

CASE STUDY CATHOLIC HEALTH INITIATIVES

Encore, A Quintiles Company, Helps CHI Put Healthcare Reform in Motion Nationwide

CHALLENGE

As a large, complex organization in the early stages of a major electronic health record (EHR) system implementation, Catholic Health Initiatives (CHI) has organized its Meaningful Use (MU) activities under the banner of the “OneCare Initiative,” a five year, estimated \$1.5B initiative whose goal is to implement a shared, universal EHR across CHI. Prior to working with Encore Health Resources (Encore), little widespread familiarity with the CMS MU program existed throughout the system. Nor had the program been budgeted, staffed or incorporated into the OneCare “master plan” Initiative.

By mid-2011, CHI recognized that education on MU across its organization had become a pressing requirement, as had the need to develop an understanding of the differences, commonalities, and synergies between eligible hospitals (EHs) and eligible professionals (EPs) at both federal and state levels. CHI also realized that it needed help to integrate MU into its OneCare Initiative. In addition, MU would have to be incorporated within the context of CHI’s clinical standards, process workflows, and training programs. Further, new MU roles and responsibilities would have to be defined at both local-market and national levels.

With such pressing demands, CHI called upon Encore to assess its readiness for MU compliance, to provide a detailed assessment of gaps and recommend remediation tasks, and to identify decisions required at both local and national levels to comply with MU. CHI’s primary objective for the OneCare program and MU adoption has always been to improve the quality of patient care and to avoid the CMS penalties slated to begin in 2015. Therefore, in addition to identifying gaps and requirements for their OneCare system implementations, CHI also looked to Encore to provide guidance and expertise on administering MU within the local markets and at the national level.

SOLUTION

Encore quickly engaged with the CHI OneCare team to optimize the health system’s understanding of and planning for EHR MU, first for Stage 1, but with an eye towards future stages.

To meet CHI’s MU readiness needs under the parameters of OneCare, Encore teams met with key stakeholders, held focus group sessions, attended vendor design and validation sessions, and reviewed documentation during the MU Assessments and National Program development. Encore’s CoreQUEST® and CoreGPS Data Tool® were both used throughout the MU assessments.

In the early weeks of the engagement, Encore led two individual CMS EHR MU readiness assessments. One assessment covered the Cerner advanced clinicals implementation at Saint Clare’s Health System in New Jersey; a second assessment reviewed the Allscripts Ambulatory EHR implementation at the primary care pilot sites in Iowa. Encore provided written details on the state of each CMS measure and recommendations for meeting MU requirements for successful attestation.

In addition, Encore led the development of CHI’s national MU administrative program, which addressed MU Stage 1 requirements for the EHs and EPs and registration components for both Medicare and Medicaid programs. Encore developed MU EH and EP toolkits, education materials, and recommendations; provided further assistance to sustain the National Program development activities; and conducted additional MU Readiness Assessments of CHI’s national builds for MEDITECH and Cerner EHR system implementations.



ABOUT CATHOLIC HEALTH INITIATIVES

Catholic Health Initiatives (CHI) is a national nonprofit health organization with headquarters in Englewood, CO. The faith-based system operates in 19 states and includes 76 hospitals; 40 long-term care, assisted- and residential-living facilities; two community health-services organizations; two accredited nursing colleges; and home health agencies. In fiscal year 2011, CHI provided more than \$612 million in charity care and community benefit including services for the poor, free clinics, education, and research. With annual operating revenues of more than \$10.5 billion, CHI is the nation’s second-largest Catholic healthcare system.

