

# Electronic Health Records Implementation's effect.

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La Maestra CIO

# La Maestra

*Our Mission:* “To provide quality healthcare and education, improve the overall well-being of the family, bringing the underserved, ethnically diverse communities into the mainstream of our society, through a caring, effective, culturally and linguistically competent manner, respecting the dignity of all patients.”

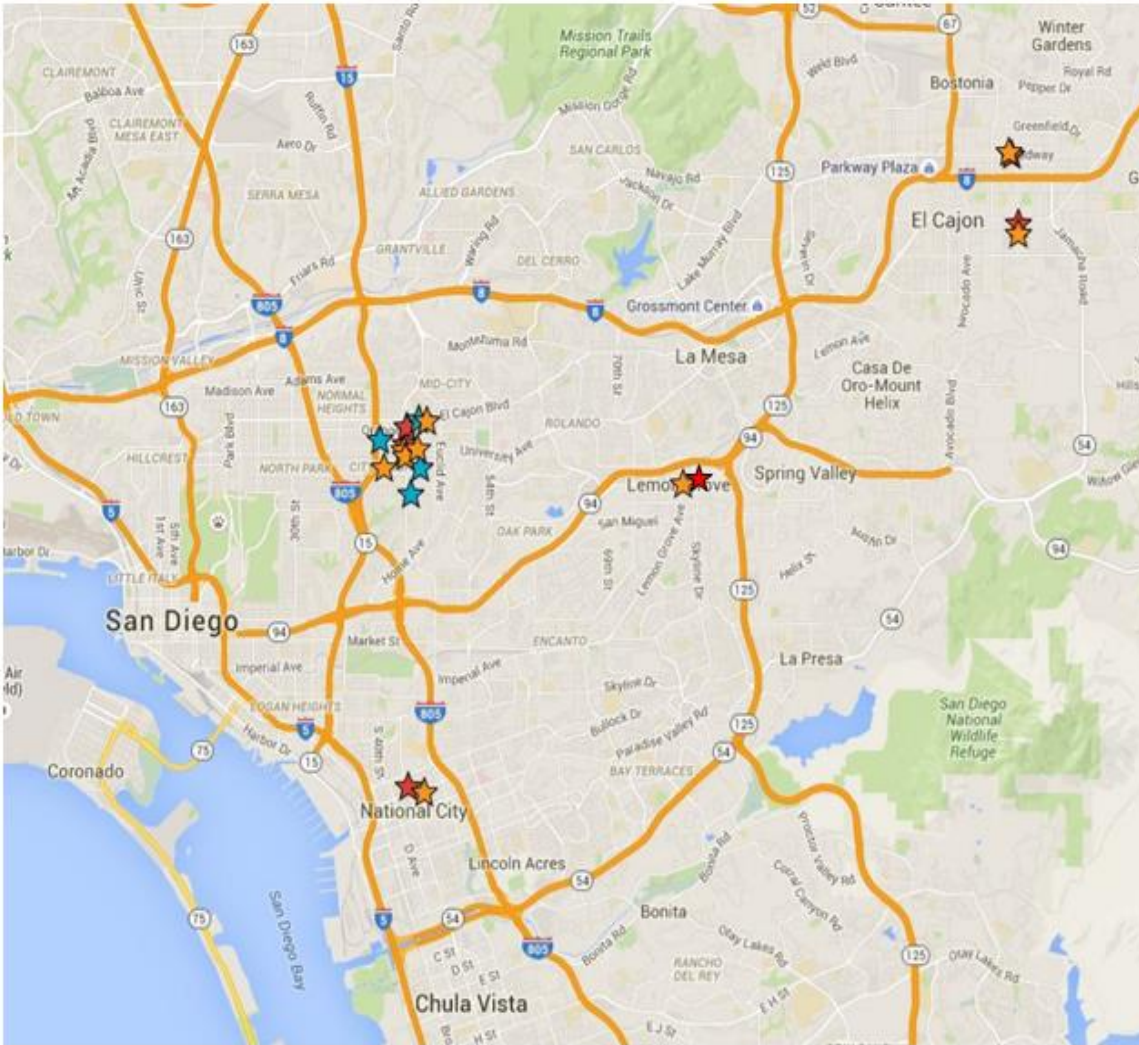
*History:* Clinic formed in 1990 under La Maestra Amnesty Center. The need for culturally competent healthcare was identified by Student Council representing over 12,000 students who participated in legal residency and citizenship programs, ESL, VESL, job training at LMAC



