

Electronic Health Records (EHR) Demonstration

Office Systems Survey (OSS)

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EHR Demonstration Office Systems Survey

General Overview

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EHR Demonstration Office Systems Survey

- Purpose of the OSS:
 - To measure the extent to which EHR and care management systems are being used in physician offices to support improved patient care over the course of the demonstration.

Any EHR with valid certification by the Commission for Healthcare Information Technology (CCHIT) as of the June 1, 2009 demonstration start date or later will meet the demonstration requirement for certification even if the certification subsequently expires during the course of the five years the demonstration is operational.

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EHR Demonstration Office Systems Survey

- Background
 - Modification of the Office Systems Survey used in the Doctors Office Quality-Information Technology (DOQ-IT) program.
 - Self-administered web survey
 - Number of HIT/EHR functions: 53
- Current status of the OSS
 - Undergoing review process for OMB approval as part of the Paperwork Reduction Act. of 1995
 - Posted for public comment on the Federal Register January 23, 2009 (second posting will be in April or May 2009)

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Office Systems Survey**

**Survey will be conducted by:
Mathematica Policy Research, Inc (MPR)**

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**EHR Demonstration
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- **Implementation Period:**
 - **Treatment Group**
 - **Annually from April 1 – May 31**
 - **Control Group**
 - **End of 2nd and 5th years of demonstration from April 1 – May 31**
- **Completion time: 25-37 minutes**

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- **Completion and Submission Process**
 - **Advance Letter**
 - Instructions for completion and submission
 - Password to access questionnaire on-line
 - Help Desk contact information
 - **Person who completes the survey must be aware of what functions physicians in the practice are using or should be free to ask.**
 - Once the completed OSS is submitted, it cannot be accessed to make any changes

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Description

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EHR Demonstration Office Systems Survey

- **Sections:**
 1. General practice information
 2. Provider profile
 3. Current or planned use of electronic health record (EHR), patient registry or e-prescribing system*
 4. EHR system functions
 5. Data attestation

**Use of patient registry and e-prescribing systems will count only if they are part of or linked to the EHR system*

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- **EHR System Functions (Section 4):**
 - 53 Functions
 - 5 Domains (# of functions)
 1. Completeness of information (9)
 2. Communication of care outside the practice (10)
 3. Clinical decision support (14)
 4. Use of system to increase patient engagement/adherence (11)
 5. Medication safety (9)

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■ **Five Response Categories – most items**

Estimate proportion of patients for which the EHR system* is used for each function (e.g., Flag incomplete or overdue test results)

- None
- Some, but < ¼
- ¼ or more, but < ½
- ½ or more, but < ¾
- ¾ or more

**Use of patient registry and e-prescribing systems will count only if they are part of or linked to the EHR system*

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■ **Three Response Categories – 4 functions**

Please note the extent of use of EHR system* during the last year to generate reports (e.g., lists of patients on a specific medication)

- Not used during the last year
- As needed basis or at least once
- Regularly for full practice

**Use of patient registry and e-prescribing systems will count only if they are part of or linked to the EHR system*

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- **Minimum Core EHR Functions Specific to the Demonstration**
 - Clinical notes
 - Record/enter laboratory orders
 - Record/enter imaging orders
 - Record/enter prescription medications (new & refills)
 - Enter laboratory results
 - Enter imaging results

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- **Hierarchical Functions**

Purpose: measure progress of practice in using more advanced EHR functions

Five sets:

 - Ordering laboratory tests
 - Ordering imaging tests
 - Receiving laboratory results
 - Receiving imaging results
 - Prescription ordering

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■ **Hierarchical Functions**

Example: laboratory orders

- **Print and fax orders**
- **Fax electronically from system or order through portal maintained by the laboratory**
- **Transmit order directly from system to facilities with capability of receiving such transmissions**

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Scoring

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**EHR Demonstration
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■ **Scoring**

- Most Items scored on 5 point (0-4) scale
- A few on 3 point scale
- Minimum core functions initially scored separately
- 3 additional points if EHR has CCHIT certification as of June 1st of current demonstration year
- Hierarchical sets scored as 1 unit on 5-point scale; each hierarchy weighted in order of increasing level of sophistication

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■ **Scoring – 5 point scale**

Estimate proportion of patients for which the EHR system is used at this practice location for each function (e.g., clinical notes)

- 0 – None
- 1 – Some, but < ¼
- 2 – ¼ or more, but < ½
- 3 – ½ or more, but < ¾
- 4 – ¾ or more

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■ **Scoring – 3 point scale**

Note the extent this practice location used the EHR system during the last year to generate reports (e.g., lists of patients on a specific medication)

- 0 - Not used during the last year
- 2 - As needed basis or at least once
- 4 - Regularly for full practice

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■ **Scoring of Core Minimum functions**

1. Must have a non-zero response for EACH of the following items:

- Clinical notes
- Record/enter laboratory orders
- Record/enter imaging orders
- Record/enter prescription medications (new and refills)

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■ **Scoring of Core Minimum functions**

**2. Must have a non-zero response for
ANY of the following items:**

- Receive laboratory results by mail or fax and scan into system
- Enter laboratory results manually into electronic system in a searchable field (whether received by fax, mail or phone)
- Transfer electronic laboratory results directly into system (e.g., e-fax)
- Receive electronically transmitted laboratory results directly into system

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■ **Scoring of Core Minimum functions**

**3. Must have a non-zero response for
ANY of the following items**

- Receive imaging results by mail or fax and scan into system
- Enter imaging results manually into electronic system in a searchable field (whether received by fax, mail or phone)
- Transfer electronic imaging results directly into system (e.g., e-fax)
- Receive electronically transmitted imaging results directly into system

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**EHR Demonstration
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- **Scoring**
 - Total maximum score: 100
 - Functions in each domain will be scored separately and weighted:
 - 17% - Completeness of information
 - 22% - Communication of care outside the practice
 - 22% - Clinical decision support
 - 17% - Use of system to increase patient engagement/adherence
 - 22% - Medication safety

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- **Scores will be used**
 - To determine systems payment for
 - Minimum core functions
 - Extent of EHR use
 - To assess progress in EHR use over time for the evaluation

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**EHR Demonstration
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Validation

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**EHR Demonstration
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■ **Validation**

- A sample of practices will be selected each year for validation of OSS responses
- Advance letter will include link to web site with validation questionnaire
- Practice will not be able to access this questionnaire until completed OSS is submitted
- Suggest that an administrative staff person complete the validation questionnaire

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- **Validation Process**
 - **Involves on the part of the practice:**
 - **Chart review to complete 7 item on-line questionnaire with sub-items**
 - **Submission of de-identified screen shots to document responses / designated fax number**
 - **Instructions provided in questionnaire on how to print the screen shots.**
 - **Submit questionnaire and screen shots within 2-3 weeks of OSS submission**

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- **Example Validation Question**
 - **During the last 2 weeks on the first day in which >5 patients were seen at the practice, select 3 who had laboratory results reported to the practice**
 - **For how many was the lab result received electronically in the practice's system?**
 - **How were the lab results received by the system?**
 - **Fax**
 - **Mailed**
 - **Scanned**
 - **Entered manually**
 - **Transferred directly (e-faxed)**
 - **Directly (electronically)**

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- **Current status of the Validation Questionnaire**
 - **Undergoing review process for OMB approval as part of the Paperwork Reduction Act. of 1995**
 - **Posted for public comment on the Federal Register January 23, 2009. (Second posting in April or May 2009)**

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- **Validation**
 - **Practices may be asked to submit audit logs in lieu of the questionnaire**

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For questions about the OSS contact:

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