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
## Patient Dashboard

### Tennessee Health Link Enrollment
- MCO Assigned: No
- Consent Form Signed: No
- Attestation Submitted: No
- Enrollment Date: --/--/--

### Million Hearts Enrollment
- Eligible: Yes
- Enrollment Date: 05/18/2017
- Letter Given: Yes
- ASCVD Score: 8.0

### Core Team
- Provider: Rice Jr, FNP, Paul Michael

### Future Appointments
- Provider: Rice Jr, FNP, Paul Michael
  - Event: PC Planned 1st 15m
  - Status: Kept
  - Date: 04/24/2018

### Past Appointments
- Provider: Rice Jr, FNP, Paul Michael
  - Event: PC Planned 1st 15m
  - Status: Cancelled
  - Date: 04/13/2018

- Provider: Cupp FNP, Jennifer Christina
  - Event: PC Planned 1st 15m
  - Status: No Show
  - Date: 10/06/2017

### Hospital ER/Admissions (Last 90 Days)
- None

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

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<th>BPSA</th>
<th>Low</th>
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<th>High</th>
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</tr>
<tr>
<td>Behavioral</td>
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### Care Coordination
- Care Intervention: Letter sent 2/7/2018 due f/u appt.

### Self Management
- Status: Good
- Start Date: None

### Diagnoses

#### Chronic Conditions
- Code: I10
- Description: Essential (primary) hypertension

#### Behavioral
- Code: 296.23
  - Description: Major Depression, Recurrent, Severe
  - Axis: Ia
  - Date: 10/20/2008
- Code: 299.81
  - Description: Post-traumatic Stress Disorder
  - Axis: Ib
  - Date: 10/20/2008
- Code: 300.21
  - Description: Agoraphobia w/ Panic disorder
  - Axis: Ic
  - Date: 10/20/2008
- Code: 798.9
  - Description: Deferred / Receiving More Information
  - Axis: Iia
  - Date: 10/20/2008

#### "Stomach problems", anemic, Headaches, acid reflux
- Code: IIIc
- Date: 10/20/2008

### Point of Care

#### Preventative Care
- Protocol: Colonoscopy
  - Status: Due
  - Last Date: 11/11/2011
  - Due Date: 11/11/2021
- Protocol: Mammogram
  - Status: Due
  - Last Date: 04/28/2018
- Protocol: Pneumococcal
  - Status: Due
  - Last Date: 04/24/2018

#### Health Management
- Protocol: Task A
  - Status: Due
  - Last Date: 04/28/2018
- Protocol: Task B
  - Status: Due
  - Last Date: 04/24/2018

#### Required Measures
- None
Coordination

[Image of a screenshot of a software interface with a section titled "Coordination" and various fields such as "Date of Call," "Time of Call," "Call Information," "Communication," and "This Communication History." The interface includes options for "Admin Action," "Release of Info Log (PHI)," "Tasking," "Priority," and "Status." ]