*First Clinic, opened 1990*



*LEED Certified Gold Health Center, opened 2010*



• 7 medical and 10 dental sites; 4 school-based clinics; Hope Clinic (Access Point for Homeless) in San Diego communities:

- City Heights
- El Cajon
- National City
- Lemon Grove

• Mental health services onsite & via telehealth

• Digital Imaging – mammo, X-ray, ultrasound, dexa and CT scan

• Mobile clinic – medical, dental, optometry, telehealth

• Mobile mammo coach - first in San Diego



# Evolution of the EHR



Resource: [Smartbear.com](http://Smartbear.com)



# Medical Record's evolution.



# La Maestra EHR

- When did La Maestra adopt EHR?  
Summer 2012
- What EHR is La Maestra Using?

NextGen<sup>®</sup> Healthcare

The image displays three overlapping screenshots of the NextGen EHR interface. The top screenshot shows a patient's profile for 'Aubrey Test' (DOB: 10/24/1989), including contact information, insurance (Optum), and medical history. The middle screenshot shows an 'Appointment Search Ahead' dialog box with search criteria for 'Family Practice' on 05/28/2018. The bottom screenshot shows a patient history list with various visits and procedures.

**NextGen RDP - LMFNGT52 - Remote Desktop Connection**  
NextGen EHR: Aubrey Test DOB: 10/24/1989 (Female) OTHER: NC MRN: 000000139632 - 05/24/2018 08:45 AM: "SOAP" <Read-only>  
File Edit Default View Tools Admin Utilities Window Help

City Heights Medical Cantu-Reyna, Guillermo MD

Aubrey Test (F) DOB: 10/24/1989 (28 years) Weight: 175.00 lb (79.38 Kg)

Address: 4060 Fairmount Ave San Diego, CA 92105 Contact: (619) 654-2020 (H...)

MRN: 139632 Insurance: Optum... Nickname:

Pharmacy Name: La Maestra PCP: Abramson, Rachel MD Pharmacy Address: 4060 Fairmount A... Referring: CCM Status: Declined Enrollm... Rendering: Rodriguez, Javier MD

Allegria Problems Diagnosed Medications

Alerts OB/GYN Details Demographic Quality Dashboard Sticky Note Referring Provider HIPAA Advance Directives Screening Summary

05/24/2018 08:45 AM: "SOAP" <Read-only>

Specialty: Family Practice Visit Type: Office Visit

Intake Histories SOAP Finalize Checkout

Chart Checker Adult Immunizations Peds Immunizations My Plan Procedures Order Management Document Library

Care Guidelines Global Days Quick Note: Apply Save Panel Control: Toggle

General Reason for Visit Review of Systems Vital Signs Physical Exam Assessment/Plan

Save Quick

Provider Patient Generate

Patient History Patient Demographics Categories

New Lock Filter

05/25/2018 01:59 PM El Cajon Medical Akhtar, R  
05/24/2018 08:45 AM City Heights Medical Rodrigue  
Intake  
SOAP  
Problem  
Procedure  
Orders

05/23/2018 04:21 PM City Heights Medical Abramson  
05/22/2018 04:57 PM City Heights Medical Sims, D  
05/22/2018 03:59 PM City Heights Medical Espinoza  
05/22/2018 03:56 PM City Heights Medical Espinoza  
05/22/2018 03:52 PM City Heights Medical Abramson  
05/22/2018 03:35 PM Prepare City Heights Medical

Custom

NextGen RDP - LMFNGT52 - Remote Desktop Connection  
NextGen - La Maestra Community Health Centers  
File Edit Tasks Reports Admin Window Help

Media AppList Appbook Chat Account Encounter Posting Claims Bill Rimes Letters Charges Edit Mailbox Working Reports EHR Doc Store B

Cantu Reyna, Guillermo MD: Monday, May 28, 2018

8:00 A  
8:15 A  
8:30 A  
8:45 A  
9:00 A  
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4:15 P

