

2011 Military Health System Conference

Using Technology, Clinical Workflow Redesign, and Team Solutions to Achieve the Patient Centered Medical Home

The Quadruple Aim: Working Together, Achieving Success

LTC Nicole Kerkenbush, MHA, MN

Army Medical Department, Office of the Surgeon General

Chief Medical Information Officer



TMA and Services

Report Documentation Page				Form Approved OMB No. 0704-0188	
Public reporting burden for the collection of information is estimated to average 1 hour per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Washington Headquarters Services, Directorate for Information Operations and Reports, 1215 Jefferson Davis Highway, Suite 1204, Arlington VA 22202-4302. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to a penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.					
1. REPORT DATE JAN 2011		2. REPORT TYPE		3. DATES COVERED 00-00-2011 to 00-00-2011	
4. TITLE AND SUBTITLE Using Technology, Clinical Workflow Redesign, and Team Solutions to Achieve the Patient Centered Medical Home				5a. CONTRACT NUMBER	
				5b. GRANT NUMBER	
				5c. PROGRAM ELEMENT NUMBER	
6. AUTHOR(S)				5d. PROJECT NUMBER	
				5e. TASK NUMBER	
				5f. WORK UNIT NUMBER	
7. PERFORMING ORGANIZATION NAME(S) AND ADDRESS(ES) Army Medical Department, Office of the Surgeon General, Fort Sam Houston, TX, 78234				8. PERFORMING ORGANIZATION REPORT NUMBER	
9. SPONSORING/MONITORING AGENCY NAME(S) AND ADDRESS(ES)				10. SPONSOR/MONITOR'S ACRONYM(S)	
				11. SPONSOR/MONITOR'S REPORT NUMBER(S)	
12. DISTRIBUTION/AVAILABILITY STATEMENT Approved for public release; distribution unlimited					
13. SUPPLEMENTARY NOTES presented at the 2011 Military Health System Conference, January 24-27, National Harbor, Maryland					
14. ABSTRACT					
15. SUBJECT TERMS					
16. SECURITY CLASSIFICATION OF:			17. LIMITATION OF ABSTRACT Same as Report (SAR)	18. NUMBER OF PAGES 17	19a. NAME OF RESPONSIBLE PERSON
a. REPORT unclassified	b. ABSTRACT unclassified	c. THIS PAGE unclassified			

Learning Objectives



- Introduce the suite of information technology tools that have been implemented
- Describe how the tools are improving provider satisfaction, provider productivity, and clinical care
- Describe how these tools are being used to implement the Patient Centered Medical Home care model

MEDCOM AHLTA Provider Satisfaction (MAPS) Background



- Why?
 - To regain TRUST with providers
 - To increase provider satisfaction
 - To increase clinic productivity & throughput/ efficiency
 - To transform how training is conducted
 - Workflow optimization
 - Adoption → Outcomes
- MAPS is not:
 - A panacea for all of AHLTA's problems
 - A fix for AHLTA's speed and bandwidth limitations
 - A push for additional clinical IT or workflow documentation

MAPS will invest in our Providers and support staff by purchasing the clinic-based technology that has been shown to increase the usability of AHLTA. MAPS will give our MTFs the Commercial Off-the-Shelf (COTS) options that many of you have requested including Dragon... It will also focus on personalized training and ongoing Help Desk support... [MAPS] is one of my top priorities for implementation.

***LTG Eric B. Schoomaker,
U.S. Army Surgeon General***





Original Vision of MAPS

- Deployment of **tools and technology** that help providers document faster, more accurately and produce readable notes
- Timely, relevant and continuing **training and support** at the local level
- Adoption of leading **clinical and business processes** to decrease clinical documentation time and improve provider – patient experience
- **Effective knowledge** sharing/ transfer among users



AMEDD Clinical Systems Exchange (ACSE) Resource



Home > ACSE Home

U.S. ARMY MEDICAL DEPARTMENT
AMEDD Clinical Information Systems

ACSE Home | Army Medicine A-Z | Army.mil | AKO | CONTACT US

User Resources - Clinical Systems

- AHLTA Resources
- Essentris Resources
- CHCS Resources
- MAPS Toolbox

User Resources - Type

- Reference Materials
- Macros
- Discussion Boards
- Videos
- AIM Forms
- Pearls
- MAPS Dashboard

Communities of Practice

- Clinical Staff
- CWA's
- Trainers
- IT Staff

Survey

- Pre-MAPS Survey
- Post-MAPS Survey
- MAPS 60-Day Survey

ACSE
AMEDD Clinical Systems Exchange

Welcome to the new AMEDD Clinical Systems Exchange and Resource Center. This site is for anyone using or supporting CHCS, AHLTA, Essentris, MAPS Tools and Clinical Workflow Improvement processes. The comprehensive search feature allows keyword search of the entire site using a single search. Click the "CONTACT US" tab to give feedback and provide input for improvements and enhancements.

