A Multi-Pronged Approach to Improve Provider Satisfaction

Session 149, March 7, 2018 1 - 2 p.m.
Thomas Selva, MD, CMIO, MU Health Care
Bryan Bliven, CIO, MU Health Care
Conflict of Interest

• Thomas Selva, MD
• Bryan Bliven

Has no real or apparent conflicts of interest to report.
Agenda

- Ask/Listen
- Communicate
- Engage
- Educate
- Plan/Do
- Measure
Learning Objectives

• Identify key components in a multi-pronged approach to positively impact provider satisfaction

• Demonstrate the importance of provider EMR surveys

• Recognize the value of physician-funded positions on an EMR council
2017 in NUMBERS

- 643,452 clinic visits (all sites)
- 26,995 patient discharges
- 25,643 major surgical operations
- 78,297 E.R. + trauma visits
- 562 patients transported by helicopter
- 216,345 total patients
- 212,127 Missourians
- 4,218 out-of-state

- 306,793 radiological exams + treatments
- 1,541,337 lab tests
- 7,090,180 pharmacy orders

5 HOSPITALS
- Ellis Fischel Cancer Center
- Missouri Orthopaedic Institute
- Missouri Psychiatric Center
- University Hospital
- Women's and Children's Hospital

- 5,945 total staff
- 697 medical staff
- 5,248 other staff
- 595 beds
  - 147 intensive care
  - 448 acute care

*Based on fiscal year 2017 (July 1, 2016-June 30, 2017)
Basic Principles

Basic principles: no matter what, no matter when, no matter who... any CMIO / CIO has a chance to sweep any user off their feet. They just need the right broom.
Basic Principles

- Ask/Listen
- Communicate
- Engage
- Educate
- Plan/Do
- Measure

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Ask/Listen
EMR Survey Results

- Questions are grouped into five categories to facilitate analysis and to track response trends

### Targeted Impact

<table>
<thead>
<tr>
<th>Category</th>
<th>2017 Average Score</th>
<th>% Change from 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ease of Access</td>
<td>4.11</td>
<td>10.5%</td>
</tr>
<tr>
<td>Patient Safety</td>
<td>3.45</td>
<td>-2.3%</td>
</tr>
<tr>
<td>Communication</td>
<td>2.96</td>
<td>-6.6%</td>
</tr>
<tr>
<td>Efficiency</td>
<td>3.07</td>
<td>0.0%</td>
</tr>
<tr>
<td>Research &amp; Process Imp.</td>
<td>2.22</td>
<td>-5.1%</td>
</tr>
</tbody>
</table>
Ask/Listen

IRMA Interactive Request Management

IRMA’s Features:
- Complete visibility to everyone
  - Everyone in the system can view any and all requests.
- Requests are routed based on menu selections
  - You don’t need to know who to send your request to, we will take care of that.
- Simple and intuitive to use
  - IRMA was developed to be as simple to use as possible for all users, let us do the heavy lifting behind the scenes.

Use IRMA to:
- Request a change to the EMR or other system
- Request a new project or replacement system
- Request a new PC or related equipment
- Request Access (sign-on) to applications for an employee
- Suggest ideas for innovation

Watch for additional service options, coming soon.

If you want to report a problem with a system or a device (not working), please contact the Help Desk at 884-HELP (884-4357) or visit Help Desk Portal.
# Ask/Listen

## University of Missouri Health Care

<table>
<thead>
<tr>
<th>Aug 2017</th>
<th>Physician</th>
<th></th>
<th>Aug 2017</th>
<th>Nursing</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>565</td>
<td>High Opportunity Users</td>
<td>50%</td>
<td>622</td>
<td>High Opportunity Users</td>
<td>20%</td>
</tr>
<tr>
<td>326</td>
<td>Moderate Opportunity Users</td>
<td>20%</td>
<td>917</td>
<td>Moderate Opportunity Users</td>
<td>36%</td>
</tr>
<tr>
<td>245</td>
<td>Low Opportunity Users</td>
<td>21%</td>
<td>977</td>
<td>Low Opportunity Users</td>
<td>30%</td>
</tr>
</tbody>
</table>

| 12,052 | Potential Savings (hrs) | 0 | Interactions Past 60 Days | 0 | Planned Interactions | 10,067 | Potential Savings (hrs) |
Engage with Stakeholders

- Ask/Listen
- Engage
- Communicate
- Educate
- Plan/Do
- Measure
Shared Governance

EMR Council

PI-LDP/QI

Model Experience

Experience

Model
Shared Governance

University System President
CEO/President of Cerner

Tiger Institute Board of Governors
5MU/5Cerner

Value Creation Office

Registry Management
Value Based Performance / Ops

Tiger Institute Prioritization and Steering Committee (TIPS)

Data Governance

TIPS Sub-Committee

Project Management

Operations

Value Based Performance / Ops

TIPSB - Clinical Decision Support / EBM

Documentation
Provider Experience
Patient Engagement
Device Oversight
Clinical Informatics
Multi-D Informatics
Orders Management
Enterprise Media
Pharmacy Advisory
Clinical Decision Support / EBM

