

Quillen Quick Notes



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A Year without Paper

JCFM Completes 12 months with EHR

Johnson City Family Medicine (JCFM) knows what “being first” really means. Exactly one year ago, JCFM was the first practice site to implement the EHR system, and subsequent QETSU implementation sites greatly benefited from their lessons learned.

With a year under their proverbial EHR belts, we wanted to hear from JCFM. What was it like? What progress has been made? What would you do differently? How have workflows been affected? What EHR-related goals do you have for the next 12 months?

Here is what we learned:



Tonya Milam taking and recording vitals during Go-Live

What was it like (anticipation of Go-Live, the actual experience, first month)?

- “We tried to be prepared for the first set of appointments to have their charts scanned into the system for the doctors, and to make life easier on the nurses and staff as well. I

thought the transition went smoothly except maybe for the patients that did a walk-in appointment.”

- “Everyone was anxious, but were looking forward to Allscripts. Changing from paper records to computer was a drastic change, but the Allscripts Team helped a lot and made this transition more smooth and enjoyable. Allscripts helps a lot with patient care.”
- “The anticipation of Go-Live was pretty bad and stressful. But the actual Go-Live day was pretty smooth and uneventful. The first month was OK, just had lots of kinks to work out.”
- “It really wasn’t as bad as I had expected.”
- “[The experience was] nervous and stressful.”
- “[We experienced] lots of glitches in the system as the first site.”
- “Anticipation: Anxious, happy, and nervous.”
- “Experience: Delay in workflow, delay in writing notes, and difficulty with the system (first month).”
- “My experience with Allscripts has been neutral. Liking feature— electronic prescription management.

(Continued on Page 2)

Which Quillen Physicians Sites Are Live?

The following Quillen sites have implemented the EHR:

- Johnson City Family Medicine
- Kingsport Family Medicine
- Bristol Family Medicine
- OB/GYN
- Kingsport Internal Medicine

Why is this important to know?

1. Data is shared electronically. These sites will not have to print, fax, or mail patient records to each other.
2. Providers have instant access to patient records when patients are seen by more than one clinic — medication lists, problem lists, lab results, notes, and more.

A Year without Paper (continued)

What progress has been made?

- “[Since Go-Live] all charts have been scanned, and the doctors have the ability to work on charts no matter where they are!”



Empty chart room at JCFM. It took months and months of hard work to accomplish this!

- “Better charting, easier to access information.”
- “Different templates for our clinic needs have been added.”
- “Refilling medications, follow-up on labs, shots, and follow-up visits made easy.”
- “Allscripts is more user-friendly than before.”
- “No missing charts!”
- “Patient information is in one location.”
- “Some issues are still not worked out, but much progress has been made.”

Lessons learned—what would you do differently?

- “Nothing—it was a smooth transition [for the front office].”
- “More training. More training time—especially residents.” *(See EHR Improvement article, Page 3)



EHR Trainer Jessica working with Dr. Tudiver, Dr. Gerayli, and Dr. Holt prior to Go-Live

- “Streamlining the task/work lists. Adding reminders for health maintenance.” *(See EHR Improvement article, Page 3)
- “Relax and not worry so much.”
- “It would have been better to have all the charts scanned prior to Go-Live.”



Dr. Woodside working with Jennifer Logan during our EHR Tune-Up week

What workflows have been affected?

- “It has changed everyone’s (front desk) workflow for the better—especially medical records. You don’t ever have to worry about not finding someone’s chart for an appointment.”
- “My workflow is much easier with EMR.”
- “Better organized.”
- “All staff—front and back [workflows have been impacted].”

(Continued on Page 3)



Dr. Avonda working with Residents and Medical Students

A Year without Paper (continued)



The original “Green Team” during JCFM Go-Live:
(seated, left to right) Monaco Briggs, Marcela Maamari, Jenny Sarigan;
(standing, left to right) Tracy Jones, Jennifer Logan, Jessica Parson, & Dina Schliecker



What EHR-related goals do you have for the next twelve months?

- “There are so many things the EHR can do, and I want to learn them. By doing this, I can help the patients more and the doctors, too.”
- “I would like to see health management be flagged.” **(See EHR Improvement article below)*
- “My goal for the EHR is to have all Rx insurance working properly so the doctor will know if the drug prescribed is covered or not. Also, to have the med list updated more regularly.”



