

# Health Information Technology

## Implementation and Optimization

# IT Staffing Profile

- IT Helpdesk - (4)
- EHR Team - (5)
  - + Clinical Leadership (Behavioral Health)
  - + Clinical Leadership (Primary Care)
- Senior Level Infrastructure Support - (4)
- Reporting and Software Development - (5)
- Clinical Informatics - (1)

# Mobility in Integrated Care



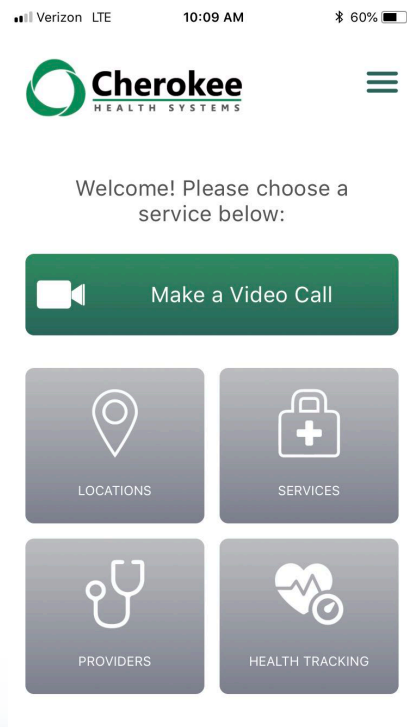
iPads and Laptops:

- Provides EHR Access
- Improves timeliness of documentation
- Provides Telemedicine capabilities for high-risk patients
- Increases patient access to all CHS services and care team

# Telemedicine/Video Conferencing

- Primary Care
- Specialty Mental Health
- BHC Consults
- Pharmacy
- Discharge/Aftercare Planning
- Mobile Crisis
- Mental Health Hospital Admission (Second Certification)
- Interpretation
- Treatment Teams
- Supervision
- Hypertension Groups
- Coumadin Groups
- Nutritional counseling
- Community Health Coordinators
- Parent-Child Interactive Therapy
- CHS App (coming soon)