User Resources by Clinical System

- AHLTA Resources
- Essentris Resources
- CHCS Resources
- MAPS Toolbox

User Resources by Type

- Reference Materials
- Macros
- Discussion Boards
- Videos
- AIM Forms
- Pearls
- MAPS Dashboard

Communities of Practice

- Clinical Staff
- Clinical Workflow Analysts
- Trainers
- IT Staff

Message From The CMIO

Welcome to the new AMEDD Clinical Systems Exchange portal, otherwise known as the "ACSE" site or pronounced "ACE". This website is a knowledge exchange portal for: ...

[Read the Full Message](#)

Featured Video

MAPS Grand Rounds
by Dr. Robert Walker and MAJ Le

[Download](#)

[More Videos](#)

The "What's New" Section

The "What's New" section is for new items added to this web site and to provide the ability for anyone in this community to provide announcements to the user population. Links and attachments can be included.

What's New and Community Announcements

Body

- [Online Essentris DCO Training Schedule with links](#)
- [New CarePoint Website \(Formerly ICDB\) with FAQ's, Information Sheets, Training Videos and general information](#)
- [DHIMS Newsletter October 2010 Q&A Navigating MAPS \(page 4\)](#)

Communities of Practice for:

- Clinical Staff
- Trainers
- CWA's
- IT Staff

Discussion board and information for the Community Based Primary Care Clinics or CBPCC.

Resources For:

- AHLTA
- Essentris
- CHCS
- MAPS

MAPS Technology Tools



Home > ACSE Home

  **U.S. ARMY MEDICAL DEPARTMENT**
AMEDD Clinical Information Systems

[ACSE Home](#) [Army Medicine A-Z](#) [Army.mil](#) [AKO](#) [CONTACT US](#)

User Resources - Clinical Systems

- [AHLTA Resources](#)
- [Essentris Resources](#)
- [CHCS Resources](#)
- [MAPS Toolbox](#)

User Resources - Type

- [Reference Materials](#)
- [Macros](#)
- [Discussion Boards](#)
- [Videos](#)
- [AIM Forms](#)
- [Pearls](#)
- [MAPS Dashboard](#)

Communities of Practice

- [Clinical Staff](#)
- [CWA's](#)
- [Trainers](#)
- [IT Staff](#)

Survey

- [Pre-MAPS Survey](#)
- [Post-MAPS Survey](#)
- [MAPS 60-Day Survey](#)

MAPS
ACSE Home > MAPS

User Resources by MAPS product

 [Dragon](#)
Dragon and Dragon related materials and videos plus external link to the vendor web page.

 [MAPS 2.0](#)
MAPS 2.0 Materials

 [As-U-Type](#)
AS-U-Type materials and links plus a link to the vendor web site.

