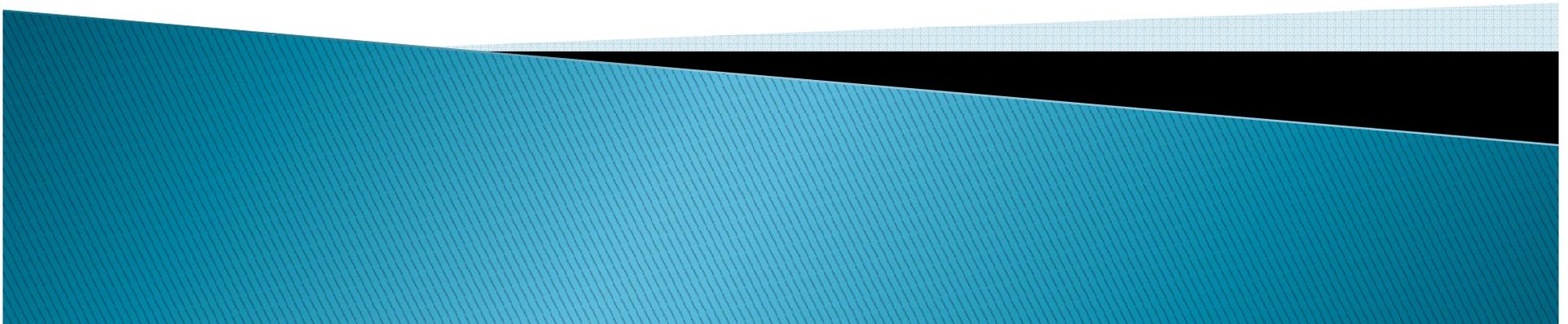


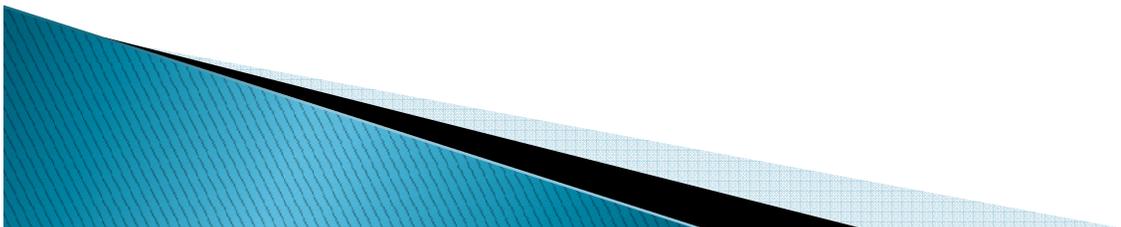
Integrating Quality and Health Information Technology in NC

The Brave New World of Regional Extension
Centers



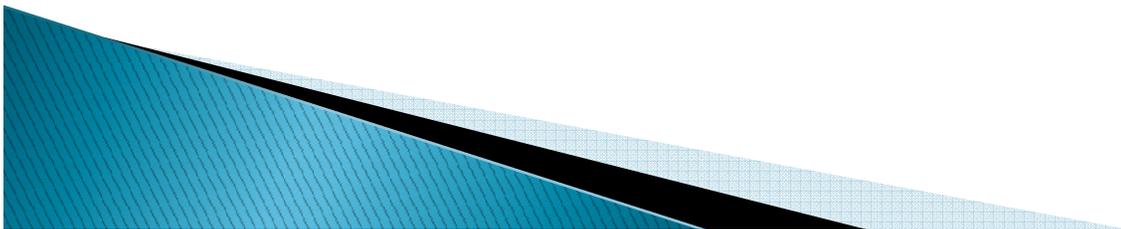
The Vision of the NC AHEC and the IPIP Program (and GQI and NCHQA)

- ▶ To provide primary care practices with the systems and support to provide high quality care to improve patient health.



