

Colorado HITECH Symposium

April 30, 2011 ~ 7:30a.m. - 5:00p.m.~ Hoag Theater, Pueblo Community College

Why is it important to learn about Health Information Technology and Electronic Health Records (EHR)?

Learn Healthcare Information Technology from the USERS AND THE MOVERS (Experts)!

They are teaching it, implementing it, managing it, working with it, improving it, making sure it is secure – they're moving alright...and you will understand WHY.



Keynote Speaker

As you go out into the healthcare workforce, becoming familiar with electronic health records (EHRs) is CRITICAL! EHRs will and are becoming more prevalent each day, and will touch all service areas related to healthcare including hospitals, physician offices, dental offices, nursing homes, mental health clinics/hospitals, hospice centers, free standing rehabilitation centers, radiology departments and centers, chiropractic centers, pharmacies, etc.

Throughout your healthcare career and in your daily healthcare environment, you will hear about three critical concepts:

1. **Evidence Based Practice (or Evidence Based Medicine)**
2. **Clinical Decision Support**
3. **Meaningful Use**

The keynote speaker will help you to understand their meaning, what their benefits are to you, your patients, your field of health care, and how they affect improvements and efficiencies in present and future health care, including how they will affect compensation for health care. Entering your field of practice, you will receive healthcare system specific training from your employer, but, understanding more about the “why,” will provide the opportunity to be an active partner in the implementation process, as we move toward the ultimate benefits of EHRs. Benefits like accessibility, mobility, improved health care decisions and coordination of care, high quality and efficient care, effortless patient instructions and reminders, immediate pharmacy prescribing, decreased testing due to immediate access to testing already ordered and done, and immediate access/adherence to continually changing documentation requirements and regulations.

Session 1

Healthcare Culture

You are already familiar with the concept of cultural diversity with patients and staff, but, there are more cultural issues being addressed in healthcare today. Current literature tells us that there are four themes in Healthcare Culture, learn about these four themes, including concepts related to “**cultural competence**,” “**acculturation**,” “**just Culture**,” “**organizational culture**” and “**professional culture**” (including biomedicine in the health care setting). Education provided will help you understanding the culture of healthcare management, business, and information technology. Learning more about the culture of healthcare helps us to be more effective partners in biomedical and health informatics.

History of Health Information Technology in the U. S.

Believe it or not there has been an **evolution of informatics** from the general environment into health care since the 1950's! We will look at the progression of information technology into healthcare, and how it has expanded and flowed, into the field of health informatics today. It is time to learn about the **changing environments in healthcare**,

the **changing roles in healthcare**, how barriers are being addressed. And, you will learn how information technology support the improvements in patient care and the scientific practice of medicine (computerized medical research, and public health tracking), and how it has systematized the practice of medicine (computerized patient health records).

Session 2

Working with Health IT Systems

A healthcare system is made up of many components, learn about **common components in a clinical HIT system**, how they come together in an interactive way to create an electronic health record (EHR), why system **“standards”**, **“interoperability,”** and **“health information exchange,”** are important. The use of Health IT systems touches us personally, through healthcare services, and as part of the general population health. Learn about the similarities/differences in HIT support for the **ambulatory (Dr. office) versus inpatient processes (hospital)**, **“usability”** of a system, how Health IT systems can lead to improved safety/quality/effectiveness in patient care, enhance the patient centered care approach to healthcare, contribute to internal/external reporting requirements and needs, and how they can improve and expedite the reimbursement process.

Healthcare Workflow

Healthcare workflow processes vary based on our role, the environment, and the activity we are attempting to complete. Understanding the process elements, and the relationship between them, will allow us to identify opportunities for improvement. According to the Institute of Medicine, clinical workflow should support the IOM's (Institute of Medicine) requirements of safe, effective, efficient and timely health care, while it is patient centered and equitable. The workflow process (way work progresses), including the steps or alternative steps we take, determines our ability to meet these requirements. Understanding the importance of the data or information flow through a work process or a system, or some combination of both, is critical for implementation of electronic health records, and/or upgrading or building upon components within a current health information systems.

Session 3 (Technical Orientation)

Healthcare Software

Review briefly the key components of an electronic health record system, and the basics of health information technology hardware and software. Get used to hearing the associated terminology, (and you will now be able to relate to it), in the workplace. You will learn about the Client/Server Model (software, servers, clients), which is the basis for most EHR systems today. Discuss certified systems, what is meant by a “certified” EHR systems, who does the certification, and is it important. Two of the most important concepts in the world of electronic health records, are **“interface and integration;”** clarify for yourself why they are critical when implementing electronic health records. You will be an “end user,” when you get to the workplace, how important do you think the end user is, in all phases of software development, selection, testing, training, and deployment – VERY!

Networking and Health Information Exchange

This session will provide some basic teaching on hardware communication (wires, wireless, and the supporting devices). Next, we can all relate to the idea of **“standards”** in our daily life, they allow us work together, hold each other accountable, keep children and each other on tract with school, driving, working, etc. Learn how standards in healthcare are made, who the authority on standards is, and who creates standards. Standards will support the vision, of healthcare information technology, that requires the ‘integration and merging of data across all sites (global), forms and specialties.’ This occurs through “compatibility” and “interoperability,” concepts well worth understanding. We will touch briefly on common vocabulary standards you should recognize, or will become familiar with, when you get there (the workplace)!

Session 4

Usability and Human Factors

Usability, seems like such a simple concept, but you will learn what it means to the health care provider (usability in healthcare), how it contributes to acceptance or dissatisfaction, with an electronic health record system, how it can affect safety (workarounds), and, how it can contribute to errors or unintended consequences. The six components of usability will be discussed; and, remember, **you** can be the catalyst for providing alternatives to poor usability, in

your own healthcare environment. The user-centered design process has and is being recognized as the optimum process for improving usability in healthcare today; find out why it is so beneficial. Human factors relate to actions/process by healthcare providers (doctors, nurses, etc) that can be observed, during usability testing, to see how technology can be improved to increase safety, efficiency, and ease of use.

Professionalism/Customer Services in the Health Environment

This session will provide insights on customer service in healthcare. Customer Service is: 'Doing what your customers want, instead of doing what you think your customers' want.' Learn the elements of Customer Service, looking at health information technology from the perspective of the IT staff, remember who your (you are the Tech Support today) customers are (everyone – hospital, doctors, nurses, lab, radiology, nursing unit, etc.!). There will be some discussion on healthcare roles, communication (professional/effective, models, variables in healthcare), non-verbal communication (93 percent of communication effectiveness is determined by nonverbal cues), issues in handling conflict, ethical and cultural issues related to communication/customer service, and personal communication and professionalism. This course will encourage the development of skills needed, to communicate effectively with the full range of individuals (patients and healthcare roles), you will encounter in healthcare.

Session 5

Privacy, Confidentiality, Security Issues

This is one of the most important topics in healthcare today, as it relates to electronic health records, (past, present and future). There will be a brief review of the history of **Privacy and Security legislation**. Creating a **secure environment to transport data** (across all sites, forms and specialties,) is at the heart of all health information technology discussions. **Security issues** are a constant consideration, in the implementation, use and maintenance of an EHR system. Issues surrounding privacy and confidentiality **requirements and policies**, including who must follow the law, what information is protected, what rights does the law provide to consumers, who can look at your health information, and security in transferring health information. We each have a **personal responsibility** in protecting patient privacy; but what about our personal privacy as an employee; learn when/where it is in effect, and when/where it is not?!