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HealthCenter**  
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## End of Visit (EOV)

Improving Clinical Efficiency and Quality

by

Dr. Joyce Nuesca  
CMO

Sept 26, 2014



## TCHC NextGen Journey

### July and August 2013

- NextGen 8.1 training
- Enterprise Go Live : Started with 3 clinics, rolling out to the 4<sup>th</sup> clinics and all specialties

### September 2013

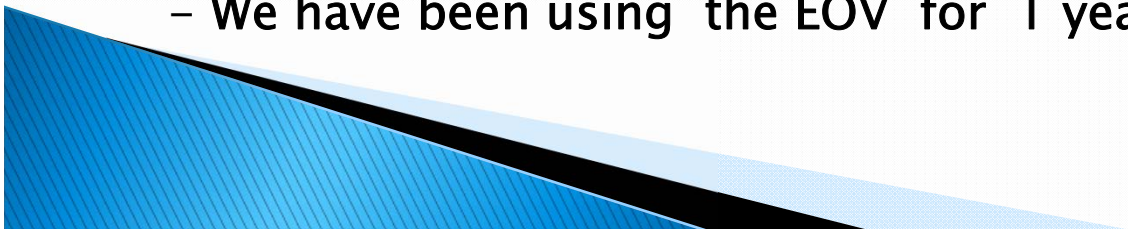
- Adopted the CHCN End of Visit (EOV)

### August 2014

- NextGen 8.3.8 training
- Enterprise Go Live : of all clinics and specialties



– We have been using the EOV for 1 year





## End of Visit (EOV)

Alert Level		Procedure Description
Provider	02	Missing required ICD codes (claim edit 117)
MA	03	Missing BP on office visit
MA	04	Missing smoking status
MA	05	Missing allergy info
MA	06	Missing tobacco use
Provider	07	Unsubmitted lab or diagnostic orders
Provider	08	Missing BMI plan
Provider	09	Pending lab order
MA	11	Missing allergy review info
Provider	12	Missing tobacco cessation discussed
Provider	14	Missing patient education documentation
Provider	15	Missing patient plan document on office visit
Provider	16	Missing visit note document
Provider	17	Referral order with no diagnosis code
Provider	20	Missing medications info
Provider	21	Missing medications reviewed indicator
MA	22	Missing LMP for non-pregnant non-postmenopausal female 13-60
Provider	23	Sent failed lab order

**Total = 18 Alerts**  
**Providers = 12 Alerts**  
**Mas = 6 Alerts**



## End of Visit (EOV): Providers

Alert Level		Procedure Description
Provider	02	Missing required ICD codes (claim edit 117)
Provider	07	Unsubmitted lab or diagnostic orders
Provider	08	Missing BMI plan
Provider	09	Pending lab order
Provider	12	Missing tobacco cessation discussed
Provider	14	Missing patient education documentation
Provider	15	Missing patient plan document on office visit
Provider	16	Missing visit note document
Provider	17	Referral order with no diagnosis code
Provider	20	Missing medications info
Provider	21	Missing medications reviewed indicator
Provider	23	Sent failed lab order



## End of Visit (EOV): MAs

Alert Level		Procedure Description
MA	03	Missing BP on office visit
MA	04	Missing smoking status
MA	05	Missing allergy info
MA	06	Missing tobacco use
MA	11	Missing allergy review info
MA	22	Missing LMP for non-pregnant/non-postmenopausal female 13-60



## End of Visit (EOV)

1. To Improve quality of care provided to our patients

Meet and Exceed targeted benchmark for Clinical Quality Measure:

- Preventative Care: Obesity , Tobacco
- Chronic Disease: Hypertension

MA	Missing BP on office visit
MA	Missing smoking status
MA	Missing tobacco use
Provider	Missing BMI plan
Provider	Missing tobacco cessation discussed





## End of Visit (EOV)

2. A tool to improve data and metrics reported to

- UDS
- P4P, HEDIS Measures

- Preventative Care: Obesity , Tobacco
- Chronic Disease: Hypertension

MA	Missing BP on office visit
MA	Missing smoking status
MA	Missing tobacco use
Provider	Missing BMI plan
Provider	Missing tobacco cessation discussed





