

# IT'S TIME!

## PRIMARIS EHR SOLUTION

For years, Primaris has advocated the use of health information technology to improve patient care. We help providers take full advantage of their electronic health records (EHR) to support care coordination and improve clinical outcomes.

Our EHR solutions help providers move from data capture and reporting to using the advanced feature of EHRs. EHR optimization helps ensure a higher return on investment, increase clinical efficiency and improve patient care.

### Benefits of Operational Efficiency

#### Better Patient Experiences

Manage appointment schedules electronically and exchange e-mail with patients. Quick and easy communication between patients and providers may help providers identify symptoms earlier and also lead to increased patient satisfaction.



#### Higher Quality of Care

With EHRs, providers can give patients full and accurate information about all of their medical evaluations. Providers can also offer follow-up information after an office visit or a hospital stay, such as self-care instructions, reminders for other follow-up care, and resources.



#### Improved Clinical Outcomes

Identify and track opportunities for improvement within the care delivery team. Monitor and manage effectiveness of improvement initiatives to ensure quality outcomes.



#### Better Care Coordination

With more complete patient information, providers improve their ability to make well-informed treatment decisions quickly and safely.



#### Reduced Medical Costs

Make efficient, effective decisions about patient care, reducing costs by tens of thousands of dollars per patient.



#### Increased Revenue

Save staff time through more efficient processes. As resources are freed up through waste elimination, those same resources can be redeployed to more value-adding activities.



### Why Primaris?

Health systems looking to maximize EHR technology can be assured marked improvement when they partner with Primaris. Our proven methodology is at the core of the Primaris EHR Solution. It is a simple yet powerful tool that helps transform the way healthcare is delivered.

# TIME, the Primaris Healthcare Improvement Model

TIME, the Primaris Healthcare Improvement Model, comprises four areas of focus proven to maximize EHRs:

## 1. Thresholds for Success

The first step in our healthcare improvement model is to identify the success thresholds – or the minimum acceptable performance standards you must achieve – in order to receive your monetary incentives for improving and coordinating healthcare. We also gather baseline performance data to evaluate how you align with the often pre-determined success thresholds. How much improvement is required to meet and exceed the success thresholds?

## 2. Improvement Strategies

Once we've determined where you stand, we focus on developing improvement strategies that will enable you to close the gaps in the quality and efficiency of care across your healthcare organization. We use this knowledge to devise a strategy tailored to address your specific challenges, drive quality improvements and

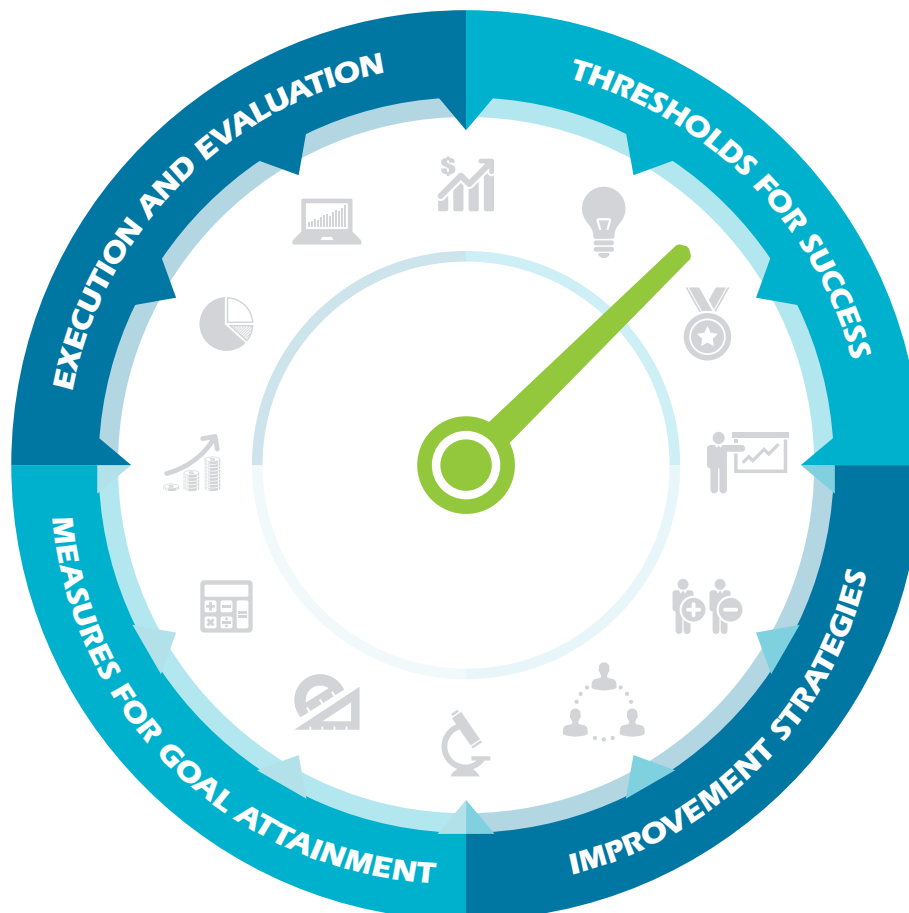
cost reductions. Our goal is to help you achieve all of the thresholds for success in today's performance-driven healthcare system.

