**Process Assessment**

**Functional Needs Assessment**

**Implantation of Practice Fusion EHR**

**into Oasis Pain Clinic**

**EHR Solutions**

**May 4, 2016**

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# PROCESS ASSESSMENT Team Members

|  |  |  |
| --- | --- | --- |
| 1 | Name | Corey Martin |
|  | Title | Team Lead, Project Manager |
|  | Contribution | Leadership, documentation |
| 2 | Name | Gretchen Phillips |
|  | Title | Research Analysis, Systems Engineer |
|  | Contribution | Delegating tasks, creating Power Points and Excel spreadsheets |
| 3 | Name | Dionne McCutcheon |
|  | Title | Research Analysis, Processor |
|  | Contribution | Research and project planning |
| 4 | Name | Kristen Niedermeyer |
|  | Title | Author, Processor |
|  | Contribution | Writing and scope management |
| 5 | Name | Felicia Ortega |
|  | Title | Research Analysis, Systems Engineer |
|  | Contribution | Research and formatting of weekly projects |

# PROCESS ASSESSMENT : SAMPLE WORKFLOW CHART

Before Upgrade-Less Efficient After Upgrade- More Timely & Efficient

Doctor handwrites an order for radiology services

Patient requires preliminary x-x-ray

Patient requires a preliminary x-ray

Doctor inputs order into the EHR

The order is faxed to the desired radiology facility or the patient hand carries the order

Orders sent electronically to desired radiology facility

Results received directly into the EHR & any abnormal results are auto-flagged

Radiology report is faxed to the pain clinic once ready

Results auto-shared via patient portal & follow up scheduled

The paper results are placed in inbox for the doctor to review

The patient is called with radiology results and/ or scheduled for a follow up appointment

Process:

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| --- | --- |
| Process Type | Description |
| Conduct | A benefits realization and cost benefits analysis |
| Identify | Areas of the practice that will be impacted most by the transition |
| Map | Current workflow to identify areas where patients could be find unappealing about their visit |
| Test | Possible new workflows and areas that need improvement |
| Identify | Any special requirements for the facility’s needs such as billing tech support and e-scribing module |
| Document | All changes required and any suggestions from the staff |
| Train | All employees on the newly implemented system |

# Functional Needs Assessment

# Technique Used – The techniques that we will use to gather information are: surveys of all staff to determine the goals and requirements of the practice from the new EHR system. The information infrastructure and data-processing requirements for the pain clinic can be determined through comparing and contrasting the systems of similar clinics. Such as leadership and brainstorming to highlight desired outcomes of this project; while detailing major milestones to keep the process running smoothly and protect the revenue cycle throughout the changeover.

By doing a survey with the staff that will be involved in the implementation process, we will be getting their perspective on what is or is not working and decide on employee requested upgrades or changes as well as what is going to change completely. Decision support, interoperability requirements, security, interface options, and mobile computing will also be taken into account before a final decision is made.

Understanding the functional needs of the information infrastructure is the core of the healthcare facilities ability to maintain the practice. Meeting the needs of the users and the facility to provide care to their patients and maintain their records is of the utmost importance. Researching other pain centers that compare in size with Oasis Pain Clinic, we would be able to compare productivity, business flow, income, and various other aspects of the facilities. We can determine what processes are working and which are not with their EHR systems.

Practice Fusion, a web-based EHR, will help the practice with functional needs such as charge capture and specialty- specific templates for the providers to improve overall work flow and efficiency.

# Functional Needs

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|  |  |
| --- | --- |
| Resource | Discoveries |
| IT | New EHR is not compatible with the precertification tracking program. |
| File room | Repurpose space for other uses |
| Budget Reports | With increase in productivity, capital gain will increase |
| Registration staff | Electronic insurance eligibility is working and is cutting down time spent on the phone with insurance companies |
| Front office staff | Condensed workflow, easy access to patient records for updating, transferring, and maintenance. |
| Billing Staff | Complete use of all applicable codes for every visit. Accurate coding to reduce errors and rejected claims. |
| Health Record | Complete history including prior diagnoses, treatments, and conditions (chronic and acute). Alerts for medication interactions, allergies, etc. |
| Physicians | Complete entries in patient record. |
| E-scribing | Prescriptions sent in a timely matter to the correct pharmacy. Alerts for prior authorizations, allergy indications, and medication incompatibilities. |