# End of Visit (EOV)



## 3. A tool to support PCHH Recognition

Provider	Missing patient education documentation
Provider	Missing patient plan document on office visit
Provider	Missing visit note document
Provider	Missing medications info
Provider	Missing medications reviewed indicator



# End of Visit (EOV)




## 4. A tool to achieve some Meaningful Use Criteria

MA	Missing BP on office visit
MA	Missing smoking status
MA	Missing allergy info
MA	Missing tobacco use
Provider	Unsubmitted lab or diagnostic orders
MA	Missing allergy review info
Provider	Missing tobacco cessation discussed
Provider	Missing patient education documentation
Provider	Missing patient plan document on office visit
Provider	Missing visit note document
Provider	Missing medications info
Provider	Missing medications reviewed indicator
Provider	Sent failed lab order





## End of Visit (EOV): Implementation Strategies

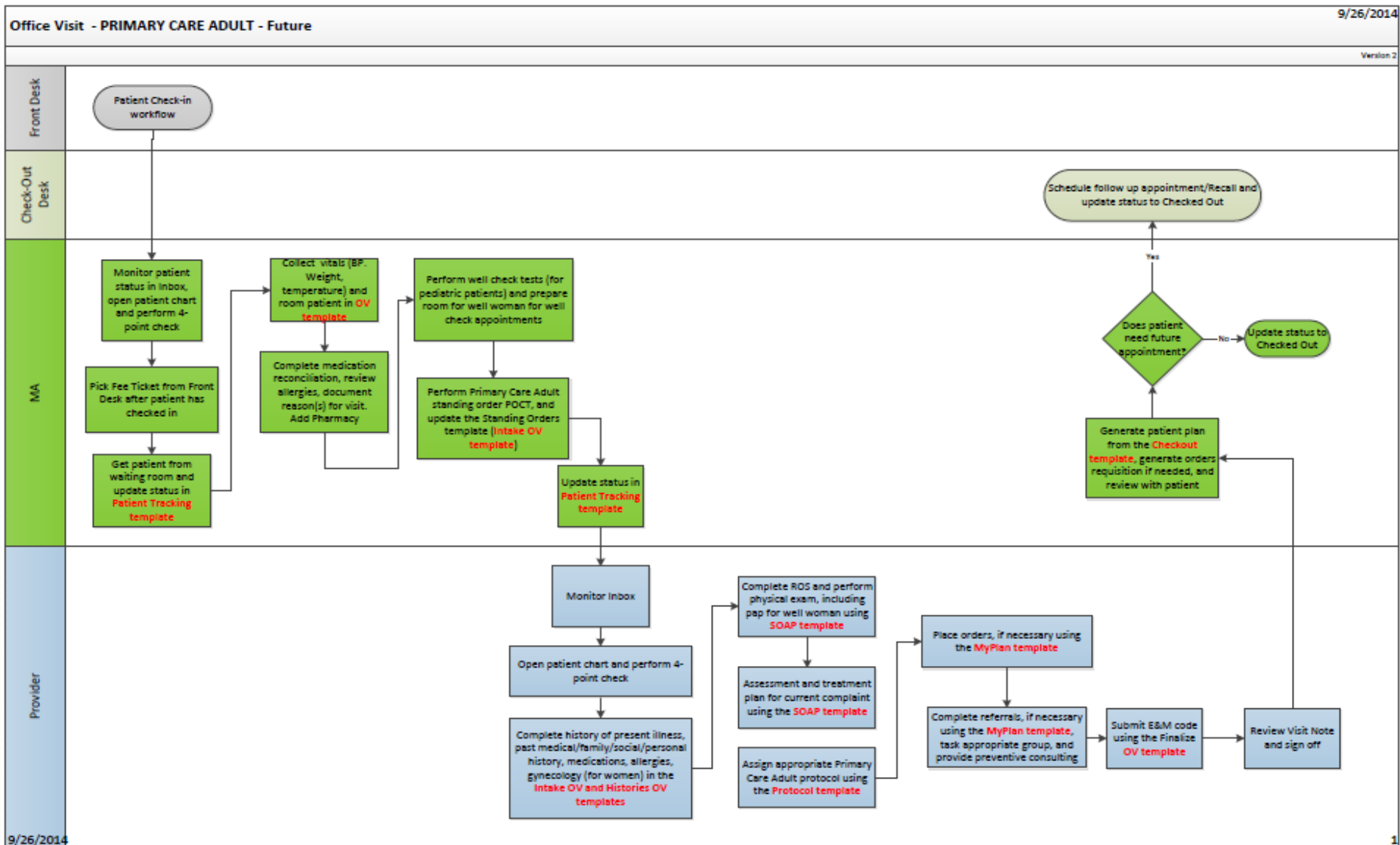
1. Clinical Workflows targeting the EOV Alerts :  
i.e.created, revised and improved for the MA intake
2. Specific NG templates were used and standardized  
i.e.Tobacco Status and Cessation : use Screening Summary
3. All MAs and Providers underwent standardized NG training
4. MA and Provider super users were optimized and provided
5. Provider Champion, NP and CMO provide:
  - clinical decision support for IT and Quality Manager
  - Refresher courses
  - New Provider NG Training
6. Tutorial Cheat Sheets were given to Mas and Providers for reference in the clinic 
7. Recurrent biweekly EHR Workgroup meets to discuss and solve issues