## 3. Measures for Goal Attainment

Most healthcare organizations have a lot of work to do, and success doesn't happen overnight. We focus on multi-year goal setting that enables healthcare organizations to drive incremental improvement over time to achieve all success thresholds. Our measures for goal attainment help you increase achievement and close gaps so you can cross the success threshold, avoid penalties and increase monetary incentive revenues.

## 4. Execution and Evaluation

From processes and procedures, to workflows, to training, to documentation, to office design, to technology or any other improvement strategy, we combine implementation with ongoing evaluation to drive measureable healthcare improvements and cost reductions.



## It's TIME for Action

When you partner with Primaris, we will put our methodology to work as we work with your health system to achieve advanced use of your EHR technology. The following services are incorporated into our EHR Solution:

Thresholds for Success	
<b>Security risk assessment</b>	Analyze security vulnerabilities under the Health Insurance Portability and Accountability Act (HIPAA) Security Rule.
<b>Coding Review</b>	Review current coding practices to see where improvements could be made to the efficiency and effectiveness of the documentation process.
<b>Financial Assessment</b>	Evaluate business, projects, budgets or other finance-related entities to assess current state and identify potential areas of waste.
<b>Focus Groups and/or Patient Surveys</b>	Gather detailed information and insight into patient's needs and expectations regarding physician communication.
<b>Data Analysis</b>	Analyze data from audits, coding reviews, focus groups, surveys and assessments.
<b>Thresholds Report</b>	Once we've conducted a review of your system, our team will create a report that summarizes our analysis into useful, actionable information that can be used to increase revenue, cut costs, and improve outcomes. This report will also identify the success thresholds for your EHR technology. It will outline how much improvement is required to meet and exceed the success thresholds, deliver recommendations that will inform the design and execution of your health system, and discuss budget impacts.

Improvement Strategies	
<b>Root Cause Analysis</b>	Primaris will conduct a root cause analysis designed to identify areas where your EHR technology is currently missing the mark. This allows you to make program decisions based on collected data and facts.
<b>Clinical Workflow Analysis</b>	Primaris will work with you to gain a solid understanding of clinician workflows so we can identify the most vital processes and address inefficiencies with your EHR. We will then create custom workflow checklists based on your unique needs to maximize EHR functionality within your organization.
<b>Gap Analysis</b>	Primaris will review your organization's objectives and conduct a readiness assessment and gap analysis to determine whether the workflows support the data that needs to be collected, how the data will be reported, and whether your organization's processes, procedures, staffing, and technology is optimized to achieve business objectives.
<b>Security Plan</b>	Primaris will utilize the information gathered during the security risk assessment to put a plan for people, procedures, and technology that mitigates risk and protects privacy and security of patient data.

<b>Technology Considerations</b>	Primaris will assess your existing technologies and identify areas where existing technology investments can be maximized to reduce inefficiencies and streamline clinical and business processes. We also will identify opportunity areas where further automation can deliver substantial improvements in patient care while reducing costs for your organization.
<b>Patient Engagement Strategy</b>	Primaris will develop a patient engagement strategy focused on activating patients to collaborate with providers to manage health outcomes. Patient engagement may take the form of automated preventive service reminders delivered via email, or high-touch care management in the patient's home, and/or in-person goal setting with the doctor.
<b>Quality Improvement Plan</b>	Primaris will work with you to identify processes and outcomes of care that can be improved through the Plan Do Study Act process. We will help you understand total cost of care and identify potential savings resulting from achieving quality and performance improvement goals. Primaris will implement quality assurance and quality control processes that provide structured mechanisms for ongoing improvement. We also will detail a plan for integrating with other new or existing care management or quality improvement processes underway.
<b>Process Review, Alignment and Standardization</b>	From admissions to diagnostics to patient care to discharge planning to readmissions, Primaris will analyze and identify process and patient-flow issues. We will assess opportunities to change workflows to generate long-term process and patient flow improvements, and will identify key performance indicators and measurements that can help you make real-time operational decisions and continuously improve patient flow.
<b>Financial Plan</b>	Primaris will work with you to develop a financial plan that estimates revenues, expenses, and profits (or losses) for operational improvements around EHR technology. The financial plan will be reflective of services that can be strengthened and maintained, and those that can be reimbursed.