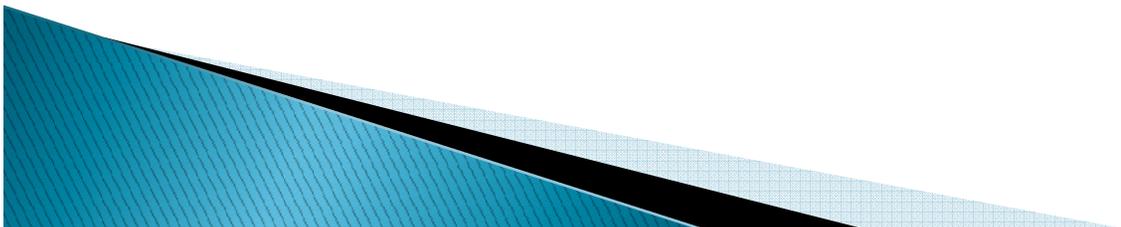
The Original Partners

- ▶ CCNC and AHEC (“on the ground”) + \$RWJ – ABMS, DPH / CDC, NCMS, BCBS, State Health Plan, Gov Ofc, NCAFP, NC Ped Society



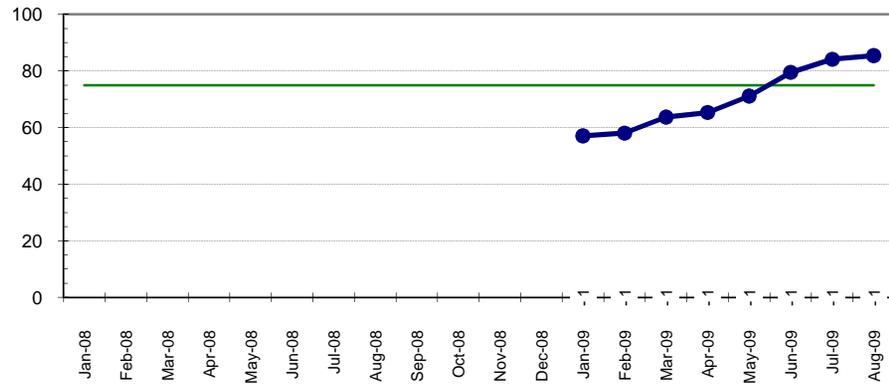
Key Components

- ▶ Measurement / The Use of Data
- ▶ Workflow redesign / all aspects of staffing involved
- ▶ Protocols (especially for non-MD staff)
- ▶ Registries / Real Time Reminders / Drill Downs
- ▶ Self-management support