# End of Visit (EOV): Implementation Strategies

## 8.1 Workflow





## End of Visit (EOV): Implementation Strategies

09/26/2014 05:46 AM : "Chcn End Of Visit" x

Procedures currently on this encounter

SIM	SIM Desc	Units	Dx 1	Dx 2	Dx

Alerts

Level	Type	Details
MA	MU	Missing allergy info - enter allergy or check no known allergies
MA	MU	Missing smoking status
Provider	Legal	Missing visit note document on office visit
Provider	MU	Missing patient education documentation
Provider	MU	Missing meds - enter active meds or check no medications
Provider	MU	Missing patient plan on office visit - generate patient plan
Provider	MU	Missing meds reviewed indicator

Patient History

09/26/2014 05:46 AM N

- \*Intake
- Chcn End Of Visit
- \*SOAP

Custom

As part of the MA and Provider Workflow in NG is open the EOV template after each visit and complete all alerts



## End of Visit (EOV): Implementation Strategies

The screenshot shows a medical software interface with a browser tab titled "09/26/2014 05:46 AM : '\*SOAP'" circled in red. The interface includes a navigation bar with "Intake", "Histories", "SOAP", and "Find" tabs. Below the navigation bar are sections for "Standing Orders", "Adult Immunizations", "Peds Immunizations", and "My Plan". There are also buttons for "Care Guidelines", "Global Days", and "Quick Note: Apply Save".

The "Alerts" section is visible, containing a table with the following data:

Level	Type	Details
MA	MU	Missing or invalid BP on office visit encounter
MA	MU	Missing LMP
Provider	Legal	Missing visit note document on office visit
Provider	MU	Missing patient education documentation
Provider	MU	Missing patient plan on office visit - generate patient plan

The row with "Provider" level, "Legal" type, and "Missing visit note document on office visit" details is circled in red.

Provider clicks the alerts and automatically opens the appropriate template



# End of Visit (EOV): Implementation Strategies

Adult Vital Signs - [New Record]

**Height/length measurements:**  
5 ft 5 in 65.00 total in 165.1 cm Position:  Standing  Lying  
Last Measured: 09/26/2014  Measured today  Carried forward

**Weight measurement:**  
09/ 128 lb 58.06 kg Context:  Dressed with shoes  Dressed without shoes

**BMI/BSA calculations:**  
BMI: 21.30 kg/m<sup>2</sup> BMI Plan  
BSA: m<sup>2</sup> Calculate

**Temperature:** F C Site:

**Blood Pressure and pulse:**  
Systolic: / Diastolic: mm/Hg  
Pulse: Pulse pattern: Position:  Sitting  Standing  Lying Side:  Right  Left Site:   
Method: Cuff size:

Alerts Refresh

Level	Type	Details
MA	MU	Missing or invalid BP on office visit encounter
MA	MU	Missing LMP
Provider	Legal	Missing visit note document on office visit
Provider	MU	Missing patient education documentation
Provider	MU	Missing patient plan on office visit - generate patient plan

atient Demographics  
arch  
16 AM Nuesca MI  
Of Visit



# End of Visit (EOV): Data Report

[Home](#) > [EHR\\_Reports](#) > [EOV Summary](#)