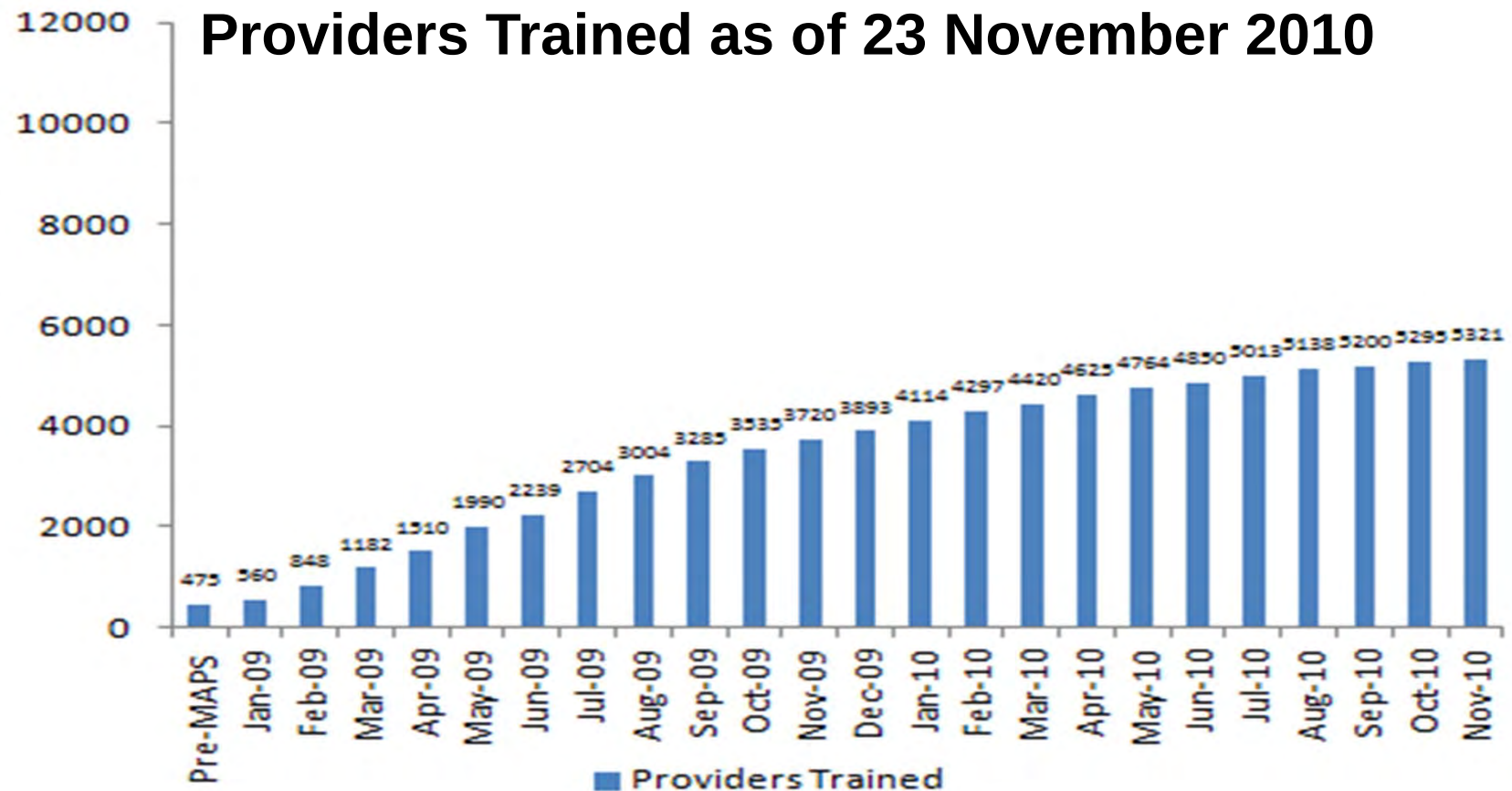
 [MS One Note](#)
Microsoft OneNote materials and links including a link to the Microsoft OneNote Training page.

 [PDF Converter](#)

Providers Trained on MAPS



Roughly 45% of the estimated 11,965 eligible providers across the AMEDD have been trained on MAPS*

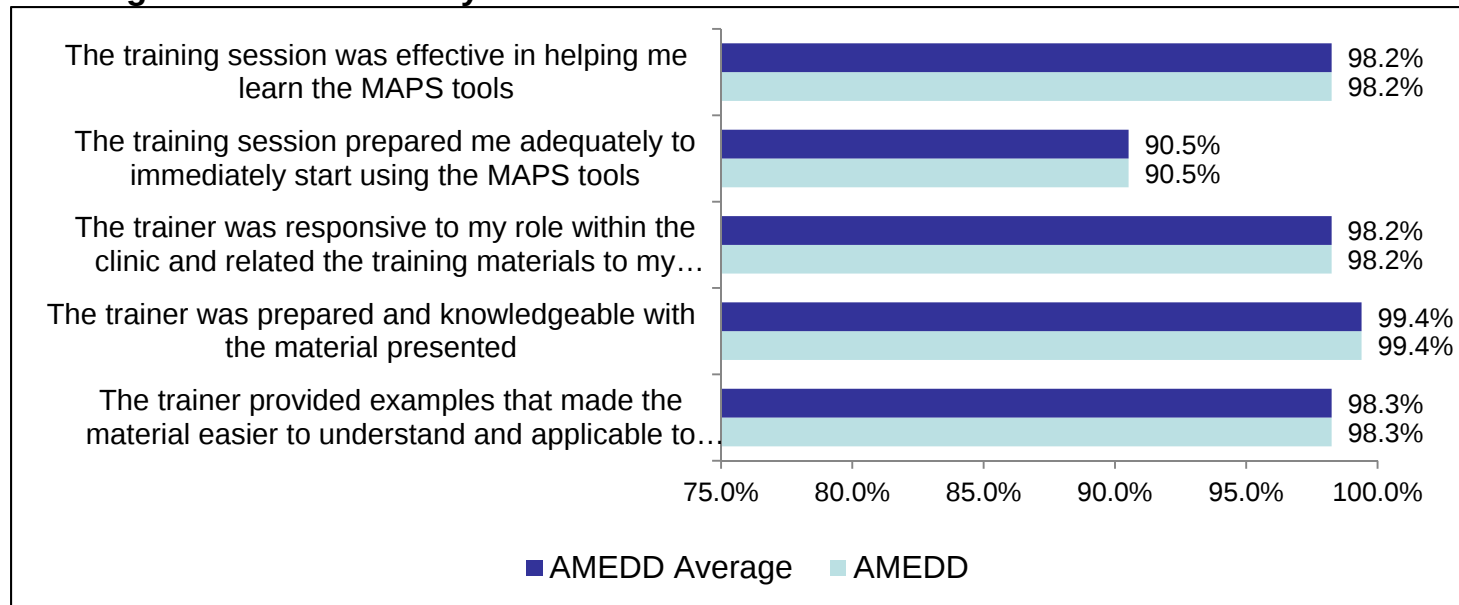


** "Providers" denote any clinician who sees, treats and is privileged to complete and sign encounters in AHLTA as an independent practitioner*

