Increasing Workflow Efficiency and PCMH Compliance via EMR

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Introduction

- Engineer turned medical student
- ChemWare
  - Laboratory Information Management System
  - Implementations
- Providers wasting admin time with EMR struggles
- Fighting with EMR instead of being aided by it
Background

- Primary Care Medical Home (PCMH)
  - Making primary care into “what patients want it to be”

- Joint Commission
  - Accrediting NPO
  - Licensure and Medicaid Reimbursement

- Federally Qualified Health Center (FQHC)
  - Public Health Service Act, Section 330
    - Underserved population
    - Sliding fee scale
    - Comprehensive services
    - Quality assurance program
    - Governing board of directors
Methodology

- PCMH Compliance
  - Chronic Disease Tracking
  - Screening Alerts
  - Goal Tracking
  - Diagnostic Imaging Tracking
- Workflow
  - Auto Texting Diabetics
  - Patient Portal
  - Harris Health Consent Form
  - Smartlink Macros
  - Autoemailing Reports
  - Homelessness
  - Healow
- EBO Tables
- Houston Medical Imaging
Results

• PCMH Compliance
  • Chronic Disease Tracking – accomplished
  • Screening Alerts – accomplished
  • Goal Tracking – require customization ($$$)
  • Diagnostic Imaging Tracking – accomplished

• Workflow
  • Auto Texting Diabetics – abandoned
  • Patient Portal – requires further configuration
  • Harris Health Consent Form – accomplished
  • Smartlink Macros – accomplished
  • Autoemailing Reports – accomplished
  • Homelessness – accomplished
  • Healow – abandoned, not useful or practical

• EBO Tables – requires Report Studio training
• Houston Medical Imaging – require customization ($$$)
Discussion

- PCMH Compliance – just scratching the surface
- Workflow – numerous issues, varying degrees of complexity
- EBO Tables – need to train the right person
- Future Work:
  - Legibility of Diagnostic Imaging
  - Recruiting for IT
  - Custom Reports
Recommendations

- 0.5 FTE
- Requirements Analysis
- $$$ towards bulk services
- System Administrator
Conclusion

• My impact on the clinic
  • Saved man hours
  • Increased patient compliance
  • Increased screening reminders

• Clinic’s impact on me
  • Bridging technology and medicine
  • Understanding admin burdens
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