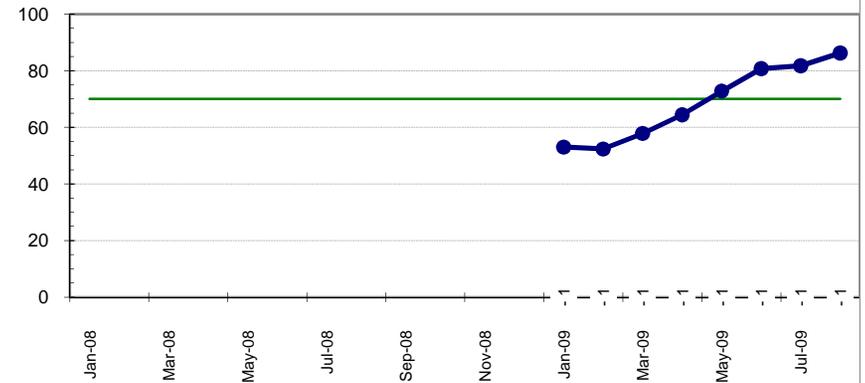


Examples of Practice Results

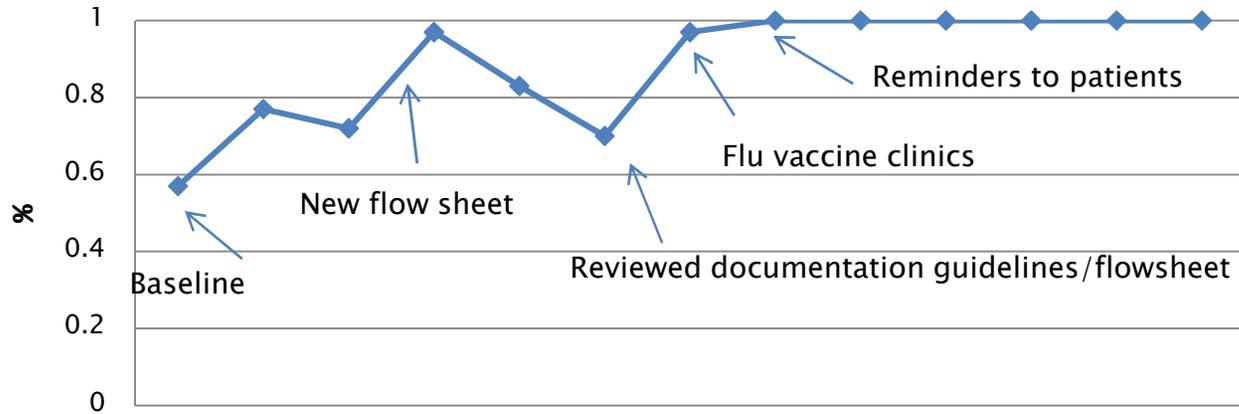
Pct of DM Patients with A1c of ≤ 7



Pct of DM Patients with latest BP $\leq 130/80$



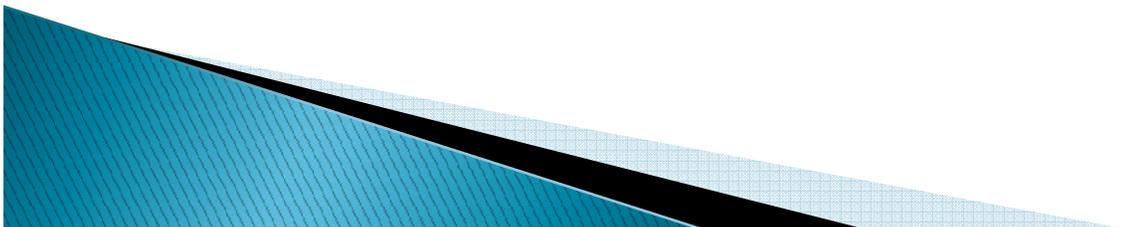
Percent of Asthma Patients with Flu Vaccine



ARRA – HITECH

The REC Team

- ▶ NC AHEC directly contracts with ONC
- ▶ CCME, the Medical Society Foundation, the Institute for Public Health, Community Care of North Carolina, NCMS, NCAFP, APA, DPH



The Nation

- ▶ CMS

1. Medicaid – state and providers
2. Medicare practice incentives
3. Meaningful Use

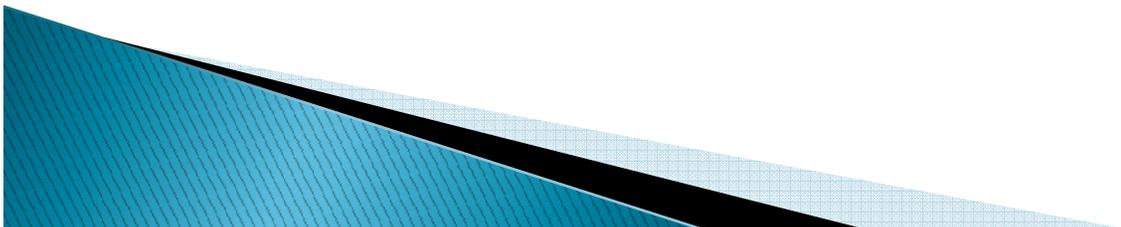
- ▶ Office of the National Coordinator for HIT / HHS