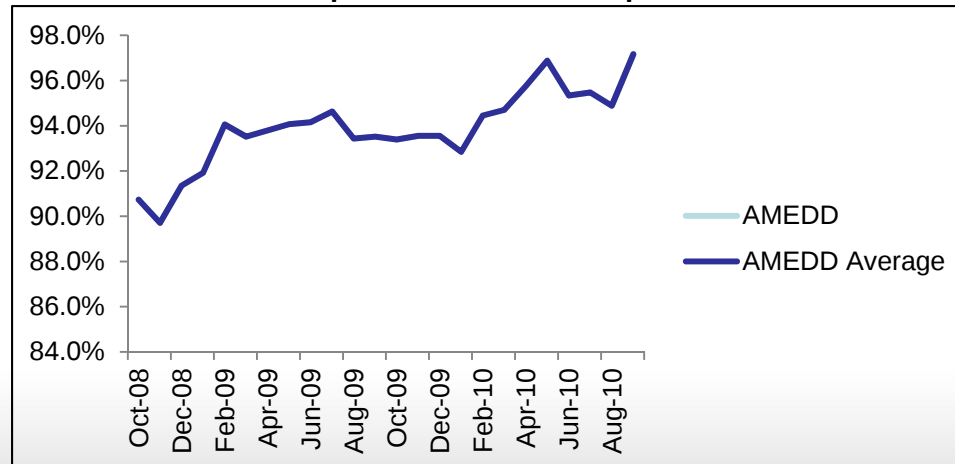
MAPS 1.0 Metrics



Training Satisfaction Survey Results: AMEDD



Patient Records: Percent of Outpatient Records Completed Within Time Thresholds



MAPS 2.0 Pilot Results



- Objectives
 - Focuses on the Entire Clinical Team
 - Emphasizes Workflow and Outcomes
 - Defines Success as Staff Satisfaction and Documentation Quality
 - Defines Technology Infrastructure Standards
 - Builds Talented Leaders & High Performing Teams
- Implementation Plan
 - Fully implemented with sustained success at Heidelberg Family Practice, Heidelberg Pediatrics, DeWitt Open Access, BAMC FSH Clinic
 - MAPS OPORD (under development) will require all MTFs to implement MAPS 2.0 in 2011
- Results
 - 10-30% increase in productivity (RVU/encounter)
 - 40-60% increase in provider satisfaction with AHLTA
 - 70-90% increase in provider satisfaction with and quality of clinical note