Crystal Miller and Diane Hyder during a EHR Team visit at Halloween.

* EHR Improvement

JCFM bravely experienced being the pilot implementation site for Quillen ETSU Physicians & Associates. Since their Go-Live, the EHR Team has continued to respond to requests for improvement, and the system has been upgraded.

EHR Training for Residents—

Following feedback from sites like JCFM, resident physicians are now offered two four-hour training sessions. As always, any physicians or staff are welcome to attend the training sessions we regularly provide for a “refresher” course. Just contact Monaco for scheduling.

EHR System Reminders for Health Maintenance—

The system upgrade to Allscripts Enterprise 11.2 enables the EHR to prompt users when patients are due for preventive services such as vaccines or health screening. Once we have this activated, training will be provided.

The System Upgrade to Allscripts Enterprise 11.2

The EHR system upgrade occurred on the weekend of March 9, as planned. This was a major upgrade, as it enables QETSU Physicians to comply with **Meaningful Use** requirements.

The **EHR Team** worked many long hours the entire weekend testing the system and making changes. We had to make absolutely sure the system would be

functioning properly on Monday, March 12.

Additionally, we want to express our sincere appreciation to **Dr. Ann Rouse** (OB/GYN), **Dr. Douglas Rose** (KFM), and **Dr. Jeffrey Summers** (KIM) for volunteering their time that weekend to provide testing and feedback from the physician’s perspective.

Thank you !

Implementation and Training

Quillen ETSU Surgery Gets Prepared for Go-Live

Surgery has been very pro-active in their approach to EHR Implementation. Scanning and pre-loading began months ago, and Surgery Management Staff have been actively involved with addressing work flows, note building, and testing.

Training began in March. Resident Physicians came in for training during early and mid-March. Providers, Nurses, and Front Desk Staff all received their training during the last week of March.

Mock Go-Live:

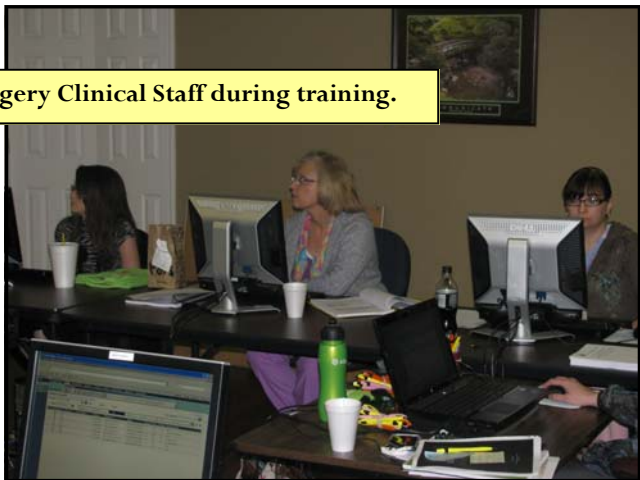
- Test Patients (office staff) were arrived, and went through the full check-in process.

- Nursing staff took patients to triage where vitals were recorded, and active problems, medications, and histories were updated.
- Next the patients went through the examination process with actual Encounter Notes.
- Lastly, the patients were checked-out.

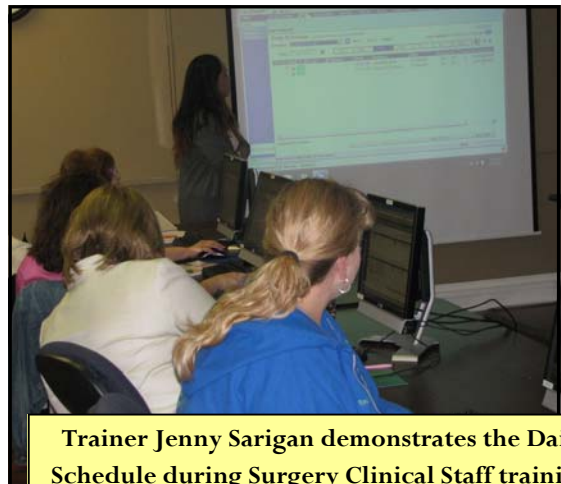
The experience proved effective, as it gave surgery staff a better understanding of what April 2 was going to be like, and it gave the EHR Team insight of surgery work-flows.