# CHS Mobile App for Population Mgmt.



# Optimizing EHR for Integrated Care and Population Mgmt.

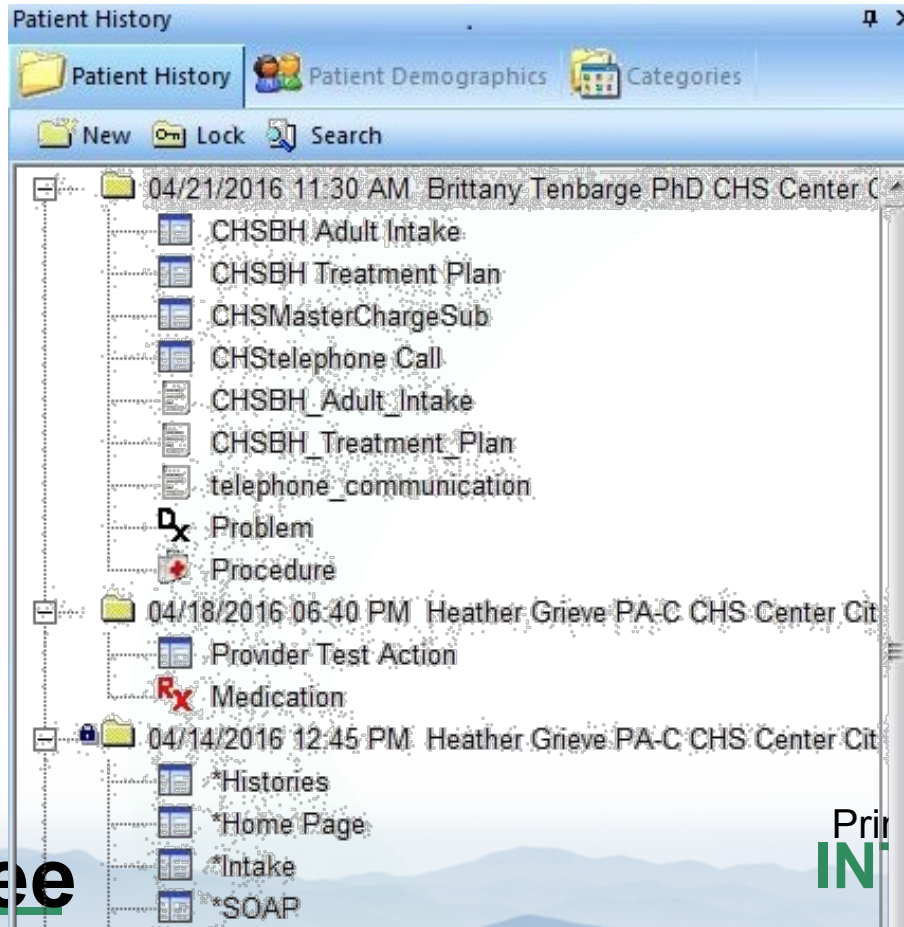
Integrated  
Clinical Record

Communication

Coordination

Patient  
Dashboard

# Integrated Clinical Record





# Communication

## HIE & Payor Data Integration with EHR

Automated tasks created for admissions, discharges and transfers  
Appears on Patient Dashboard

The screenshot displays the Cherokee Health Systems EHR interface. On the left, a 'Tasks' window shows a list of tasks with checkboxes and dates. The 'Task Details' window is open, showing a task for '1/15/2016' with a 'Normal' priority and a subject of 'Outside Alert on CHS Patient'. The description reads: 'Please be advised, your patient has been discharged from the Regional Medical Center as an inpatient on 01/15/2016 : LAST CHS PROVIDER Bradley Carter, MD'. The 'Task belongs to these Categories:' list includes 'Patient Alert' (checked), 'Patient Portal Appointments', and 'Patient Portal Communication'. The 'Assigned' field is empty, and the 'Patient' field is also empty. The 'Attach' field is empty. The 'Update' and 'Cancel' buttons are visible at the bottom of the task details window. On the right, a 'Description' window shows a list of tasks with checkboxes and dates, including 'Please be advised, your patient has been discharged from the Regional Medical Center as an inpatient on 01/15/2016'.

**Tasks** | All Tasks | **Patient Alert** | Lab | Docs & Procs

**Task Details**

Due Date: 1/15/2016

Priority: Normal

Completed

Subject: Outside Alert on CHS Patient

Description: Please be advised, your patient has been discharged from the Regional Medical Center as an inpatient on 01/15/2016 : LAST CHS PROVIDER Bradley Carter, MD

Assigned

Patient

Attach

Task belongs to these Categories:

- ☐ <New Category>
- ☐ Cardiology Reminders
- ☐ Clinical Change
- ☐ Diagnostics
- ☐ Docs & Procs
- ☐ Equipment Reports
- ☐ Faxes
- ☐ Lab
- ☐ LabRad Followup
- ☐ Meds
- ☐ OB/GYN Reminders
- ☒ Patient Alert
- ☐ Patient Portal Appointments
- ☐ Patient Portal Communication

Update Cancel

**Description**

Please be advised, your patient has been discharged from the Regional Medical Center as an inpatient on 01/15/2016...

Please be advised, your patient has been admitted to the East Tennessee Children's Hospital Emergency Department...

Please be advised, your patient has been admitted to the Blount Memorial Hospital Emergency Department on 01/1...

Please be advised, your patient has been admitted to the Blount Memorial Hospital Emergency Department on 01/1...

Please be advised, your patient has been admitted to the Loudoun Medical Center's Emergency Department on 01/1...

Please be advised, your patient has been discharged from the Regional Medical Center as an inpatient on 01/14/2016

Please be advised, your patient has been discharged from the East Tennessee Children's Hospital as an inpatient on ...

Please be advised, your patient has been discharged from the Regional Medical Center as an inpatient on 01/13/2016

Please be advised, your patient has been discharged from the Loudoun Medical Center as an inpatient on 01/12/201...

Please be advised, your patient has been discharged from the Regional Medical Center as an inpatient on 01/12/201...

Please be advised, your patient has been discharged from the Regional Medical Center as an inpatient on 01/12/2016

Please be advised, your patient has been discharged from the Parkwest Medical Center as an inpatient on 01/11/2016

Please be advised, your patient has been discharged from the East Tennessee Children's Hospital as an inpatient on ...

