



Electronic Health Record (EHR) Implementation

Claremore Indian Hospital
Claremore Oklahoma



Implementation Background

- First established at CIH in Nov 2004–Began planning and updating Resource and Patient Management System (RPMS) packages
- Configured for usage on Jan 2005 and went live July 2006
- 25 Providers in 4 Major Outpatient Clinics in 6 months–Fast and furious implementation



Role of Health Information Management (HIM) in Implementation Process

- EHR Implementation Team Member
 - Advisory and Consultative
 - Workflow and Process Improvement (Clinical and HIM)
 - Writing Policies and Procedures
 - Consultant for Medico-Legal Issues
 - Documentation Improvement–Joint Commission/Centers for Medicare and Medicaid Services (CMS) Requirements
- Co-CAC
 - Template Creation
 - International Classification of Diseases, Ninth Revision (ICD-9) and Current Procedural Terminology (CPT) Pick List Creation
 - Assist with Provider Training





PREIMPLEMENTATION PLANNING

Administrative Planning

- Staffing
- Equipment
- Training



Developing Policies and Procedures

- General EHR policies
- Definition of the Legal Health Record
- Template approval process
- Modifying and correcting documentation
- Policies on using and documenting standing orders and treatment protocols



Evaluate Processes

- Patient Check-in and Check Out
- Patient Flow and Routing
- Chart Flow and Routing
- Hybrid Records
- Printing of Health Summary
- Filing of progress notes and diagnostic tests
- Patient Care Component (PCC+) Process
- Chargemaster process



EHR Software Preparation For HIM

- Develop ICD-9 and CPT Pick Lists
 - Mining common diagnoses and services
 - Documenting exams, historicals, and refusals
- Adopt or Develop Templates
 - Nursing notes
 - Did Not Keep Appointments (DNKA) and LWBS
 - Correspondence to the patient



EHR Hardware for HIM

- Consider double monitors for coders
- Printers for printing Progress Notes
- Scanning equipment



Medico-Legal Issues

- Release of information and need for “Visit Wrapper”
- Chart retention
- Standing and protocol orders



Impact on Staffing



Impact on Productivity

- Coding queue
- Documentation problems



Impact on Business Office



Impact On Reimbursement

- Improved documentation
- Better capture of supplies and services