We highly recommend **Mock Go-Lives** for future sites as they implement the EHR. Preparation is key!

Surgery Clinical Staff during training.



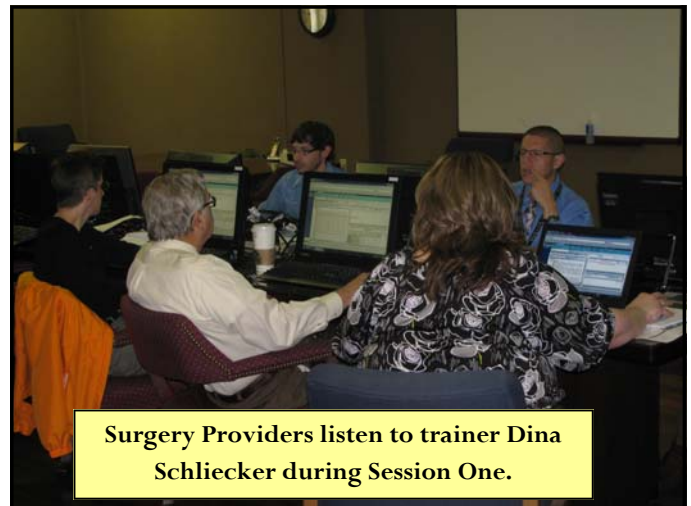
Trainer Jenny Sarigan demonstrates the Daily Schedule during Surgery Clinical Staff training.



Surgery Providers learning to navigate the system during training.



Surgery Providers listen to trainer Dina Schliecker during Session One.

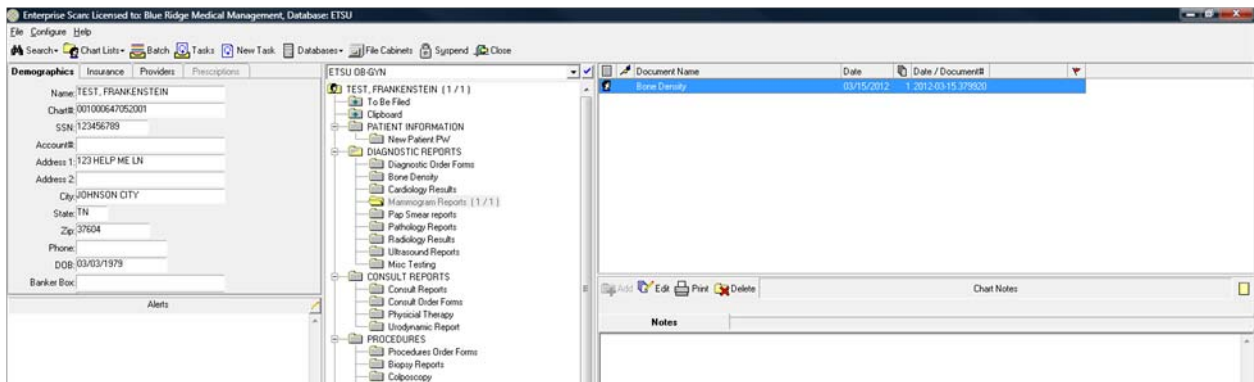


From the Developer Zone

Moving Scanned Documents

Occasionally, we realize that a scanned document has been placed into the wrong folder, or sometimes even scanned into the wrong patient chart. These can be moved.

