

EHR Readiness Survey - 2007

by
Chris Robino

Q1. Please submit the following information prior to filling out the survey

Answer Options	Response Percent	Response Count
First Name	100.00%	37
Last Name	100.00%	37
Agency Name	97.30%	36
Position	81.10%	30
Phone	94.60%	35
Email Address	67.60%	25
	answered question	37
	skipped question	0

Q2. Date

Answer Options	Response Percent	Response Count
Today's Date & Time	100.00%	36
	answered question	36
	skipped question	1

Q3. Do you plan to implement _EHR?

Answer Options	Response Percent	Response Count
Yes	89.70%	26
No	10.30%	3
	answered question	29
	skipped question	8

Q4. When do you plan to start _EHR?

Answer Options	Response Count
	28
answered question	28
skipped question	9

Q5. What software do you use?

Answer Options	Response Percent	Response Count
Billing	100.00%	26
Clinical	76.90%	20
Document Imaging	34.60%	9
HR	0.00%	0
Records Management	19.20%	5
	answered question	26
	skipped question	11

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Q6. If so would your agency be interested in training or an _EHR Road Map?

Answer Options	Response Percent	Response Count
Yes	90.90%	30
No	9.10%	3
Comments		35
	answered question	33
	skipped question	4

Q7. Are you familiar with the Councils IT_EHR Committee?

Answer Options	Response Percent	Response Count
Yes	18.90%	7
No	81.10%	30
	answered question	37
	skipped question	0

Q8. What information or services can the IT_EHR Committee provide that would help your agency?

Answer Options	Response Count
	37
answered question	37
skipped question	0

Q9. What web sites or resources do you use most for industry info?

Answer Options	Response Percent	Response Count
Site/Resource:	100.00%	20
Site/Resource:	60.00%	12
Site/Resource:	15.00%	3
Site/Resource:	5.00%	1
	answered question	20
	skipped question	17

Q10. Could I follow up if I have additional questions?

Answer Options	Response Percent	Response Count
Yes	100.00%	33
No	0.00%	0
	answered question	33
	skipped question	4

Q11. When is the best time to contact you?

Answer Options	Response Percent	Response Count
Day	87.50%	28
Time	40.60%	13
Other	15.60%	5
	answered question	32
	skipped question	5

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Q12. Can you recommend anyone else in your agency that I talk to?

Answer Options	Response Percent	Response Count
Name	100.00%	12
Position	75.00%	9
Phone Number	58.30%	7
	answered question	12
	skipped question	25

Q13. Can you recommend anyone at any other agency that I talk to?

Answer Options	Response Percent	Response Count
Name	88.90%	8
Agency	88.90%	8
Position	77.80%	7
Phone	77.80%	7
	answered question	9
	skipped question	28

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- 1 Founding Co-Chair, committee now needs to finish up position paper and set new agenda for 2008.
- 2 Make agencies aware of good products and good deals. Find ways to get comparative data.
- 3 Mary Beth likes what Hugh has sent out some really good info, and she agrees that the MH system seems to be under the radar, if we are not careful regulations will continue to fall down upon us without our input. The Committee should be responsible for putting this information in front of providers so providers are first made aware, and then can direct the Committee how best to respond. A way to streamline the number of places the claims need to go. It should be provider to State, not necessary to the County Board. There needs to be more of a push to reduce (or eliminate) the hassle of Macsis, we can't get the best software or nationally based software if Ohio is going to continue to force Macsis. It's limiting the agencies opportunity for certain technology.
- 4 Jerry suggested I contact Sharon Farr regarding IT needs and what the Council's committee could do, but liked all the previous ideas I discussed with him. Forums, Central Data, etc.
- 5 A place to send info and suggestions from the County Boards would be great!
- 6 A forum of IT issues, possible case studies of successful implementations. A committee to contact when question arise with _EHR, a resource to call.
- 7 Mike likes the idea of a committee that can be the voice of the agencies. Currently North Central is struggling with data requirements that don't flow with a recovery and resiliency model. Mike is also interested in seeing a working model of Treatment Plans and SOQIC documentation. Mike said one of the biggest issues for North Central and for a lot of larger agencies is staff. They are going through billing staff too fast, and it costs too much to use vendors to do report writing and tech support. MIKE WOULD ALSO MAKE A GOOD ADDITION TO THE IT_EHR COMMITTEE!
- 8 A forum for providers would be good.
- 9 Need a way to centralize data exchange, and keep informed of changes in requirements.
- 10 IT_EHR is not as significant with the smaller agencies and the larger ones have something in place. He will have feedback after the levy campaign in November.