Appointment Search Ahead

Search Criteria

Event Duration Date/Time Range Start Date End Date Find next

Service Location Start Time End Time

8:00 A 5:30 P

Resources/Classes

Family Practice

Family Wellness  
Health Education / CPSP  
OB/GYN  
Pediatrics  
Abramson, Rachel MD (15 min)  
Alter Hour RN (15 min)  
Altkir, Radwath MD (15 min)

Day of Week

Sun Mon Tue Wed Thu Fri Sat No Preference

Patient Search Nearest Location

Search within miles of zip  
Use employer zip code

Zip Code:

Clear Find Wait List Close

dGen Inbox

From	Subject	Received
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# What has EHR allowed us to do?

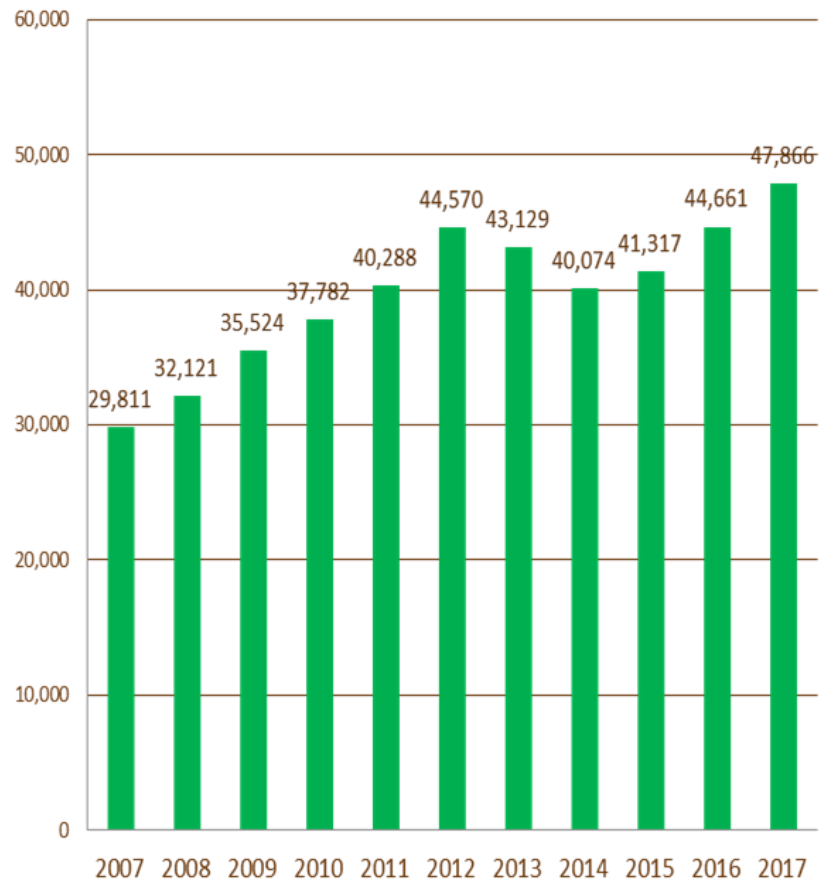
1. Stratification of patients by Risk.
2. Coordinated care team approach.
3. Development of more efficient workflows.
4. Allows patient engagement.
5. Coordination of Care.
6. Tracking of care and quality outcomes.
7. Easier implementation of best practices.
8. Collection and utilization of Social Determinants of Health.
9. In general: Population Health Management.