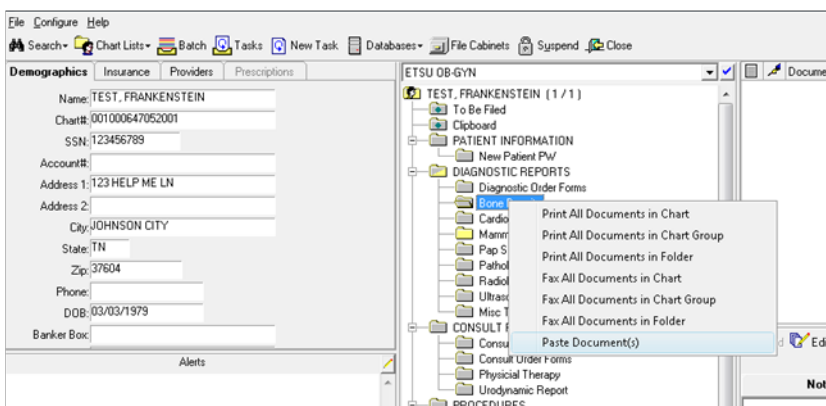
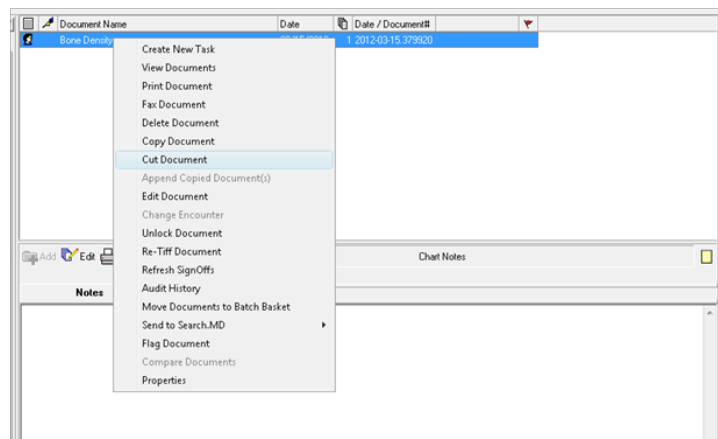
Locate the file in the **Scanning System** that needs to be moved.



Right-click, and select **Cut Document**.

Navigate to the correct folder.

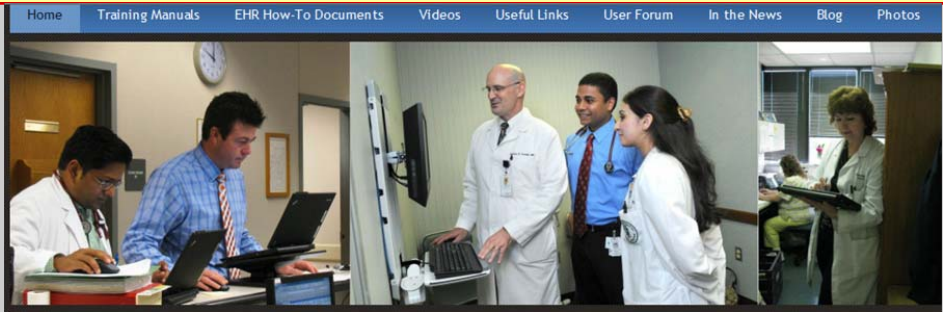
Right-click, and select **Paste Documents**.



The **Cut** and **Paste** can even be used to take a document from one patient to another in the event the document was scanned into the incorrect patient record.

Visit The Quillen Physicians EHR Website

Want to learn more about Allscripts? Does a new employee need pre-training? The Quillen Physicians EHR website is easy to use, and the contents are kept current.



Welcome to the Quillen Physicians EHR site. Questions or Comments

As our physician group continues to implement the Allscripts Enterprise

Name *
Last

Quillen Physicians EHR



Training Manuals



Front Desk Manual
Download File



Basic Navigation for Clinical Staff
Download File



Clinical User Manual
Download File



Basic Navigation for Residents/Providers
Download File



ePrescribing
Download File



Preceptor Guide
Download File

Here is a view of the Training Manuals page. Users can view or download each manual, and the EHR How-To Documents are just as easy to view and download.

Quillen Physicians EHR



Quillen Helpdesk



To open a ticket about an EHR issue or an IT hardware issue, click the link and describe the issue you are having.

Facebook



Invite the Quillen EHR Team to be your friend on Facebook to be updated on tips and tricks, to be informed about new workflows, and to view photos of our users.

Quillen Physicians



Find out more about the Quillen Physicians organization by visiting their website.

Left, a view of helpful links within the website—the Help Desk, our Facebook page, and even the Quillen Physicians website.

Please visit the website, and provide feedback. Our goal is to provide meaningful, helpful information that can easily be accessed at any time. Your suggestions are welcomed.