MAPS Way Ahead and PCMH

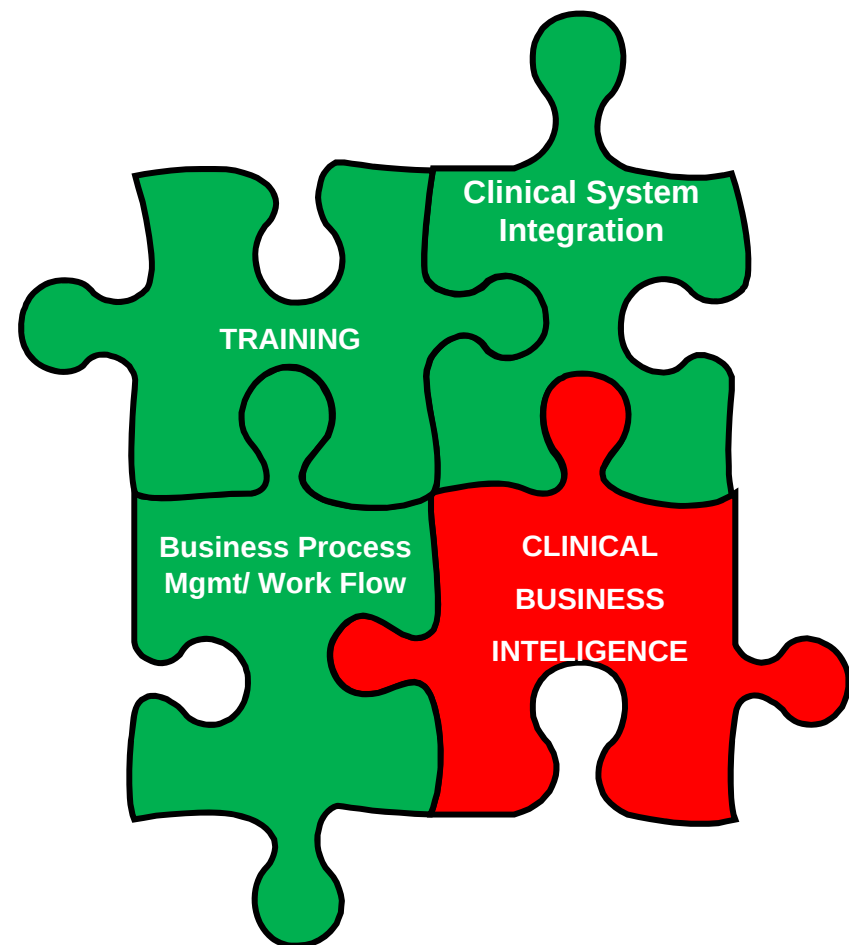


- Focus on complete implementation of all primary care clinics and Community Based Primary Care Clinics (CBPCCs) in support of medical home implementation
- Leadership Emphasis
 - OPORD
- Standardization
 - Playbook developed for training developed for primary care clinics
 - Metrics (HEDIS/Staff satisfaction/RVU/Provider continuity)
- Physician Champions identified at MTFs
 - Critical to MAPS 2.0 Success
 - Request support of MTF leadership to empower these champions

Focus of MAPS to Drive Quality



- **Workforce**
 - Filled significant gap in amount of trainers in the field
 - Establishing the footprint for informatics
- **Training**