# EHR utilization and LM outcomes.





# 1. Access to care

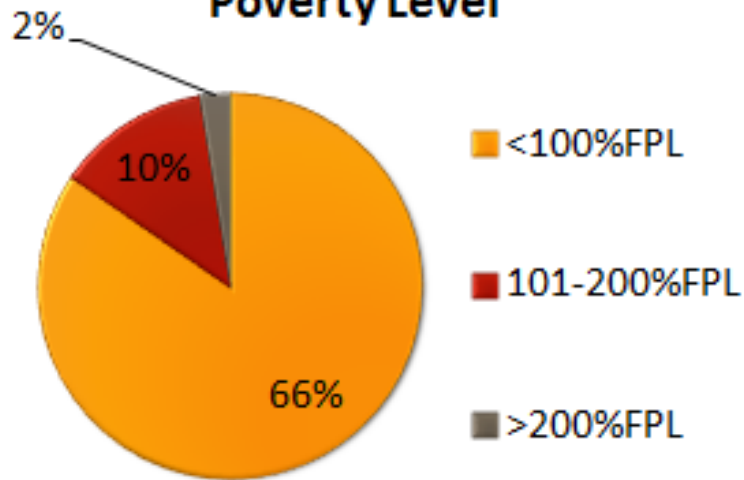


60% of Patients indicated best served in a language other than English in 2017

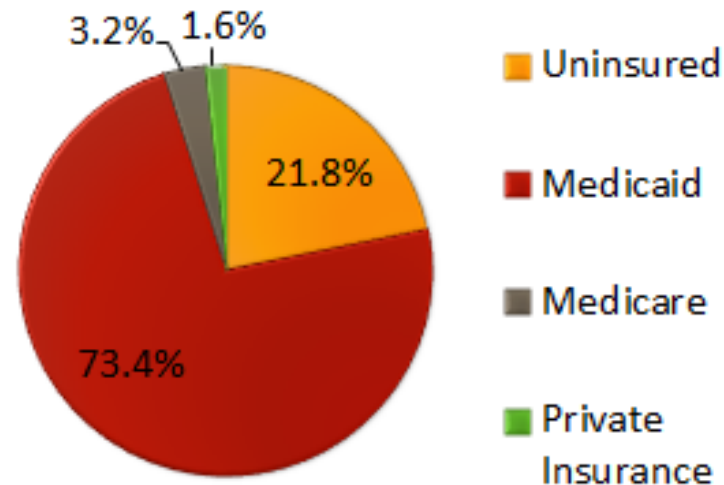
## 2. LM 2017 Population Demographics

- At least 66% of Patients earned at or below 100% Federal Poverty Level
- 21% of Patients Uninsured, 77% have Medicaid or Medicare
- At least 60% of Patients preferred a language other than English
- 60% of patients were Female
- 3.8% of patients (1,866) were Homeless

**Income as % of Federal Poverty Level**



**Patient Insurance**



# 3. How have LM been able to use EHR for quality?

**File Edit Default View Tools Admin Utilities Window Help**

Logout Save Clear Delete City Heights Medical Akhtar, Radeeb MD Patient History Inbox PAQ PM DM Close Orders

**Aubrey Test (F)** DOB: 10/24/1989 (28 years) Weight: 175.00 lb (79.38 Kg) Allergies 2 Problems 17 Diagnose 217 Medications 9

Address: 4060 Fairmount Ave San Diego, CA 92105 Contact: (619) 654-2020 (H)... MRN: 139632 Insurance: Optum... Nickname: Pharmacy Name: La Maestra Pharmacy Address: 4060 Fairmount A... CCM Status: Declined Enrollm... PCP: Referring: Rendering:

**!Alerts** OBGYN Details Demographic **Quality Dashboard** Sticky Note Referring Provider HIPAA Advance Directives Screening Summary

**4 Patient Demographics** Panel Control: Toggle Cycle

**General** HIE Consent

Other ID: NC Account #: 149826 MRN #: 00000139632 View Appointment For cardiology only: Print Facesheet Check-In Report Act Numbers

**Patient Information** Social Security Number

First name: Aubrey Birth date: 10/24/1989 Sex: F Middle name: Preferred language: Spanish; Castilian Last name: Test Suffix: Ethnicity: Hispanic or Latino Previous last name: Marital status: married Nickname: Spouse name: State of birth: Religion: Country of birth: Blood type:

Ready Prod Database La Maestra





Member Nbr: N/A

PCP: Abramson MD, Rachel

Last PCP Visit: 05/22/2018

































**Key:**

\*\*\*\* All measures are based on the 2016 HEDIS guidelines. \*\*\*\*











-  - Not applicable for this patient
-  - Order(s) have been submitted, but not signed off
-  - Patient has met this measure within reporting period
-  - Information on measure requirements
-  - Patient has not met this measure for reporting period
-  \*\* - Information may not be available within NextGen