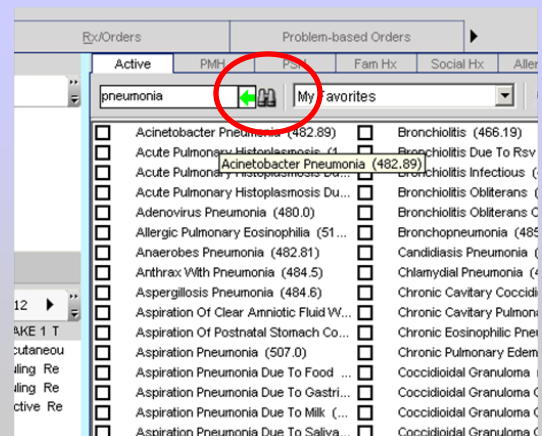
<http://quillenphysiciansehr.weebly.com/>

EHR Challenge

Sorry, but we did NOT receive a winning response last month!

Last month's question: "When adding a clinical item to a patient chart, how should you search to return the most results (in other words, how do you search the master dictionary)?"

Answer: Click the Binocular Icon, or press the Enter key.



April Challenge

How do you make a clinical item such as Active Problem a "Favorite"?

Task your answer to the [Allscripts Help Team](#).

The winner will be chosen by drawing from all accurate answers submitted correctly.

Help Desk Support. . .

When contacting the Help Desk, consider the nature of the support you need:



If your need is **URGENT**, call 423-282-6122.

If you have a question or message that does not need to be answered immediately, choose one of the following:

1. Click on the QITS Help Icon on the desktop and open a ticket
2. Send an e-mail to EHRhelp@qetsu.org
3. Send us a task from your task list; choose "Allscripts Help."

Remember, the Help Desk is open from 8 to 5, M-F.

After-Hours Support: After-hours support is not available—due to the size of the EHR team. However, if you have an urgent need, you may send an e-mail with a return phone number to EHRhelp@qetsu.org. If a member of the team is available, we will get back in touch with you as soon as possible. Please note that messages left on voice-mail after hours will not reach us until the next work day.

Are you a Meaningful User? — Part III

Clinical Quality Measures



Clinical quality measures (CQMs) are defined as “measures of processes, experience, and/or outcomes of patient care, observations or treatment that relate to one or more of the Institute of Medicine (IOM) domains of healthcare quality (e.g., effective, safe, efficient, patient-centered, equitable and timely).”

According to Core Requirement #10 of the Meaningful Use Incentive Program, eligible professionals (EPs) must report on 6 total clinical quality measures: 3 required core measures (substituting alternate core measures if necessary) and 3 additional measures (selected from a set of 38 clinical quality measures).

Core Set:

1. Adult weight screening and follow up
2. Hypertension (blood pressure management)
3. Tobacco use assessment and intervention

Alternative Set (if EP is excluded from Core Set):

4. Childhood immunization status

5. Influenza immunization for patients 50 or older
6. Weight assessment and counseling for children/adolescents

The list of 38 additional CQMs are available on the [CMS website](#). These include a wide range of clinical measures for accommodating different specialties, from diabetes to lower back pain to cervical cancer. Many of the measures, fortunately, are already closely monitored in many clinics. The first measure, for example, requires that EPs report on the percentage of patients aged 18 through 75 years with diabetes mellitus whose most recent hemoglobin A1c was greater than 9.0%. This measure, like many of the other measures, are developed and endorsed by the National Committee for Quality Assurance (NCQA) (Contact information: www.ncqa.org).

Other measures, such as measuring the percentage of patients aged 50 years and older who received an influenza immunization during the flu season (September through February) have been developed by the American Medical Association Physician Consortium for Performance Improvement (AMA-PCPI) (Contact Information: cpe@ama-assn.org). The American Medical Association also has a nice overview on [CQMs](#).

The EHR Team will be selecting CQMs for reporting based on the capability to pull that data from the system and recommendations from the Quillen EHR Oversight Committee. Once the CQMs have been determined, notification and education will be provided.

Directions to the Downtown Center

The **Downtown Center** is accessed from the **Downtown Square** — just off of West State of Franklin between South Roan Street and Spring Street. The entrance to our building is accessed from the Downtown Square parking lot, not from Main Street.



From I-26, take the E. Market St. exit (0.2 mi), then turn left onto S. Roan Street. Go 0.1 mile, and turn right onto W. State of Franklin Rd. Turn right into Downtown Square.



If using your GPS,
get directions to:
22 Downtown Square
Johnson City, TN
37604-5738