 - Transforming training from classroom to performance based and customer focused
 - Workflow incorporated into training
 - Transforming and Standardizing training of training workforce
- **Business Process Management**
 - Enterprise Consultancy with focus on governance and business process framework
 - Focus on Workflow and business process in training, system deployment, etc
- **Leveraging Clinical Information System**
 - AIMS Forms
 - Dragon Voice Recognition



Integrated into Region/MTF clinical and business operations

AMEDD Priorities

Coordinate Care

Promote Readiness and Health

Prevent Disease

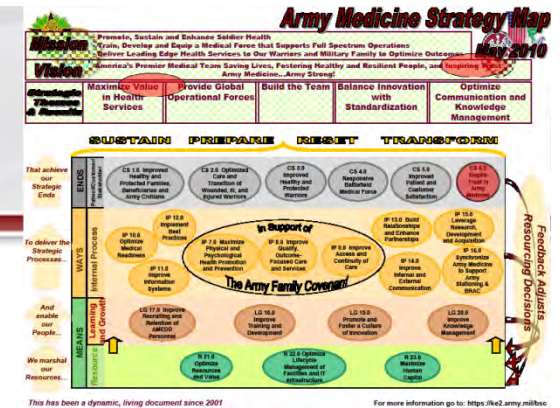
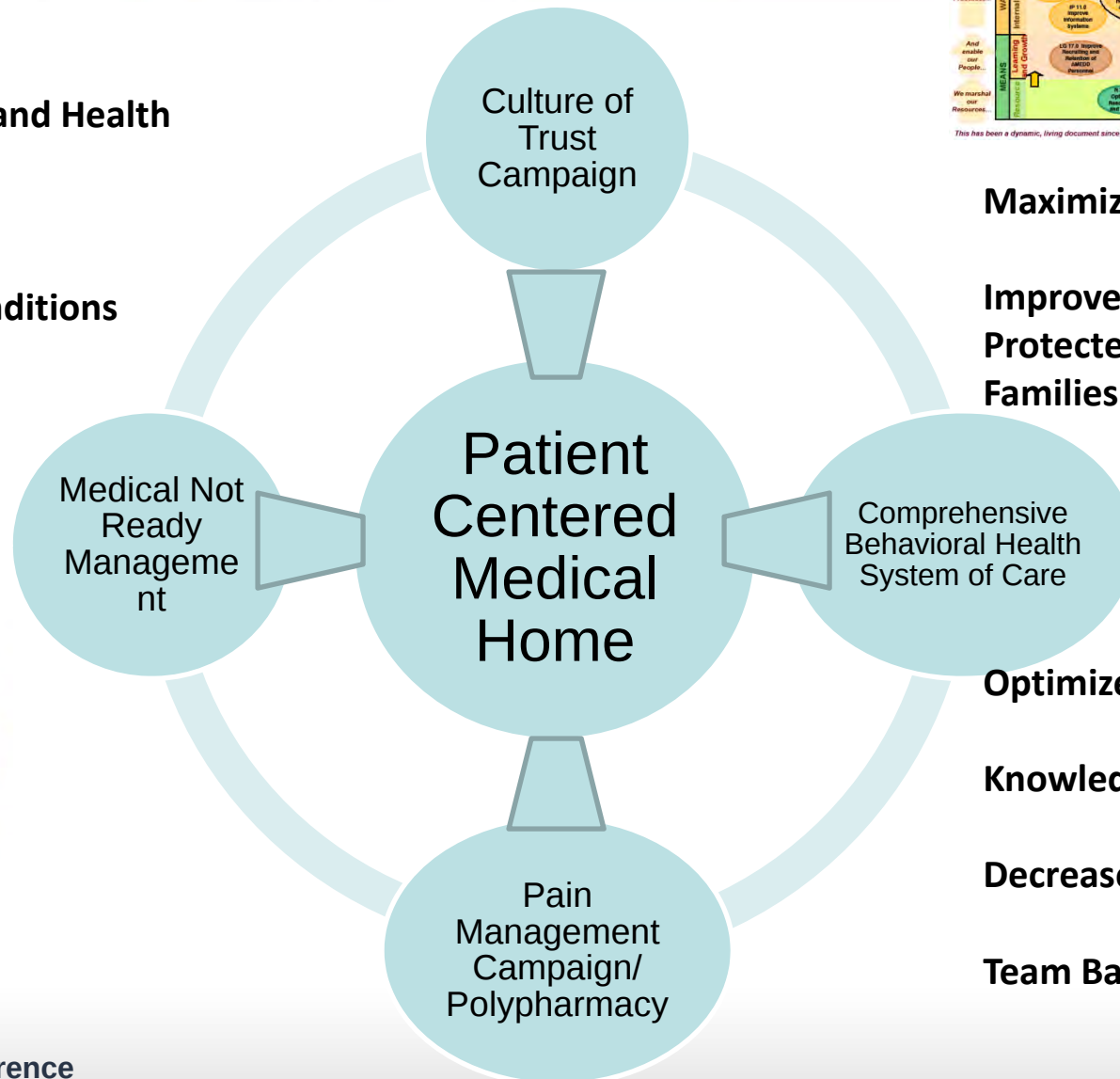
Manage Chronic Conditions

