

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



Acknowledgements

- Spring Branch Community Health Center
 - Shruti Varadarajan, MD
 - Marlen Trujillo, MBA
 - Michael Bsaibes, MBA
- GE, PCLCP
- Florida State University