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- 11 A user forum, and a group that will work on Clinical standards that will work in a real clinical setting.
- 12 The educational stand point seems to be the best, also from the stand point of researching vendors. ODMH said all agencies have to be JCAHO or CARF accredited. The Council can help agencies work through policies that may be necessary.
- 13 ODMH and several large providers are looking at more EBP (Evidence Based Practice), Associations and Organizations like ODMH and the Ohio Coucil need to find ways of getting the info and training to providers.
- 14 New to agency, not sure?
- 15 Contact the agencies and the County Boards to determine needs.
- 16 Medicaid Audits and dealing with problems reading charts and finding charts. Training would be GREATLY APPRECIATED, really likes the idea of EHR Prep and Road map idea.
- 17 Info for agencies of similar size and scope. A forum for those agencies.
- 18 Tom is a member, he thinks we need to do a better job of getting information regarding Fed, State standards and billing requirements would be a good idea.
- 19 A place to go for info.
- 20 We need a forum for the agencies to also communicate issues and needs. Especially if it could be done between similar sized agencies.
- 21 As far as training is concerned what can you send electronically and what you cannot, and how it needs to be protected. Also ideas or a forum for these ideas.
- 22 Central resource for information. Pam did not know about the IT_EHR committee, but would be interested in learning more. She would also make a really good IT comm member!
- 23 Central location for resources and Best Practices.
- 24 What do CEO's and CFO's need to know and do, then supplemental trainings for Billing and Clerical staff need to know as well. Joe was vaguely, aware of the IT Comm, Joe needs a resource, so that his staff can work through some of the situation without having to pay a consultant \$75 to help with implementation. Webinars would be good, and would be beneficial as well.

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- 25 Information on Records Management, also would like to see online resources a "one place to go" for information on grants and funding sources.
- 26 Providers are looking for training on Documentation, how it relates to medical necessity, and what it needs to pass a Medicaid review. What can be billed for and what can't be billed for. Would CMS and the State find this relevant. The best to teach this would be the actual provider, Terry doesn't know who would be the best to teach this, ODMH tries to make the documentation as "black and white" as possible. Medicaid Compliance Reviews, have been too much a part of the Auditors personal perspective, and the process was supposed to be did this happen or did it not happen, not necessarily how long did the stuff take too long.
- 27 Training in general, new thoughts on Medicaid, there is a group of Auditors who have been meeting Letter to the agencies, the law hasn't really changed, 6 years ago ODMH came up with some new protocols, but now ODMH has kicked that out and is going back to the "letter of the law", so audits are now less likely to allow "problems" which means MORE PAYBACKS! It starts on the new round of cycle audits for 2008.
- 28 28. Sending electronic files, training on County requirements. County Commissioners are going to begin to require certain electronic information for detox re-admissions, which are currently the most expensive services.
- 29 Need some way of notifying agencies when things change, on Fed, State and County issues. Need a central place to go to find the info.
- 30 More of a Road Map of EHR; Joe wants to come in, see how it works, and how best to implement. Joe wants more "how to" training in addition to what for.
- 31 Technology efficiencies, and information on the latest technology, such as electronic signatures, billing issues. Creating a searchable Knowledge Base for the providers.
- 32 A centralized resource that could help us with County Board requirements.
- 33 The smaller agencies are in desperate need of resources, news, events, forum, and getting the discussions going, because the smaller agencies aren't thinking about it now. Basic IT documentation and guidelines.
- 34 Support for IT related services. Having a contact or a place to review current IT info.
- 35 Different board requirements, someone to call with emergencies, like the problems they are having with getting bills out. We need a forum and a big

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FAQ section with categories.

36 General information, help filter the info, a user group, or SIG for various categories.

37 Cath Charities has a central office in Cleveland that rolls out technology. It would be good to have an alternative source.