

## CASE STUDY A MAJOR SOUTHERN CALIFORNIA HOSPITAL

### Encore Assists Organization with MU Audit Readiness

#### CHALLENGE

This organization had worked with their Electronic Medical Record provider to prepare for Meaningful Use (MU) attestation. It was aware that MU audits are common and wanted to prepare their staff for that possible event. The organization felt that the evaluation by an outside party would highlight possible problem areas in an audit and would allow them to save time and money by pro-actively remediating any identified issues.

#### ENCORE'S APPROACH AND SOLUTION

Dedicated to providing service that meets our customer's needs, Encore delivered a focused workshop/assessment to support the organization in their preparations for potential audits of their MU program by the Centers for Medicare and Medicaid Services (CMS) and the Office of the Inspector General. In order to optimize our client's time, the organization's staff was asked to interact with the Encore consultant during on site meetings, which had been carefully designed to include executive leadership, program management, physician, and analyst representation. The workshop was conducted in two parts. The first included a self-assessment of the organization's MU vision, culture, governance, evidence collection and associated Audit Defense Plan. The second part focused on preparing the organization to meet the specific requirements of the Incentive Program and included an in-depth review of the CMS Audit Program; an Audit Case Study; a review of the organization's specific roles and responsibilities related to a potential Audit; information on how to design and store audit-able defense evidence; a detailed review of data and documentation related to particularly difficult measures and an open question/answer session to address specific concerns.

#### RESULTS

The final report was delivered in a virtual session. Encore's entire engagement lasted two weeks and delivered excellent value, including a report that did more than highlight areas of concern. The report supplied specific recommendations related to CDS, report filter configuration, Security Risk Assessment practice and documentation, the regulatory aspects of CPOE and creating an actionable Audit Plan that would ensure an immediate response. Additionally, Encore validated many of the organization's current practices related to leadership engagement and support, researching measure requirements, documenting decisions and overall MU governance.

The recommendations are helping the organization address current and future requirements, while the validations have given them confidence that their overall MU Program is on the right track.

#### ENCORE

Encore Health Resources is one of the most successful consulting firms in the health information technology (HIT) industry. Founded in 2009 and led by Encore CEO Dana Sellers and President Tom Niehaus, the company provides consulting services and solutions that assist its expanding client base with a wide range of HIT strategy, advisory, implementation, process-redesign, and optimization initiatives. Encore focuses on capturing the right data at the right time, establishing analytical capabilities that meet the evolving information and reporting needs of healthcare providers to document and improve clinical and operational performance. 



#### ABOUT THIS ORGANIZATION

This major southern California hospital provides a full spectrum of health care services to treat nearly every medical condition. With state-of-the-art technology and expert medical staff, patients receive the best medical care as well as personalized attention that sets this facility apart from any other southern California healthcare providers.