Please be advised, your patient has been discharged from the Regional Medical Center as an inpatient on 01/08/201...

Please be advised, your patient has been discharged from the Parkwest Medical Center as an inpatient on 01/07/201...

Please be advised, your patient has been discharged from the East Tennessee Children's Hospital as an inpatient on ...

Add Remove Edit Send Chart



<a href="#">CHS Master Home (Old)</a>	<a href="#">BH Home (New)</a>	<a href="#">BH Consult</a>	<a href="#">PC Home Page</a>
<a href="#">Clinical Change Request</a>	<a href="#">THL Enrollment Form</a>	<a href="#">Add Care Plan Note</a>	

### Tennessee Health Link Enrollment

MCO Assigned ☐ No Consent Form Signed ☐ No Attestation Submitted ☐ No Enrollment Date

### Million Hearts Enrollment

Eligible ☐ Yes Enrollment Date  Letter Given ☐ Yes ASCVD Score

### Care Team

Type	Provider
PCP	Rice, Jr FNP, Paul Michael

### Future Appointments

Provider	Event	Time	Date
None			

### Past Appointments

Provider	Event	Status	Date
Rice, Jr FNP, Paul Michael	PC Planned Est 15m	Kept	04/24/2018
Rice, Jr FNP, Paul Michael	PC Planned Est 15m	Cancelled	04/13/2018
Cupp FNP, Jennifer Christina	PC Planned Est 15m	No Show	10/06/2017

### Self Management

Goal	Status	Start Date
None		

### Diagnoses

#### Chronic Conditions

Code	Description
I10	Essential (primary) hypertension

#### Behavioral

Code	Description	Axis	Date
296.33	Major Depression, Recurrent, Severe	Ia	10/20/2008
309.81	Post-traumatic Stress Disorder	Ib	10/20/2008
300.21	Agoraphobia w/ Panic disorder	Ic	10/20/2008
799.9	Deferred / Pending More Information	IIa	10/20/2008
	"stomach problems", anemic, headaches, acid reflux	IIIc	10/20/2008

### Hospital ER/Admissions (Last 90 Days)

Description	Date
None	

### BPSA Score - Last Screen: 04/24/2018

BPSA	Low	Medium	High
Medical	5		
Behavioral	5		
Social	3		
Total	13		

### Care Coordination

Care Intervention
Letter sent 2/7/2018 due f/u appt.

### Point of Care

#### Preventative Care

Protocol	Status	Last Date	Due Date
Colonoscopy		11/11/2011	11/11/2021
Mammogram	Due		04/28/2018
Pneumococcal	Due		04/24/2018

#### Health Management

Protocol	Status	Last Date	Due Date
None			

#### Required Measures

Description	Status	Source	Date
None			

# Coordination

Other - Telephone

Call Information:

Contact type:

Urgency:

Date of call:

04/27/2016

Time of call:

2:07 PM

☐ After hours

[HIPAA](#)

Spoke with:

☐ Patient

Name:

Relationship:

Contact Information:

Home:

Day:

Ext:

Alternate:

Cell:

Email:

Other: (this call only)

[\\* = Preferred contact](#)

Communication:

Comment:

Sort By: ☒ Summary ☐ Phrase [My Phrases](#) | [Manage My Phrases](#)

Dr. Smith, I saw this pt today who reported improved mood and functioning. I see that you have a f/u with him in four weeks and I will see him concurrent with that visit.

Meds/Allergies/Chronic Problems

[Review of Test\(s\)](#)

Actions:

☐ Schedule appointment:

☐ Send referral:

☐ Place new medication order:

☐ Adjust medication:

☐ Send test result(s):

☐ Counsel patient:

☐ Other:

Details:

Admin Action

Release of Info Log (PHI)

Completed:

Tasking:

Priority:

Normal

Send & Close

Status:

☒ Open ☐ Complete


Save & Close

Cancel

This Communication History:

Date	Time	Concerns/Issues	Comments	Employee	T

Telephone Call Summary


**Cherokee**  
 HEALTH SYSTEMS

Primary Behavioral Health  
**INTEGRATED CARE**  
 Training Academy

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