<b>Measures for Goal Attainment</b>	
<b>Goal Statement</b>	Primaris will work with you to create a well-defined purpose that is real, practical, and shared. The goal statement will summarize the improvement you think can be made within a realistic timeframe.
<b>Multi-Year Goal Setting</b>	Primaris will work with you identify and commit to achieving specific, measurable goals. Our focus will be on setting multi-year goals that will enable your organization to drive incremental improvement over time to achieve all success thresholds.
<b>Timeline Planning</b>	Timelines for designing and implementing new programs can vary from six months to several years. Primaris will work with you to create a detailed timeline that maps to your organization's goals and program requirements.
<b>Resource Planning</b>	Primaris will work with you to plan and identify resources across the organization required to maximize EHR technology.
<b>Budget Planning</b>	Primaris will work with you to determine estimated revenues and expenses, looking at the total budgetary impact to your organization.
<b>Prioritization</b>	Once Primaris has identified gaps, we will focus attention first on the improvements that will substantially improve patient care and clinical outcomes. We will establish short- and long-term priorities that will enable you to achieve your goals.

<b>Action Plan</b>	Primaris will develop an action plan that includes a set of recommendations that address how to put recommended improvement strategies in place.
<b>Goal Setting Across Continuum of Care</b>	Primaris will help you facilitate goal setting across the continuum of care by bringing together various care providers to determine what the goals are, how they should be set, and how they should be measured.
<b>Goal-to-Actual Reporting</b>	Once we've worked with you to establish specific goals and desired results, Primaris will implement a process for tracking your actual results and comparing the actual results to the desired results. This will enable you to either take corrective action for things that aren't working as desired or revise your goals or desired results based upon your new level of knowledge. This allows your organization to continually establish and intelligently meet your EHR goals. Or, discover how to modify operations, expectations, or workflows to get back on track.

<b>Execution and Evaluation</b>	
<b>Strategy Implementation and Execution</b>	Primaris will take your EHR plan from paper to day-to-day operation. We will help you implement changes in the delivery system required to achieve seamless care and efficiencies you seek. We will help you strengthen the primary care team and develop multidisciplinary teams that can oversee the care of people over time. We will track progress with comparative information and performance benchmarking.
<b>Project Management</b>	Primaris will keep your projects moving forward to meet expected results in a timely, cost-effective manner. Primaris will maintain transparency throughout the entire planning process to manage risk and achieve desired goals.
<b>Pilot Projects</b>	Primaris will use the Plan-Do-Study-Act cycle to guide pilot implementation efforts for EHR implementation, optimization, or other necessary changes. This method involves a "trial and learning" period carried out over a course of four repeated steps.
<b>Clinical Documentation Improvement</b>	Clinicians generally are not using EHRs to their full capacity to coordinate care. Although features are present in many systems that could make more data available for quality measurement, they are often underutilized. Primaris will work with you to determine how to best improve data collection processes and workflows to improve clinical documentation and, as a result, increase operational efficiencies.
<b>Policies and Procedures</b>	Primaris will ensure that you have structured and effective systems, policies, and procedures. Primaris will make sure that you've put a strong focus on analyzing and addressing EHR issues.
<b>Process Mapping</b>	Primaris will use process mapping to identify current workflows, identify existing barriers, and highlight potential areas for quality improvement.
<b>Staff Training and Education</b>	No matter how well-designed a program may be it requires skilled and knowledgeable professionals to fulfill its goals. Primaris will facilitate training sessions for staff through virtual or face-to-face trainings to meet organizational goals.
<b>Just-in-Time Analysis and Reporting</b>	Primaris will help you create the structure, process, and outcome measures required to assess progress toward your goals, while enabling you to evaluate access, continuity, communication, and tracking of patients across providers and settings. Primaris will analyze this measurement data to prepare just-in-time reports that will help you make timely, informed decisions.

## It's TIME to Maximize your EHR

Are you ready? Contact Primaris today to transform the way you deliver healthcare services.



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<sup>1</sup>Joseph J. Schiele, "Lean Thinking," Go Pro the Official Publication of NIGP August/September (2009): 10.