



Healthcare IT News

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Big conversion

Many involved in the conversion from ICD-9 to ICD-10 say they could use more time. PAGE 50

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One state gets IT done right

Maine HIE offers one example of how to meet IT goals.

BY MOLLY MERRILL, Associate Editor

PORTLAND, ME - Maine's culture is to "get things done" - and when it comes to improving the quality of care through IT, the state has positioned itself well, said its director of the Office of the State Coordinator for HIT, James Leonard.

The Office of the National Coordinator granted Maine \$6.6 million to create a statewide health information exchange by 2015. At a recent regional extension center educational forum, Leonard said 72 percent of those funds support the exchange, while the remaining funds are being used for updating privacy and security issues around personal health information.

Leonard said PHI issues are being addressed by a work group created by Maine's HIT Steering Committee. One issue they're addressing is how HIV patients can benefit from the exchange, since state law currently doesn't include conditions such as HIV.

Having HIV records as part of the exchange could be life-saving, said Jill Devereaux, RN, a health population nurse at Martin's Point Health Care in Portland, Maine. She was part of a project in Louisiana that involved deploying an EMR for HIV patients in seven clinics. Not long after this project went live, Hurricane Katrina hit.

"It saved a lot of lives to have those patients' medication lists," Devereaux said. "You don't know the unexpected benefits you will find."

Leonard said one of the goals of the exchange is to coordinate public health information and



"It saved a lot of lives to have those patients' medication lists."
- Jill Devereaux

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"Scanning is not the answer to everything."

- Scott Patch, MD

PLANNING KEY TO SUCCESSFUL EMR

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The 'three-legged stool' model for EMR transition

Experts identify key components for successful EMR conversion.

BY MOLLY MERRILL, Associate Editor

PORTLAND, ME - "What do you really hold dear to you that you want to preserve into the future as you transition to an electronic medical record?"

That's the question Innovation Partners International posed to providers attending a recent regional extension center educational

forum in Maine.

Bernard Mohr, a partner at the firm, said he grew up next to a farm with milking cows. The stools the farmers used to milk those cows were three-legged. They had learned that a stool with three legs is much more stable on uneven ground than a four-legged stool, he said.

That stool offers a metaphor for managing the transition to an EMR, Mohr said.

According to Mohr and Robert Laliberte, who teaches the University of New England's

STOOL see page 16

NEW PRODUCTS



New templates and questions boost check-in for diabetic patients using the PhreesiaPad.

PHREESIA INCORPORATES DIABETES QUESTIONS, TEMPLATES INTO SOLUTION

NEW YORK - Phreesia, a provider of patient check-in solutions, has added new interview questions and templates to its PhreesiaPad to encourage physician-patient dialogue about diabetes and associated lifestyle factors at the point of care.

According to the company, nearly 7 percent of patients checking in at the physician's office though Phreesia have diabetes. It's for this reason that the company developed a standard set of questions available to practices for their diabetic patients. The questions are designed to assist physicians in understanding how each patient manages and monitors his/her glucose levels at home, specifically through self-monitoring and use of insulin at different times of the day. This increases the conversation value between physician and patient, and, in conjunction with the patient's lab values, helps the physician understand the lifestyle and medication adjustments that would be most effective for each patient.

Phreesia automates the patient check-in process for thousands of medical offices nationwide. Patients use the PhreesiaPad to provide demographic, insurance and clinical information as well as make co-payments and check balances. Phreesia integrates seamlessly into existing practice management and electronic health record systems, streamlining workflow.

IDS ENHANCES REFERRING PHYSICIAN PORTAL

FT. LAUDERDALE, FL - Integrated Document Solutions, a provider of healthcare informa-

tion and applications via cloud computing, has released its enhanced Referring Physician Portal featuring the IDS Image Viewer, a Web-based DICOM image viewer that lets



The IDS Image Viewer, a Web-based DICOM image viewer, lets doctors immediately access their patients' diagnostic images and final reports using any browser.

doctors immediately access their patients' diagnostic images and final reports using any browser. The IDS Image Viewer, which works with any PACS solution, eliminates the need for radiologists and imaging centers to install and maintain mini-PACS and VPNs at referring physicians' offices. The Web-based Microsoft Silverlight-powered solution is able to pre-cache complex images, providing users with a streaming experience using only a DSL connection.

CAMBRIDGE CONSULTANTS INTRODUCES 'SMART' DEVICE CONCEPT

CAMBRIDGE, MA - Cambridge Consultants, a technology product design and development firm, has announced a new product concept based on its low-cost Continua-compliant Vena platform. The Minder, powered by Vena,

enables continuous, real-time medical data collection and transmission via cellular networks. Doubling as a pocket-sized digital patient checklist, the Minder is a gateway that

captures wireless medical data and transmits it to a patient's online health record, creating higher volume and higher quality data for electronic medical records. Moreover, the Minder can receive real-time updates to the checklist, thereby enabling two-way communications with healthcare professionals or caregivers and more meaningful use of e-health records.



The Minder enables real-time medical data collection and transmission via a cellular network.

ZIRMED LAUNCHES IPAD APP FOR PATIENT CHECK-IN

LOUISVILLE, KY - ZirMed, a provider of revenue cycle management solutions, has announced the creation of its free iPad application, now available for download from the iTunes store. ZirMed customers wishing to start checking in patients can download the app and integrate it with their existing account.

New customers with an iPad can download the app for use with a free ZirMed account. Upon arrival to a doctor's office, patients can use ZirMed's Patient Kiosk app to enter and/or verify their personal information.

The device can be used as a handheld or can be mounted on a stand or other installation for stationary use. ZirMed Patient Kiosk will auto-populate patient information for repeat users, while first-time users will use the iPad interface to enter their information. After confirming or entering demographic information, patients can enter symptoms and any other information they want to securely and privately convey to their physician or provider. Upon completion all information is sent wirelessly to ZirMed's system and is available immediately. The app was created in-house by ZirMed's technical team and meets security accreditations including HIPAA compliance. Data passed from

the iPad to the practice's account in ZirMed is encrypted and only viewable by the practice's designated ZirMed user(s).

Future planned capabilities of ZirMed's app include real-time insurance eligibility verifications based on patient entered data and financial services such as collection of co-payments directly from the iPad.



ZirMed has created a new, free iPad app to boost patient check-in.

MILITARY PATHWAYS LAUNCHES VIDEO DOCTOR

WELLESLEY HILLS, MA - Military Pathways has launched the Video Doctor, an anonymous, Web-based program that gives service members and their families the opportunity to consult with a doctor from their computer about issues related to depression and post-traumatic stress disorder.

By simulating a doctor/patient conversation, the Video Doctor program guides participants through a series of questions about their emotional well-being and their readiness to seek help. The program also provides self-care tips and recommendations on how and where to access mental health resources.

Before accessing Video Doctor, individuals are asked to complete an anonymous questionnaire assessing their risk for depression, PTSD and other related disorders. After completing the online self-assessment, individuals receive immediate results, the opportunity to learn more through Video Doctor and recommendations for next steps, including information about services provided through the departments of Defense and Veterans Affairs.

As part of the program, individuals watch a brief introduction in which the doctor (who is portrayed by an actor) explains the signs and symptoms of depression or PTSD. The doctor then asks the viewer a series of questions about their symptoms and readiness to change. After the viewer types in their responses, the doctor discusses treatment options and provides a list of resources for follow-up care. ■



Video Doctor provides service members and their families with the ability to consult with a doctor from their computer.