1. Health Information Exchange
2. Regional Extension Centers
3. EMR Certification



- ▶ Department of Agriculture
 1. Broadband – MCNC \$28.2 million

- ▶ Quasi–Public Board
 1. Comparative effectiveness



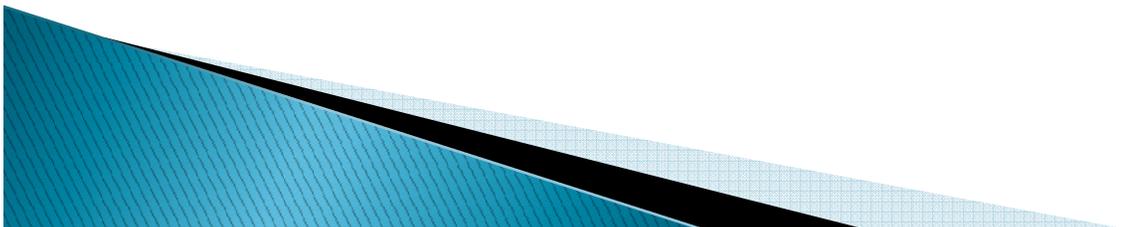
Provider Incentives

- ▶ Medicaid Practices

1. 20% Medicaid patients for pediatrics
2. 30% for other practices

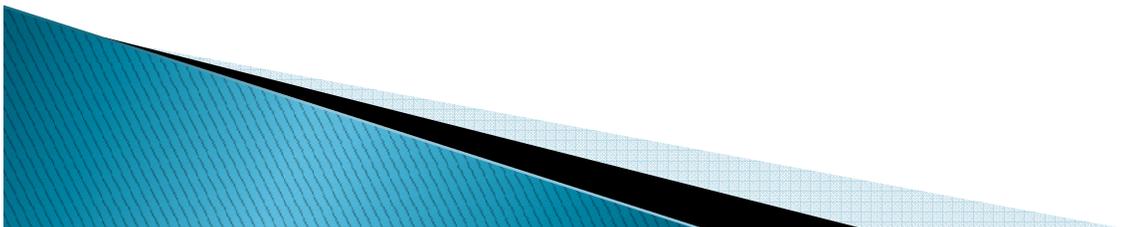
- ▶ Medicare Practices

1. For Maximum incentive billings – 75% of billings
2. HPSA – 10% bonus

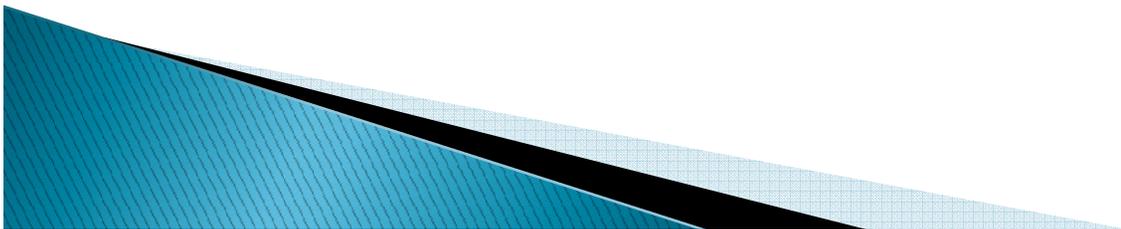


Meaningful Use

- ▶ QUALITY MEASURES – IMPROVED HEALTH OUTCOMES
- ▶ Interoperability – care management, transitions of care, duplicate testing
- ▶ E-prescribing
- ▶ Labs
- ▶ Summary Care Document



