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Institute *for*

Nursing Centers

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*Access - Quality - Evidence*

## **FACT SHEET: Electronic Health System Initiative**

### **Objectives for Initiative**

1. To support Health Centers by providing a quality, cost effective product that will facilitate the long-term sustainability of the Centers.
2. To save Health Centers money by acting as a negotiator, central purchaser, and by housing the technology and support services for the product.
3. To support the data warehouse by ensuring that standardized data is submitted electronically.
4. To support the data warehouse and center sustainability by reporting on clinical and financial outcomes.

### **Model**

The Institute for Nursing Centers (INC) is partnering with the Alliance of Chicago to provide a web-based Practice Management (PM) and Electronic Health Record (EHR) service along an Application Service Provider (ASP) model. The ASP will be the Alliance of Chicago (Alliance). The Alliance is a network of four federally qualified community health centers (FQHCs) serving primarily low-income and uninsured patients with multiple, complex needs in the Chicago area. While formed initially in 1997 in response to the need to ensure managed care readiness and contracting, joint clinical services and health education for its members, Alliance has evolved into an entity that provides infrastructure to support clinical quality improvement and the technology and implementation of an Electronic Health Record System (EHRS) for its participating health centers. In 2003 the Alliance obtained Integrated Information Communication Technology (ICT) funding from the Bureau of Primary Health Care (BPHC) for the EHRS, and in 2004 obtained AHRQ funding to support the larger vision of the EHRS to include a clinical data warehouse to support quality improvement and planning. Currently, Alliance is moving to expand its hosting and support services of its EHR to additional health centers serving safety net populations.

This model will allow INC and Alliance to partner with GE Centricity, a major EHR vendor, to offer Centers access to combined PM/EHR software at a reduced cost. The Alliance and INC will act as the central purchaser and negotiator for software and hardware.

In addition to the EHR initiative, this endeavor will assist INC in building, expanding, and maintaining the National Data Warehouse for nurse managed health centers. Furthermore, all participating Centers will receive individual Center reports generated by INC on an annual basis. To produce the reports, INC will analyze the de-identified aggregate data within the warehouse. This will enable INC to use combined data from multiple Centers to analyze relationships between services offered and quality of care outcomes and disseminate these findings on a national level for marketing and sustainability.

### **Steps and Timeframe**

The Institute's timeline for deploying the EHR is as follows:

- **Summer 2006:** Finalized the selection of Centers that will pilot the EHR.

Step 1: Solicited interest through email, personal contacts, and conferences.

Step 2: Discussed Center Objectives, the EHR model, etc.

Step 3: Hosted a conference call with INC staff and the Coker Group.

Step 4: Conducted readiness assessments with The Coker Group and provided Centers with detailed reports.

- **Summer 2006: Selected a vendor:**

Step 1: Coker pre-qualified vendors according to: 1) system architecture (non-proprietary programming, relational database, modern technology); 2) Company track record (good technical support, research and development, business model, organizational stability); 3) initial discussion that indicates willingness to participate in the model.

Step 2: Four vendors demonstrated their products focusing on system performance, meeting center requirements, ability to access and use data, and interoperability.

Step 3: Coker and INC negotiated software costs with selected vendor

Step 4: Sign a contract

- **October 2006 through March 2007:**

Step 1: Initiated contact with Alliance of Chicago and began discussions regarding potential collaborations and partnerships.

Step 2: Discussed overlap between INC's proposed model of EHR implementation and Alliance's current model for implementation.

Step 3: Discussed Alliance's service provisions and how INC could collaborate with Alliance.

Step 4: Finalized discussions regarding collaboration between INC and Alliance.

- **Spring/Summer 2007:**

Step 1: Begin and continue implementation process at pilot centers.

Step 2: Work with participating pilot centers to establish implementation timeline for full implementation.

## **Role of INC**

- Identify NMHCs interested in participating in the EHR initiative
- Conduct readiness assessments with NMHCs
- Act as a liaison between NMHCs and Alliance as needed
- Provide support to Alliance as needed
- Support and maintain the NMHC national data warehouse
- Analyze and report on data from the data warehouse
- Disseminate data appropriately

## **Role of Alliance**

- Host the PM/EHR software
- Set up equipment and software
- Maintain software licenses
- Maintain hardware necessary for PM/EHR
- Provide implementation services including 1) training/orientation of NMHC implementation team, 2) IT site assessment, 3) review, customization and assignment of tasks for implementation plan, 4) support for implementation team, 5) training, and 6) go live support
- Provide help desk support to participating centers

## **Role of Participating Centers**

- Identify EHR implementation team
- Follow pre-implementation workplan provided by Alliance, set deadlines and accomplish tasks
- Work closely with Alliance to begin implementation of EHR
- Collect data via the EHR in standardized fashion
- Provide de-identified data into the INC data warehouse

## **Data Ownership**

- Each Center owns its data.
- INC owns the aggregate data and all aggregate data will be utilized for aggregate reporting and benchmarking.
- Permission will be sought from participating Centers for inclusion in any analysis of the aggregate data for research purposes beyond the standardized reporting functions conducted by INC.

## **Contact**

For more information on the Electronic Health Record Initiative and its potential impact for your Center, please contact **Lynn Breer** at [lbreer@mphi.org](mailto:lbreer@mphi.org), **Clare Tanner** at [ctanner@mphi.org](mailto:ctanner@mphi.org), or **Joanne Pohl** at [jpohl@umich.edu](mailto:jpohl@umich.edu)

For more information about the Institute for Nursing Centers refer to our website at: [www.nursingcenters.org](http://www.nursingcenters.org).