



**Doctor's Office Quality  
Information Technology (DOQ-IT)**

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March 20, 2007

## DOQ-IT - Assist Practices in Transforming System Change to Improve Quality of Care

- Started DOQ-IT as a four state Pilot in 7<sup>th</sup> SOW

### **DOQ-IT Designed to –**

- Promote the adoption of clinical information systems
- Promote **effective** implementation of systems and associated workflow changes to achieve efficiencies
- Implement care management and patient self management processes

### **Focus of DOQ-IT -**

- Small/medium primary care practices (1-9 physicians) *without pre-existing HIT* – complex workflow and limited resources
- Assist practices with : assessment of practice site readiness/needs workflow redesign, EHR selection, vendor issues, e.g.,, essential element of a vendor contract

# What are the DOQ-IT Goals?

- Not limited to installation
  - **Use and Produce:** Practices must be able to store and retrieve diagnostic codes, labs, and medication.
  - **Care management:** Ultimate goal is for practices to reorganize their workflows to achieve better care for patients.
- QIOs recruited approximately 4,000 practices
- Progress

# DOQ-IT Special Studies

- DOQ-IT is built around two special studies.
  - The Office Systems Survey, and
  - The Care Management/DOQ-IT U

# OSS Update

- Masspro is lead contractor/Maine Health Information Center (MHIC) is subcontractor
- Baseline Survey Completed in October 2006
- Only existing extensive national survey to capture information about Health Information Technology (HIT) adoption/use in small-medium physician practices, focusing on primary care practices
- Goal of OSS is to measure the movement of practices along the continuum of EHR adoption and care management processes with QIO intervention, between baseline and re-measurement surveys
- Captures not only what systems the practices have, but what the practices are using their systems for: EHR, e-prescribing, e-registry, e-labs, care management
- Achieved 90% National Response Rate, data represent over 4,000 practices and 12,000 physicians
- Currently in process of validating OSS responses

# OSS Update Continued

- Only the re-measurement survey will be used for QIO evaluation, not the baseline survey
- OSS re-measurement: scheduled for summer/fall 2007
- OSS can be easily revised to meet future needs to assess higher levels of HIT adoption, and increased/improved levels of care management processes

# Care Management/DOQ-IT U Update

- Masspro is lead contractor
- Two components to special project:
- To provide clinical decision support, evidence-based medicine guidelines for practices that is disease/population targeted
- To provide this information in an interactive web-based adult learning environment, offer CME/CEU credits (DOQ-IT U)
- Using Learning Management System (LMS) – CMS has license from Meridian
- Provide at no charge, to all health care professionals nationally, not just to IPGs

# Care Management/DOQ-IT U Update (Cont)

- Technical Advisory Panel (TAP) – ACP, AAFP, and ABIM represented
- Defined Care Management: evidence-based, integrated clinical care activities that are patient-specific and ensure that every patient has a coordinated plan of care and services
- DOQ-IT U is currently “live” **website:**  
**<http://elearning.qualitynet.org>**
- National Press Release is in process
- Modules (learning sessions) include elements of a care plan, and sample care plans for physician practices
- Current modules are: Office Workflow Redesign around an EHR/Culture Change/Communications, Vendor Contract/Vendor Relations Issues, and Care Management Module #1
- “A Day in the Life of a Practice”

# Care Management/DOQ-IT U Update (Cont)

- First disease specific module – Diabetes (will include CKD component)
- All disease specific modules will have patient self-management component, critical to successfully managing patients with chronic disease
- Diabetes Module due for release June 2007
- Subsequent disease specific modules will follow

## DOQ-IT U Features

- Web-based, interactive, adult learning environment (graphics/mouse hover feature), glossary of terms
- Auto Feedback Button directly to Masspro
- Survey capability
- Utilization tracking capability
- No Charge to Practice
- Open to all practices nationally
- **ONE STOP SHOPPING**
- **Future Features:** CME/CEUs, Provider Profile Page

# Summary

- Developed the only national sustainable product that combines clinical processes (clinical decision support and evidence-based medicine) with metrics (tools, national utilization tracking)
- Linked to the OSS
- Sustainable to use for additional modules targeted to all health care settings

# Points to Consider

- DOQ-IT is the only national program that combines:
  - The ability to educate practices as to how to use EHRs to improve patient care.
  - With, the ability to measure the adoption of EHRs by national survey.
- DOQ-IT exists in a complex environment.
  - Marked state to state variation in EHR adoption.
  - Other Federal programs influence the EHR landscape.
- Effective utilization of EHRs first **requires** that they be comprehensively populated with valid data.
  - EHRs must “talk to” other primary data producers (Labs, Pharmacies, Imaging Centers etc.).
  - Offices must enter structured data (Labs, Mammograms, Diagnostic Codes, Structured Text etc.).

# HIT Strategy

- Encouraging adoption of Certification Commission for Health Information Technology (CCHIT) systems.
- Assure that ***critically*** needed standards (labs, medications etc.) meet CMS requirements and are adopted as soon as appropriate.
  - Crucial need for these standards so that EHRs can be meaningfully populated with data, and support patient care.
  - Standards must be developed to meet CMS business/policy needs such as CLIA (Clinical Laboratory Improvement Act) and HIPAA.