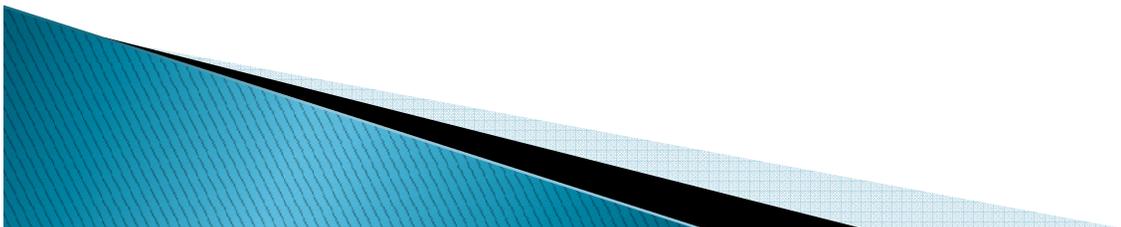
Meaningful Use – Stage 1



Meaningful Use

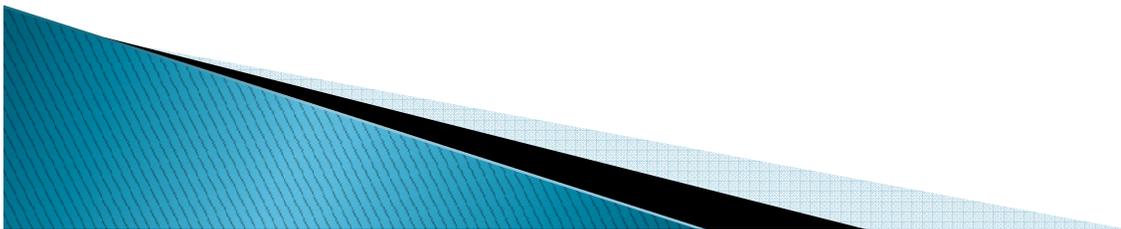
- ▶ Stage 2

- ▶ Stage 3



REC Goals

- ▶ 770 practices / 3465 priority providers



REC Scope of Work

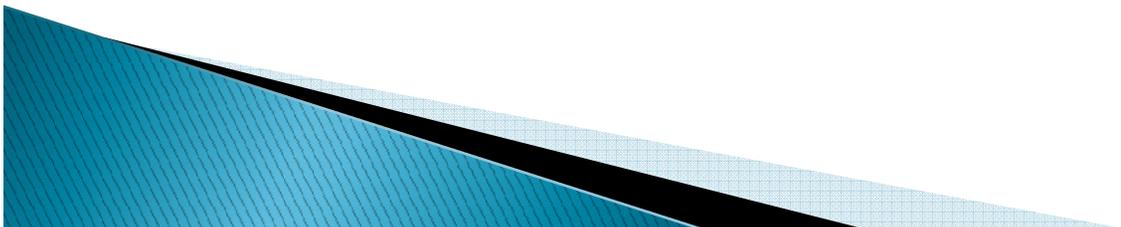
- Vendor Selection & Group Purchasing (THERE WILL BE MULTIPLE OPTIONS)
- Implementation and Project Management
- Practice and Workflow Redesign.
- Functional Interoperability and Health Information Exchange
- Privacy and Security Best Practices
- Progress Towards Meaningful Use
- Local Workforce Support



Staff

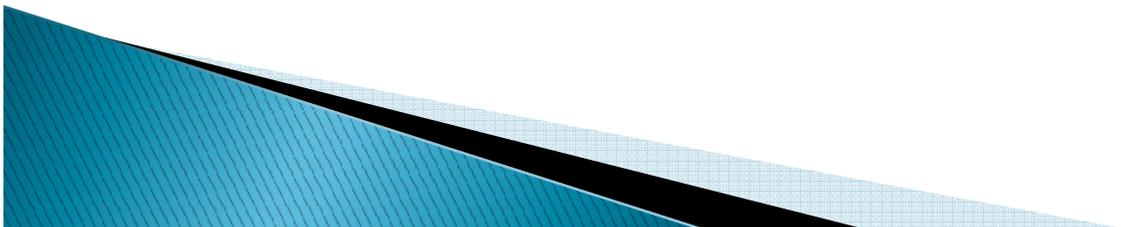
- ▶ Practice Support Coordinators
 1. Readiness
 2. Workflow
 3. Project Management
 4. Planning
 5. Implementation
 6. Meaningful Use

- ▶ Technical Assistance Specialists
 1. Product Experts
 2. Integration with labs, e-prescribe, HIE, data reporting, etc.



