



eHEALTH INITIATIVE
Real Solutions. Better Health.

Business & Clinical Motivators Workgroup

Workgroup Meeting
May 26, 2015

Agenda

- Last meeting recap
- Interactive interview:
 - Greg Paulson, Deputy Director, Trenton Health Team
 - Jerry Osheroff, MD, Principal, TMIT Consulting
- Questions?



Objective

- Contribute to the business case for health IT by identifying, understanding, and communicating successful examples of innovative uses of health information technology
 - Compendium of case studies
 - Report on best practices



Meeting Schedule

- May 26 & June 23: Clinical care
- July 28: Care Coordination
- August 25: Accountable care
- Sept. 22: Behavioral healthcare
- Oct 27: Rural care/underserved populations
- November 24: Patient engagement
- December 22: Innovation





**Transforming Healthcare
for the Community
with the Community**



Gregory Paulson, MS, MICP
Deputy Director
Trenton Health Team
gpaulson@trentonhealthteam.org



Jerry Osheroff, MD, FACP, FACMI
Principal
TMIT Consulting, LLC
josheroff@tmitconsulting.com



Anita Porbeni, MD, MSPH
Clinical Project Manager
Trenton Health Team
aporbeni@trentonhealthteam.org



STRATEGIC INITIATIVES

- Expand Access to Primary Care
- Community-wide Care Coordination
- Engage the Community
- Utilize Data for Population Health**
- Expand Infrastructure for an Urban Medicaid ACO



CORE SUCCESS PRINCIPLE

Improving care delivery and outcomes requires meticulous attention to:

People (engagement, capacity)



Processes (for care and QI)



Products (e.g., HIT)

Follow priority order above: Inadequately addressing one of these jeopardizes each item beneath it

SUCCESS FRAMEWORK: CDS FIVE RIGHTS

To improve targeted care processes/outcomes, get:

the right *information*

- ✓ evidence-based, actionable... [[what](#)]

to the right *people*

- ✓ clinicians *and* patients... [[who](#)]

in the right *formats*

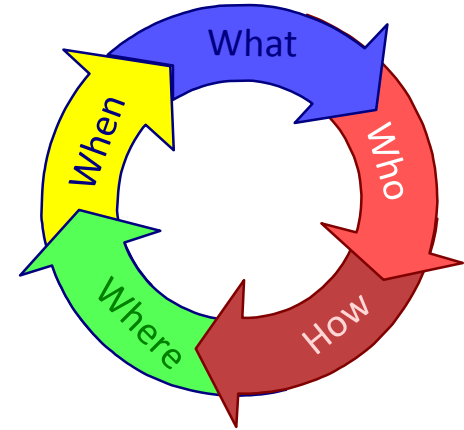
- ✓ documentation tools, data display, answers, order sets, alerts... [[how](#)]

through the right *channels*

- ✓ EHR, internet, smartphones, smart pill bottles... [[where](#)]

at the the right *times*

- ✓ key decision/action ... [[when](#)]



Ambulatory CDS/QI Worksheet (Simplified Version)

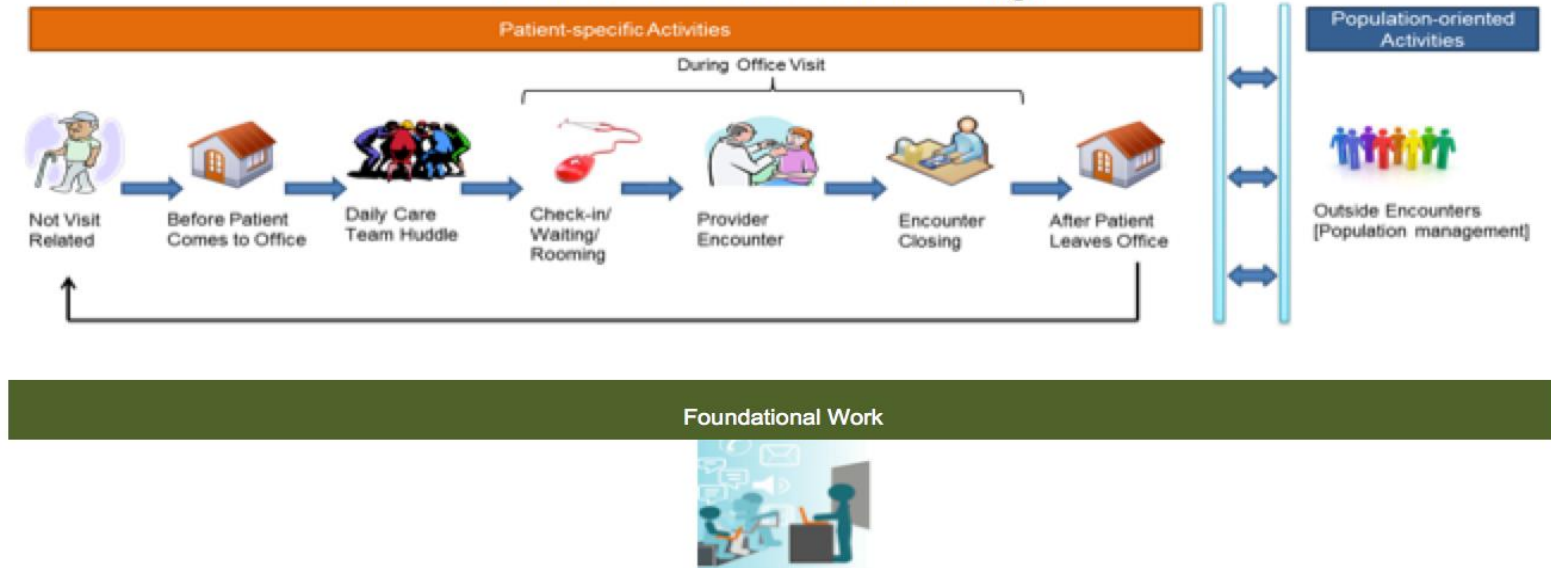


What Are We Trying To Improve? How Are We Doing Today?

Target	
Current Performance on Target	



Performance Drivers for this Target:



"Activities that are foundational to current patient-specific and population management activities and/or planned enhancements - e.g., staff training, policies and procedures, EHR tool development, etc."

- Understand why current processes produce sub-optimal results
- Collaboratively brainstorm/implement enhancements
 - ✓ QI teams, clinicians/staff, HIT vendors, QI Orgs, SMEs, etc.
- Support Data Gathering/Decisions/Actions Communications better

Discussion

- What problem/issue is your organization seeking to address?
- What approach did your organization use to address this problem? How is technology being used to facilitate this approach?
- What were the outcomes of this project, both anticipated and unanticipated?

