care, ensuring that the record is always up to date.

Typing, or using check boxes where available, ensures legibility which translates into fewer errors. And EHR exactly duplicates medication renewals and refills. It enables automatic checks for allergies and drug-drug and food-drug interactions, and offers similar safety benefits for other types of orders such as lab, x-ray and nursing.



## A Healthier Bottom Line

Most IHS and Tribal facilities bill Medicare, Medicaid, and private insurance companies in order to recover a portion of the cost of providing care, and to support important programs and staff. EHR offers the Indian health community a financial management solution that supports the patient-care revenue cycle from registration through billing and collections. Authorized financial users can more quickly and effectively capture, manage and collect revenue throughout the patient flow process. The improvement in encounter documentation and charge capture on the front end often improves turn around time on claims, which results in faster collections and better cash flow management.

Using the fully customizable superbills available in EHR, all billable services can be documented. An unlimited variety of superbills may be created, and these can be customized for each provider, for each clinic, or prioritized and displayed in almost any other way that works for your facility and staff. Similarly, providers can select an Evaluation and Management Code that is appropriate for the level of service provided. Once selected and entered in EHR, the information is immediately available to the RPMS patient account management and/or billing applications.\*

EHR financial features include:

- Customizable superbills
- ICD & CPT coding support
- CPT directly into PCC
- More legible and thorough notes
- Online real-time prescription drug claim adjudication
- Immediate information transfer to billing
- Faster claims processing turn around
- More efficient rejections researching and aged claims processing

Using EHR may also mean faster, more accurate coding which often results in billing at more accurate and higher levels. In fact, electronic documentation is such an improvement over handwritten notes that some private sector organizations using electronic health

information management systems similar to EHR have reported billing for encounters at a more accurate level of one code higher compared to billing based on less accurate handwritten notes.

\*EHR is compatible with commercial coding and billing applications that are appropriately interfaced to the RPMS Patient Care Component. Patient Account Management System (PAMS) to be released in the near future.

## Advanced Administrative Support

In addition to clinical and financial support, EHR offers a number of administrative benefits. Implementing EHR may significantly reduce costs compared to using paper and paper-based processes as well as reduce or eliminate data entry backlogs. As in the clinical environment, it offers authorized users secure and immediate access to information from multiple locations. The improvements in quality of care and patient safety have the potential to significantly reduce risk and risk management-related activities and costs. EHR also fully supports reporting through IHS-PES to maintain Joint Commission on Health Care Organizations accreditation.

As users of the EHR GUI become familiar with its functionality and capabilities, productivity may also increase due to less time spent on slower, paper-based activities such as tracking down clarification of handwritten orders and notes and misplaced paper charts, as well as time saved on faster order and results notifications. EHR can make it easier to support patient tracking activities through the Admit/Transfer/Discharge (ADT), Scheduling, and Sensitive Patient Tracking processes.