**Preventive health care**

















**Children and adolescents**

-  Annual weight assessment and counseling 
-  BMI Recorded per encounter 
-  Well Child Visit 0-15M 
-  Well Child Visit 3-6Y 
-  Well Care Visit 12-21Y 
-  Access to PCP 12-24M 
-  Access to PCP 25M-6Y 
-  Access to PCP 7-11Y 
-  Access to PCP 12-19Y 
-  Childhood Immunizations by 2Y 
-  Adolescent Immunizations by 13Y 
-  HPV for females 9-13Y 
-  Lead screening <2Y 
-  URI treatment 3M-18Y 
-  Strep test for pharyngitis 
-  ADHD medication followup 











**Women and adolescent girls**

-  Chlamydia screening 16-24Y 
-  Cervical cancer screening 21-64Y 
-  Breast cancer screening 40-74Y 
-  Prenatal care (informational only) 
-  Postpartum care (informational only) 

**Adults**











-  Annual weight assessment and counseling 18-74Y 
  -  BMI Recorded per encounter 
  -  BP Check per encounter 
  -  Avoidance of antibiotics for acute bronchitis 18-64Y 
  -  Colorectal cancer screening 50-75Y 
  -  Monitoring persistent meds >18Y 
  -  Access to preventive/ambulatory health services 
  -  Staying Healthy Assessment 
- Signed Date: 04/25/2018

**Seniors**





-  Care for older adults >= 66Y 
-  Glaucoma screening >65Y 
-  Osteoporosis management in women with fracture >67Y 
-  Flu Shot 
-  Pneumococcal Vaccine 

**Condition-specific care**







**Asthma**


-  Use of appropriate meds 5-64Y 
-  ED Visit 
-  Inpatient Encounter 
-  Patient Visits with med dispensing 
-  Medication dispensing 


**Diabetes** 

-  LDL-C
-  Eye Exam
-  Foot Exam
-  HbA1c Exam



**Cardiac**


-  Beta-blocker treatment 18Y 
-  LDL Screening 18-75Y 
-  Controlling high blood pressure 



**Rheumatoid arthritis** 


-  Anti-Rheumatic drug therapy




**COPD**

-  Spirometry testing >40Y 


**Tobacco users** 

-  Smoking cessation >12Y
-  Tobacco Screening

**Depression** 

-  Antidepressant med mgmt >18Y
-  Screening for PHQ-9 

**Substance Dependency Screening**

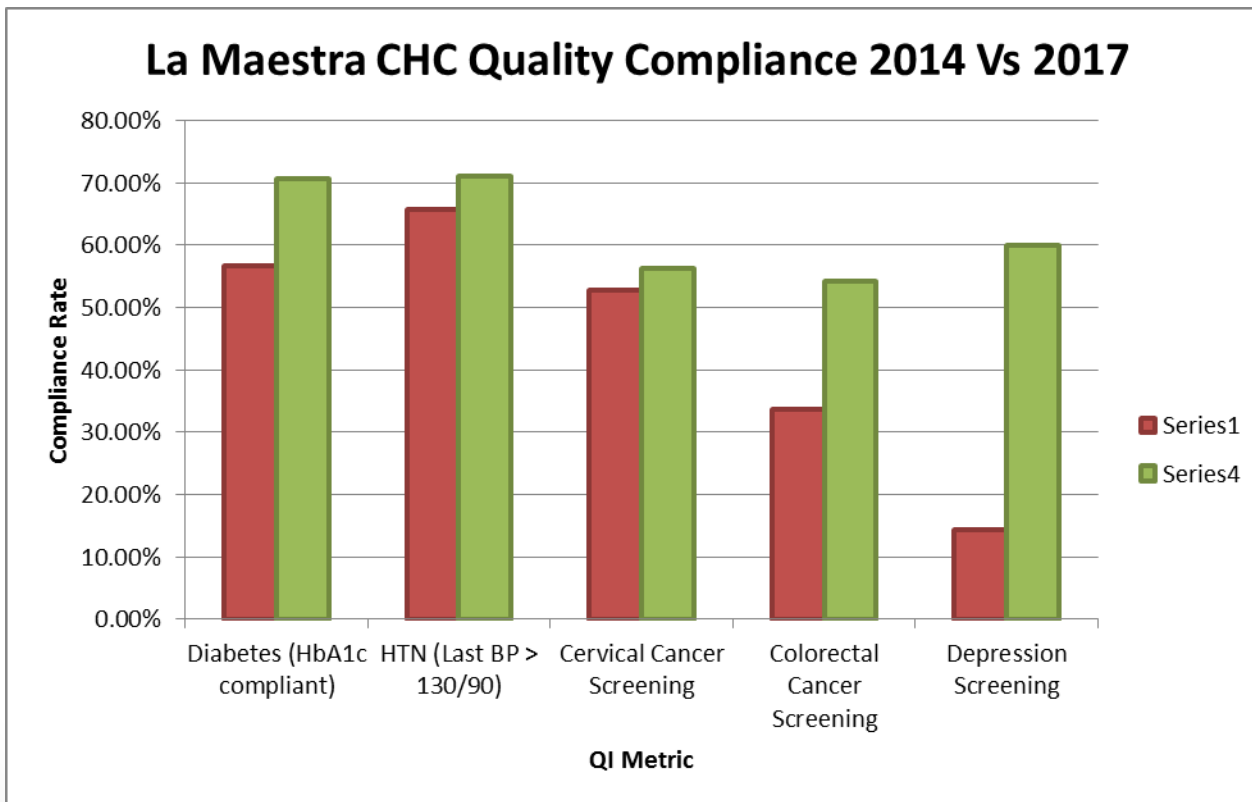
-  Dependency Screening (SBIRT)

