

# Health Information Technology



## Challenges

- A lack of integrated technology has produced disparate systems
- Adopting new information technology creates new problems and inefficiencies
- Poor implementation of PM and EMR slows down patient flow, disrupts billing, increases staff workload, and creates physician resistance
- Organizations are slow to re-engineer their clinical and business office processes associated with the new IT environment
- Poor implementation results in under-utilized technology, lower physician satisfaction, staff frustration, and reduced provider performance

## Solutions

Health Directions enables clients to achieve high IT performance by harmonizing people, processes and technology and helps them identify the IT strategy that best supports their business objectives. Our three-phase approach to PM & EMR includes:

### 1. Selection

- Select Health IT systems with the right mix of functionality and scalability to provide a positive return on investment.
- Select a PM, EMR or other IT system that supports unique practice processes and enables high revenue cycle performance

### 2. Implementation

- Analyze the system structure to identify opportunities for increased economies

- Assist in customizing the system to ensure maximum organizational value, and work with end users to facilitate full adoption.
- Creation of staging database that incorporates clinical integration initiatives for the enterprise
- Modify business and clinical workflows to support electronic environment

### 3. Optimization

- Plan and execute system optimization of the EMR that facilitates attainment of the clinical and financial benefits of EMR and practice management technologies.
- Meaningful Use & Clinical Integration
- Evaluate performance against pre-established key performance indicators (KPIs)
- System-build and implementation focuses on supporting industry-based clinical outcome measures
- Software that supports PCMH initiatives

## Tools

- Excellent vendor relationships that can be leveraged for negotiations
- System selection grid
- Roles, responsibilities, and staffing grid
- System-build parameters and development plan
- Project workplan
- Business and clinical template workflows
- Readiness assessment tool

## BENEFITS

- Technology supports the organization strategy
- Cost management
- Data collection to negotiate reimbursement with payers to participate in ACOs PCMHs and other pay-for-performance projects
- Greater adoption of EMR within physician practice
- Quicker return to pre-EMR productivity levels
- Improved patient care & quality of care



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info@HealthDirections.com • 312.396.5400 Chicago • 512.795.5500 Austin