[Home](#) | [My Subscriptions](#) | [Help](#)

Enter start date (yyyymmdd)	<input type="text" value="20140909"/>	Ending date (yyyymmdd)	<input type="text" value="20140909"/>
Include just office visits	<input type="text" value="N"/>	First order group:	<input type="text" value="Location"/>
Second order group:	<input type="text" value="Provider"/>	Third order group:	<input type="text" value="Level"/>
order by	<input type="text" value="Loc/Prov"/>		

[View Report](#)



## End of Visit (EOV): Challenges



Encounter counts		All Encounters			Office Visit Enc		Non Office Visit Enc	
		Total	Has Templates	With EOV	Total	With EOV	Total	With EOV
<input type="checkbox"/>	Convenient Care	7	7	5	5	5	2	0
	Dr. Mark Hill, Plonable	7	7	5	5	5	2	0
<input type="checkbox"/>	Hope Van Primary Care	6	5	1	4	1	2	0
	Dr. Scottlinear, Dr. Jennie	1	1	0	1	0	0	0
	Dr. Tony Hill, Dr. Scott	5	4	1	3	1	2	0
<input type="checkbox"/>	Lib Behavioral Health	13	12	0	2	0	11	0
	Dr. Amanda, Dr. Amanda	4	4	0	0	0	4	0
	Dr. Amanda	2	2	0	2	0	0	0

# End of Visit (EOV): Challenges



Home > EHR\_Reports > EOV Summary Home | My Subscriptions | Help

Enter start date (yyyymmdd)  Ending date (yyyymmdd)  [View Report](#)

Include just office visits:  First order group:

Second order group:  Third order group:

order by:

---

1 of 4 100% Find | Next

Encounter counts	All Encounters			Office Visit Enc		Non Office Visit Enc	
	Total	Has Templates	With EOV	Total	With EOV	Total	With EOV
Convenient Care	7	7	5	5	5	2	0
Hope Van Primary Care	6	5	1	4	1	2	0
Lib Behavioral Health	13	12	0	2	0	11	0
Lib Chronic Care	10	10	2	0	0	10	2

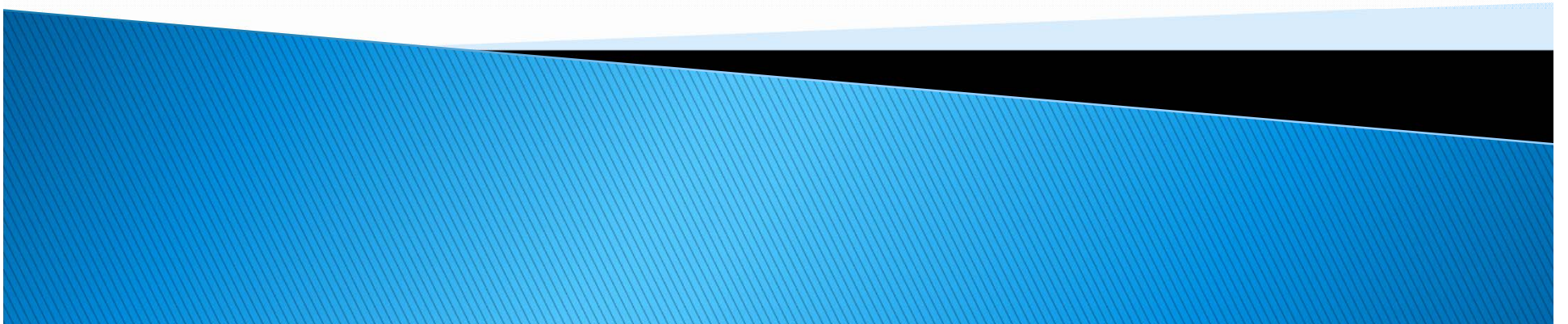


## End of Visit (EOV): Challenges

1. Growing list of Alerts as metrics and deliverables grow
2. Time Constraints to obtain all information, needing more admin time for staff to chart and document accurately
3. New Training will be needed for any future upgrade
4. Clinical workflows may need revision for future upgrade
4. Consistency and commitment from the staff MA and Provider super users were optimized and provided



# Q/A Portion



 **TRI-CITY  
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**THANK YOU**

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