Refresh



# Quality!

Metrics	2014	2015	2016	2017
Diabetes (HbA1c compliant)	56.64%	75.39%	70.13%	70.69%
HTN (Last BP > 130/90)	65.72%	64.81%	67.33%	71.13%
Cervical Cancer Screening	52.79%	50.95%	51.70%	56.22%
Colorectal Cancer Screening	33.61%	51.33%	51.37%	54.32%
Depression Screening	14.37%	42.11%	60.51%	60%



# 4. Reporting!

## UDS Report 2013

S.No	Childhood Immunization	Total Number of Patients with 3rd Birthday During Measurement Year (a)	Number Charts Sampled or EHR Total (b)	Number of Patients Immunized (c)
10.	Children who have received age appropriate vaccines prior to reaching their 3rd birthday during measurement year (on or prior to 31 December)	461	70	47

## UDS Report 2014

S.No	Childhood Immunization	Total Number of Patients with 3rd Birthday During Measurement Year (a)	Number Charts Sampled or EHR Total (b)	Number of Patients Immunized (c)
10.	Children who have received age appropriate vaccines prior to reaching their 3rd birthday during measurement year (on or prior to 31 December)	458	458	302

## UDS Report 2017

S.No	Childhood Immunization Status (CIS)	Total Patients with 2nd Birthday (a)	Number Charts Sampled or EHR Total (b)	Number of Patients Immunized (c)
10.	MEASURE: Percentage of children 2 years of age who received age appropriate vaccines by their 2nd birthday	502	502	240

# The Price paid...

1. More ancillary staff needed (Quality Improvement, Population Health, Case management, Scribes, IT, EHR super users, etc.)
2. Reduced of productivity.
3. More demands for reporting that are time consuming.
4. Provider and staff burn out.

# Best Practices

More Ancillary Staff has been used for:

- Engagement of the different stakeholders able to influence the better utilization of the EHR system as a project have to be ensured and monitored.
- Increasing competency of stakeholders on ICT .
- Utilization of standing orders to allow staff to work to the top of their license.
- Adoption of team care standards has allowed the utilization of the extra staff for the benefit of patient care.



# Best Practices

Reduced productivity and prevention of provider burnout:

- Care team approach has allowed provider to be able to work more effectively.
- Co-visits (nurses-provider)
- Increasing the efficiency and use of EHR so that clinicians can spend more time interacting with patients.
- Establishing scheduling teams.

More demand for reporting that are time consuming:

- The formation of a multidisciplinary team (LM SSRS team). That allows the reporting to be more efficient.
- SSRS team has adjust EHR workflows to allow quality of care and at the same time proper reporting.



Thank  
you!!