

DOQ-IT

in

Arkansas

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DOQ-IT Phases

Phase I (Began June 2004)

- Media/Marketing Plan
- Stakeholder Introduction & Involvement
- Physician Recruitment
 - Mass Mailout
 - Presentations (AAFP conf, etc...)
 - DOQ-IT exhibit booth (AMS, AAFP, DO, Nursing, MGMA confs)
 - AMS, AAFP, ASBN Pub. Articles and Ads
 - Onsite Visits to Physician offices
 - Physician Champions & “Spotlight” Offices



DOQ-IT Phases

Phase II (Group 3)

- Physician Office Readiness Assessment
- Early Practice Redesign Discussions
- Intensive Review of Assessment Data by AFMC
- Vendor Expo(s)

Phase III (Group 2)

- Feedback reports discussed with office
- EHR Options that Meet Identified Needs
- Assistance Making Contact with Physician-Selected Vendor(s) for Demo



DOQ-IT Phases

Phase IV (Group 1)

- Practice Redesign
- EHR Purchase & Implementation

Phase V (Early Adopters)

- Technical Assistance to Transition to Degree of Paperless Desired



DOQ-IT Phases

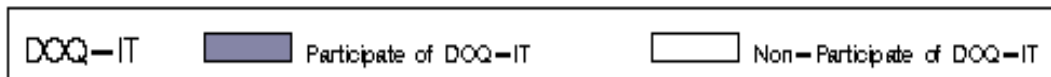
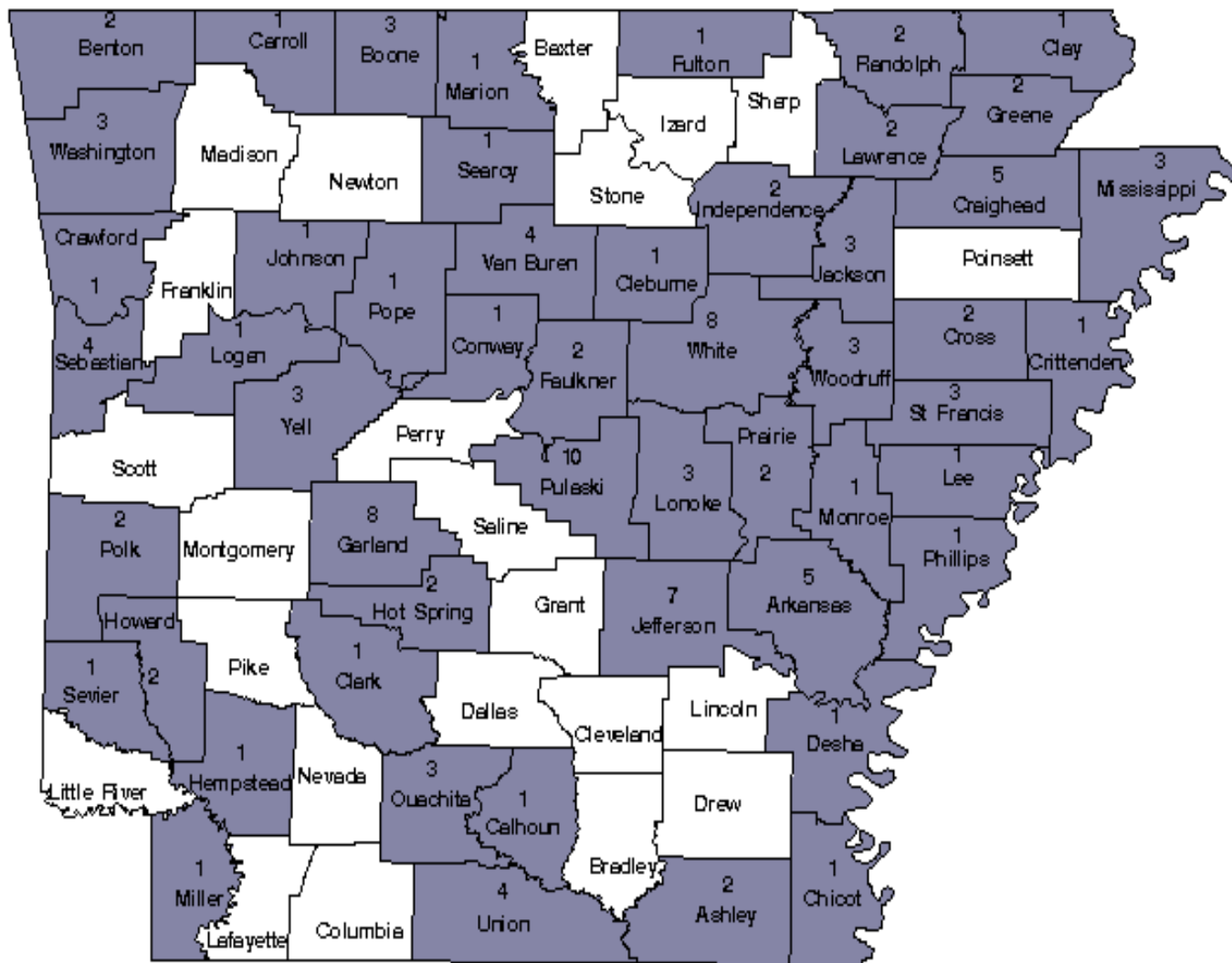
Phase VI