Balance Enrollment



MHS Quadruple Aim

2011 MHS Conference



Maximize Value

Improve Healthy and Protected Warriors and Families

Optimize Communication

Knowledge Management

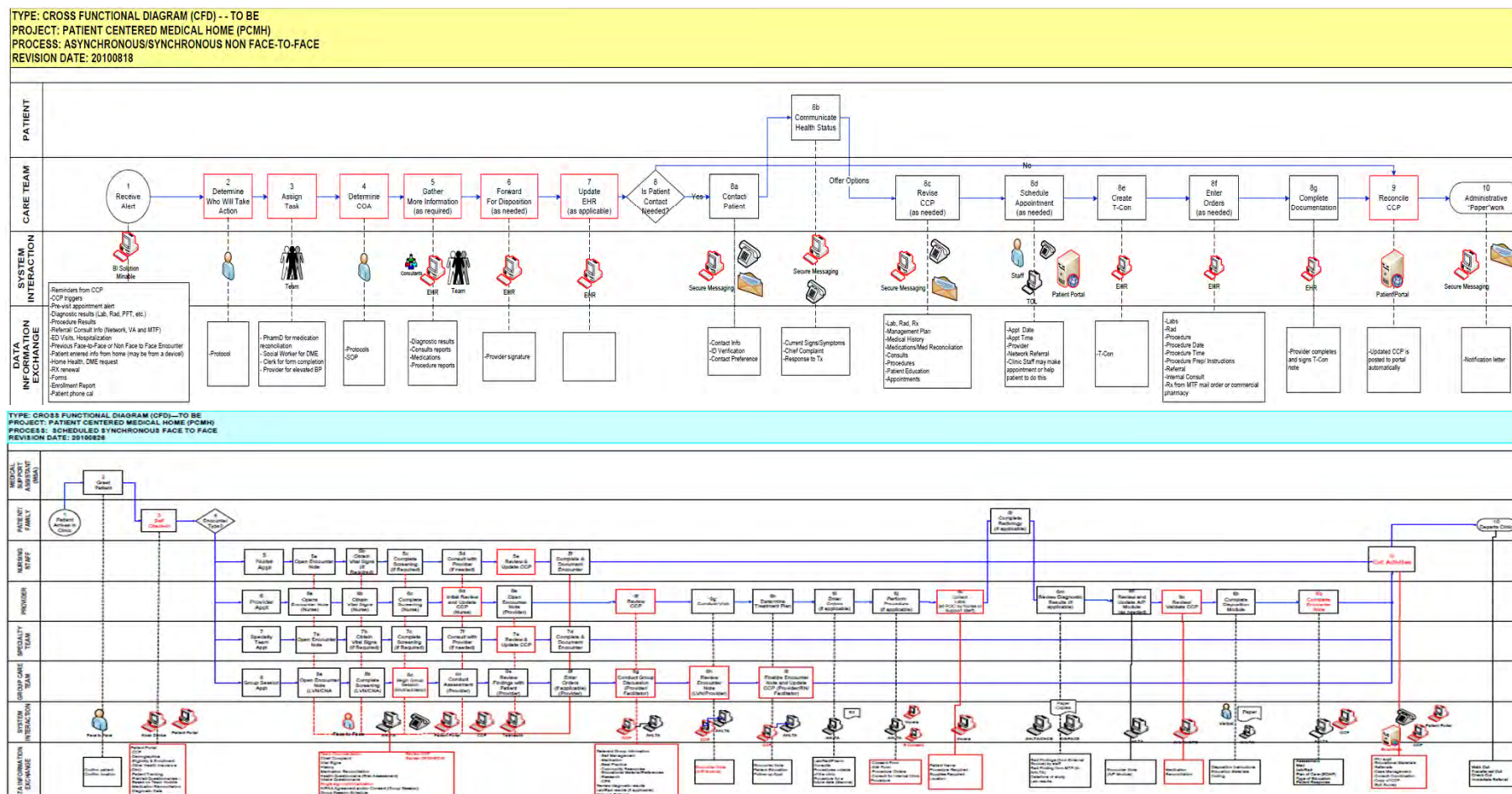
Decrease Variance

Team Based HEALTH care

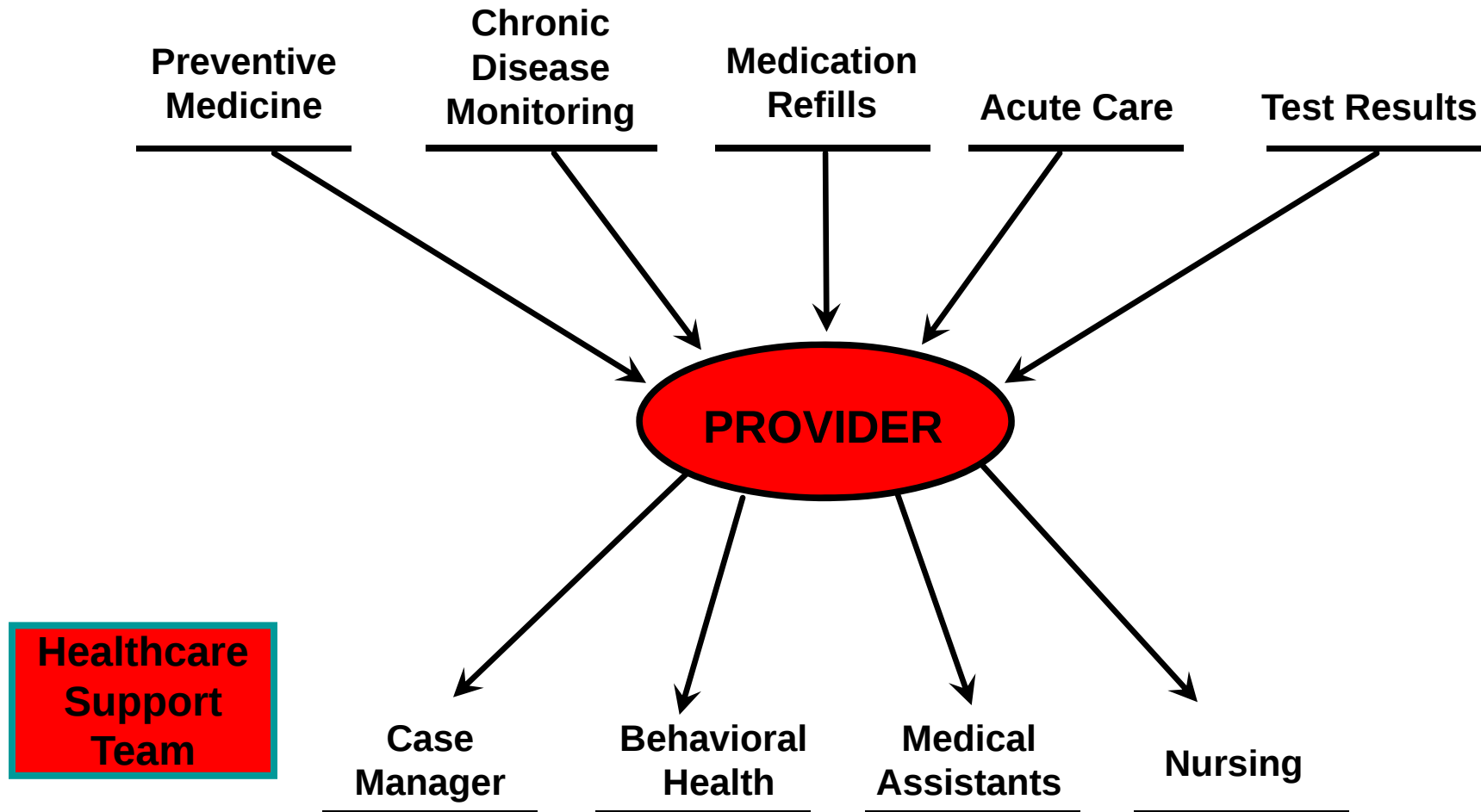
Clinical Workflow Redesign



Cross-functional diagrams help to visualize the ideal state of Primary Care touchpoints



