GETTING THE MOST OUT OF YOUR ELECTRONIC HEALTH RECORD (EHR): HOW TO MAKE CLINICAL WORKFLOW EASIER AND TREATMENT MORE EFFECTIVE

Edith Herrejon, Associate Director Quality Support
Rachael Clausen, VP Shared Services

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OBJECTIVES

- Provide an orientation to Uplift Family Services
- Share the Uplift EHR implementation framework
- Talk about the basics of an EHR implementation
- Explore workflow optimization opportunities
- Look into the future of Uplift’s EHR
ABOUT UPLIFT

Our Mission
We do whatever it takes to strengthen and advocate for children, families, adults and communities to realize their hopes for behavioral health and well-being.

Our Vision
To be trusted leaders in behavioral health and social services by providing innovative, research-based care.
Uplift Family Services helps over 30,000 children and family members recover from trauma – such as abuse, severe neglect, addiction, and poverty – each year.
OUR EHR JOURNEY

9/1/1991  EHR 1.0

9/1/2001  EHR 2.0

12/1/2009  Foster Care

9/1/2014  EHR 3.0

9/1/1991  5/1/2018
IMPLEMENTATION FRAMEWORK

Context

30 counties
5 regional hubs

Teams

Executive Technology Steering Committee

EHR Executive Sponsors

Clinical Services Steering Committee

EHR Core Team

Regional Implementation Team

Regional Management Team

Function

Oversight of organization technology strategy

Oversight of EHR implementation

Overall project governance, agency standards

Regional project governance, ensure successful regional implementation

Achieve subject matter expertise (system and BP), train and support staff
STARTING WITH THE BASICS

- Scheduling
- Monitoring timelines
- Record sharing
- Electronic data exchange
- Operating reports
- Electronic auditing
- Cultural transformation
- Integrate into practice
ENGAGEMENT AND COORDINATION

- Increase client engagement
  - Open Access & Collaborative Doc
  - Customer Portal
  - Secured communication/appointment reminders
- Improve care coordination
  - Electronic referrals/screenings
  - One source of truth
  - Electronic exchange
  - e-Prescribing
- Streamline documentation
  - Electronic referrals and screening
  - Linkage to email/schedule
  - Documentation workflow
  - Treatment plan links to note
  - Note generates claim
ANALYTICS

- Analyze performance
- Data visualization
  - Transform data into information
  - Create linkages between data points and data sets
- Increase evaluation capacity
CONTINUOUS IMPROVEMENT

- Challenge process
- Extend technology
- Eliminate manual processes
- Evaluate best practices
- Listen to customer needs/feedback
- Respond to external opportunities
FUTURE: ENHANCED CLINICAL DECISION SUPPORT

- Medication dosing
- Goals prompted by CANS
- Treatment regimens
Rachael Clausen
rclausen@upliftfs.org

Edith Herrejon
edith.herrejon@upliftfs.org