5MU/5Cerner
CEO/President of Cerner
EMR Council
PI-LDP/QI

### QI Tracker

#### Add a New Project
- Quality Improvement in Healthcare

#### Select Projects to View

<table>
<thead>
<tr>
<th>My Projects</th>
<th>My Approvals</th>
</tr>
</thead>
<tbody>
<tr>
<td>My Active Projects</td>
<td>My Active Projects</td>
</tr>
<tr>
<td>My Completed Projects</td>
<td>My Completed Projects</td>
</tr>
<tr>
<td>Project Proposals Pending Review</td>
<td>Project Proposals Pending Review</td>
</tr>
<tr>
<td>Projects Pending Final Review</td>
<td>Projects Pending Final Review</td>
</tr>
</tbody>
</table>

#### My Active Projects

<table>
<thead>
<tr>
<th>Project Title</th>
<th>My Role</th>
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Model Experience
Plan/Do and Measure

- Ask/Listen
- Engage
- Plan/Do
- Educate
- Communicate
- Measure
Plan/Do
Plan/Do
Measure/Measure/Measure

• DART Team Engagement Results

Dyn Doc Time Compared to Power Note Time

- % Dynamic Documentation
- DynDoc Time Per Note
- PowerNote Time Per Note
Measure/Measure/Measure

• DART Team Engagement Results
Plan/Do

• Case Study:
  – PILDP Project – reduce readmissions
    • Cone it down: Start with small test of change on quantifiable population
    • CHF – leading cause of readmissions
      – Problem is not identifying patients with CHF when admitted for other issues
      – Build algorithm to look at previous admissions, problem list, subset of labs and medications.
      – Fire alert on admission that patient may have CHF
      – Add CHF to problem list
        » Sets off process / orders to assure daily weights, discharge education
Measure/Measure/Measure

• CHF Algorithm Results

• Outcome: Readmissions for CHF drop by 50%!!!
Plan/Do

• Case Study:
  – PILDP Project: Who is My Doctor…Right Now?
    • Solve the problem of who is the resident caring for the patient "at this moment".
    • Large source of frustration for nursing, consulting, and ancillary services.
    • Engage “big-small” test of change on Medicine Service using Cerner I-PASS Handoff tool.
    • Challenge: It works! Now spread it to the entire organization.
Measure/Measure/Measure

• Primary Contact Results
Percentage Utilization of the Physician Handoff Tool at time of Audit
Educate

- Ask/Listen
- Communicate
- Engage
- Plan/Do
- Measure
- Educate
Educate
Educate
Educate

• DART Team / EMR Training Team Engagement
  – Meeting with departments during faculty meetings or residency staff meetings.
  – Participation in ”EMR Happy Hour” sessions
  – Cover “hot tips” or topics of interest to help assure staff are using the best workflows to achieve optimum efficiency with the EMR and associated tools.
Communicate

- Ask/Listen
- Engage
- Educate
- Plan/Do
- Measure
Communicate

• Regular “flash” updates from CMIO via e-mail to all staff
  – Distribution list grows each month as staff get interested

• End of the month CMIO Digest of all updates sent during the previous month
  – One more “bite at the apple”

• All CMIO updates stored on CMIO blog site for easy retrieval
Communicate
Health Facts 101: Introduction to Health Facts
J. Otto Lottes Health Sciences Library, Room 117

REGISTER AT HTTP://LIBCAL.MISSOURI.EDU/MUICATS

The workshop is designed to introduce the Health Facts system including login, accessing Health Facts data, and understanding the content of this BIG database. Health Facts® is a de-identified research database comprising 47 million patients' data recorded during the course of day-to-day patient care encounters from 90 health systems and over 600 facilities located in the United States. This is an interactive workshop. Computers are available in the classroom for all participants. Attendance is free, but registration is required.

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The Culture of Yes — Together We: Care • Deliver • Innovate • Serve
Communicate
Communicate
EMR Survey Results

- Overall satisfaction is evaluated with the question “I am overall satisfied with the EMR”
  - Prior to 2014, overall satisfaction was calculated as an average of all year-over-year comparable questions

<table>
<thead>
<tr>
<th>Year</th>
<th>Average Score</th>
<th>Overall Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>3.03</td>
<td>2.93</td>
</tr>
<tr>
<td>2013</td>
<td>3.15</td>
<td>3.03</td>
</tr>
<tr>
<td>2014</td>
<td>3.25</td>
<td>3.15</td>
</tr>
<tr>
<td>2015</td>
<td>3.27</td>
<td>3.25</td>
</tr>
<tr>
<td>2016</td>
<td>3.29</td>
<td>3.27</td>
</tr>
<tr>
<td>2017</td>
<td>3.16</td>
<td>3.29</td>
</tr>
</tbody>
</table>
Key Take Aways

- Ask/Listen
- Engage
- Plan/Do
- Measure
- Educate
- Communicate
Questions?

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- Please complete the online session evaluation