Current Clinic Work Flow



Source: Southcentral Foundation, Anchorage AK

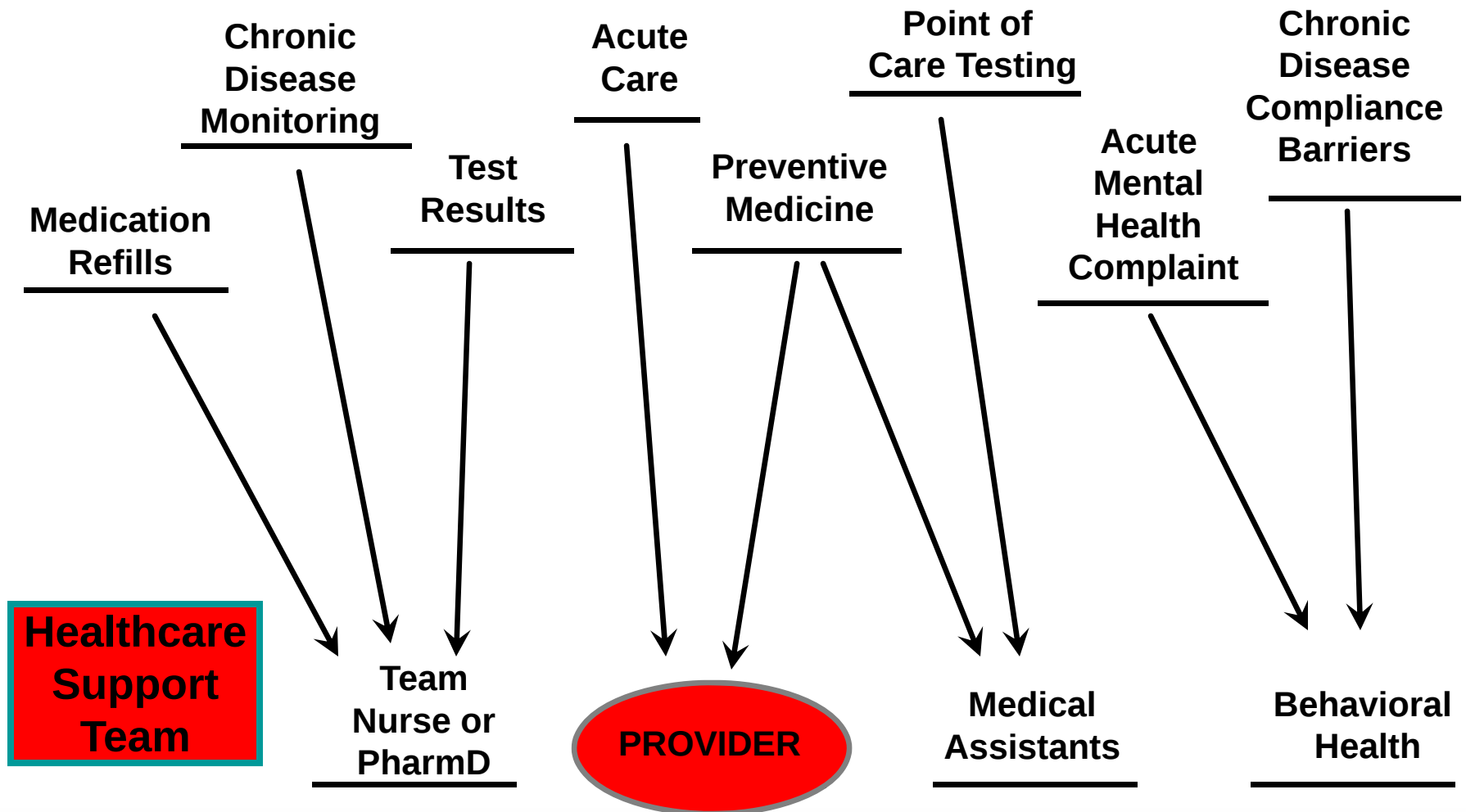
Team-Based Practice Model



- Definition: A new practice model in which a physician is helped by a nurse-assistant to accomplish the patient visit.
- This allows the doctor to focus on the part of the visit that only he/she can accomplish.
- The core of this new model is an assistant who is capable of collecting key patient data and initial history, “preparing” the visit for the doctor and documenting the encounter



Parallel Work Flow Design



Source: Southcentral Foundation, Anchorage AK

Summary



- Use of technology, clinical workflow redesign and adoption of a team-based approach to healthcare will allow the Army Medical Department to achieve the objectives of the Patient Centered Medical Home.