- Review of Performance in DOQ Measures via EHR Input/Report generation
- QI Assistance to Design and Implement Successful Change Package for Care Management Provided, as needed
- Export and Submission of Quality Data, if desired

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

Total Counts of Physician Office Clinics by County

As of April 08, 2005



Total of 128 Physician Office Clinics

Produced by AFMC

Application to Participate

As of 5/05

of clinics participating **139**

of physicians participating **418**

respondents with EHR **24**

respondents without EHR **115**

**# of respondents planning to implement
EHR in next year** **61**

Application to Participate

As of 5/05

Specialty

respondents

Family Practice

83

FP/GP

2

FP/IM

6

FP/GP/IM

1

Internal Medicine

21

General Medicine

7

Other

19

Application to Participate

As of 5/05

<u># of physicians per site</u>	<u># respondents</u>
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Solo	56
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2-3 physicians	35
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4-8 physicians	42
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More than 8	6
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Practice Readiness Assessment (PRA)

Results Processed to Date



PRA

As of 5/05

Workflow issues that cause the greatest problems in your office?

Medication refills	46
Phone & fax processing	40
Unable to stay on office schedule	36
Chart Chasing	35
Patient waits	33
Having medical records unavailable	33

PRA

As of 5/05

On average, please estimate the number of follow-up calls or faxes your practice receives each week for RX issues?

Less than 10	5
10-19	5
20-29	5
30-39	7
40-49	6
50-59	5
60 or more	38

PRA

As of 5/05

Do you currently create reports or use a registry (pt tracking system) method to manage patients with similar conditions?

No 45

Yes 26

PRA

As of 5/05

Readiness of Clinics

Additional Preparation Needed 8

Nearly Ready 40

Ready 22



HIT In Use

Example: *Rural Practice*

- Logician in 1997, separate PMS (6 months on workflow)
- Improved efficiency with EHR
 - Generate recalls to patients
 - Prompt health maintenance guidelines and initiate standing orders
 - Utilizes for patient assessment
 - Monitor lab results
 - Identify specific patient populations for disease management
 - Produce patient education materials
 - Decreased volume of paper through the practice

HIT In Use

Example: *Metro Practice*

- A-4 in 2003, PMS & EHR (struggling with 1 MD)
- System changes improved workflow efficiency & patient access
 - Interoffice e-mail improved communication
 - Extended office hours to include after hours clinic
 - ID patients with chronic illnesses, group for specific preventive services, & track services provided
 - Computerized decision support based on guidelines
 - Automated alerts and reminders (including pharmacology, health maintenance and preventive services)
 - Improved patient access to PHI through patient portal (in process)



Future DOQ-IT Plans

- Continue analysis of data for individual readiness
- Work with practices on redesign strategies
- Keep up with the evolving Vendor Market
- Quarterly Vendor Expo(s)
- Transition from 4 state DOQ-IT pilot into ambulatory care nationwide focus



Contact the DOQ-IT Team:

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1-877-375-5700