Staff

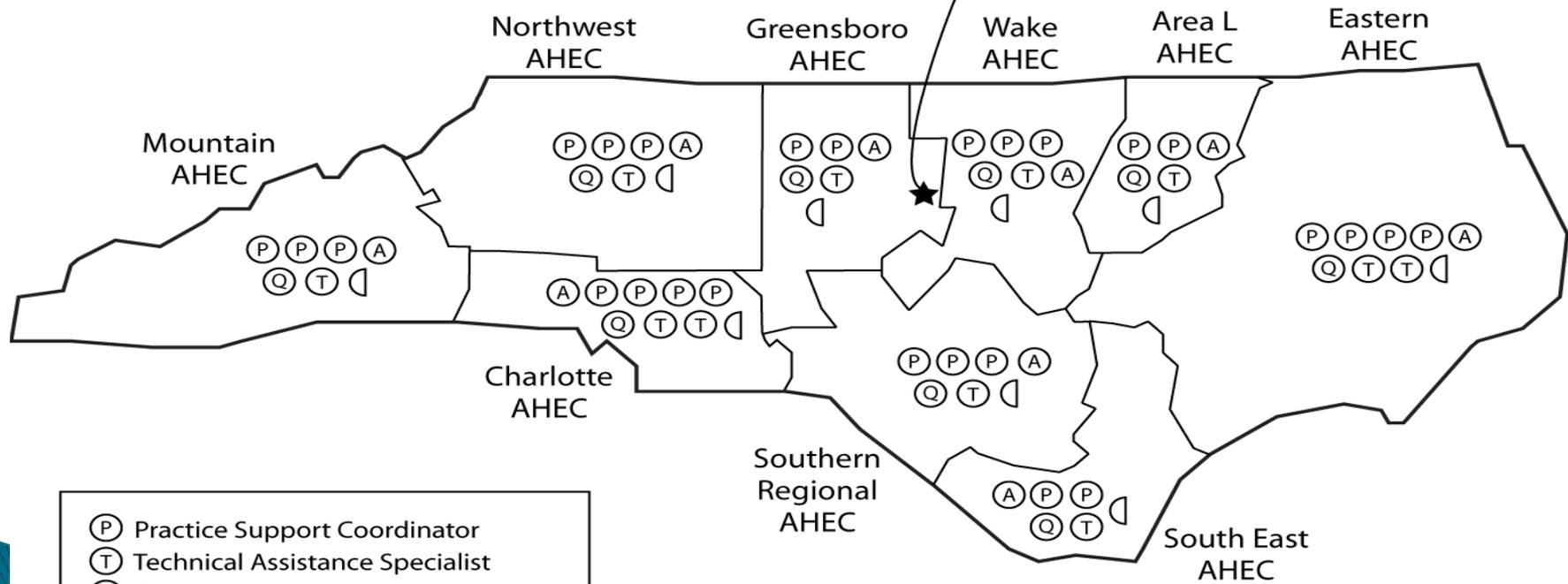
- ▶ Local IT Techs
- ▶ QIC's (same people as IPIP):
 1. Freedom from IT consulting tasks
 2. Pure QI and outcomes improvement
 3. Patient-Centered Medical Home



Personnel Distribution

North Carolina

NC AHEC Program Office
Ann Lefebvre, Associate Director, Statewide Quality Improvement
Health Information Technology Manager
Quality Improvement Manager



- Ⓟ Practice Support Coordinator
- Ⓣ Technical Assistance Specialist
- Ⓠ Quality Improvement Consultant
- Ⓜ Program Assistant
- Ⓛ 0.5 FTE Information Tech Support

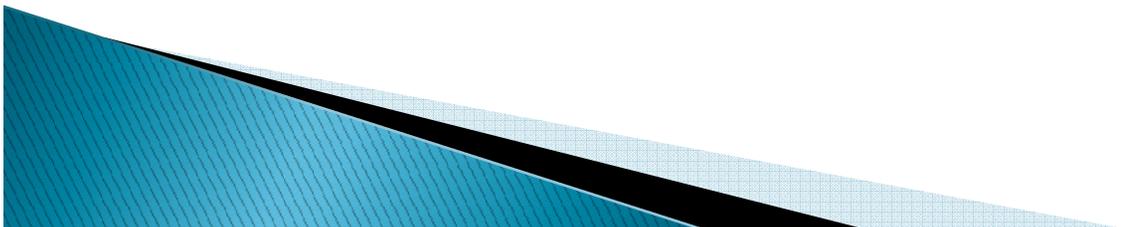
REC / AHEC Services:

- ▶ Help paper practices assess for, select, implement EHRs
- ▶ Help electronic practices optimize the use of EHRs to meet requirements for “meaningful use” incentive payments
- ▶ Improve the quality of care delivered by optimizing technology as a tool
- ▶ Patient-Centered Medical Home Certification



Conclusions

- ▶ This is not your father (or mother's) AHEC, CCME, NCMSF, IPH, CCNC...
- ▶ HIT is a means to an end – Improved Health Outcomes
- ▶ This is a PDSA process that will include stops, starts, successes, and failures
- ▶ We are part of a national movement that literally establishes a generational shift in medical care



**For More Information Or To
Connect To Your Local AHEC**

▶ www.ncaheec.net

