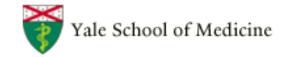
#### **GLIDES Project – Technical Expert Panel**

**Andrew Hamilton RN, MS** 







#### **Overview**

- Background/Overview of the Alliance of Chicago
- History of EHRS Adoption and Clinical Decision Support
- GLIDES Asthma Project Overview and lessons learned



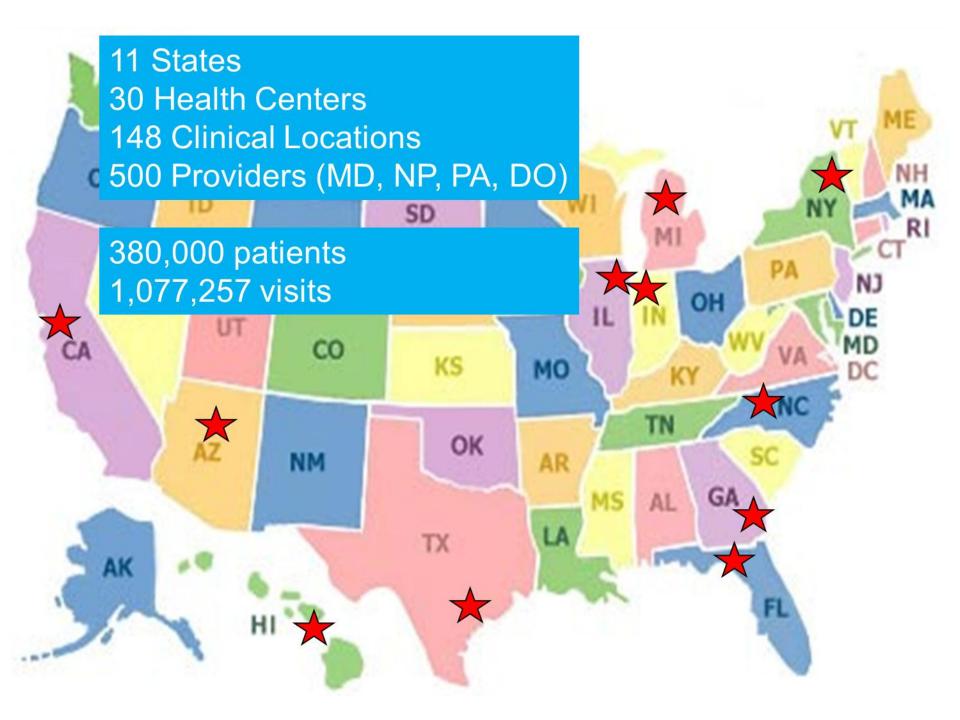
#### **OVERVIEW OF ALLIANCE OF CHICAGO**



#### **Alliance Overview**

- HRSA funded network/collaborative of Community Health Centers
- Essentially a joint venture organizations with the desire and ability to work together on building some common infrastructure to improve service delivery and health status
- Dedication to quality and use of data to improve care
- Ability to access higher quality, efficiency and economy of scale
- Desire to ultimately share with others





## Alliance Programs

Electronic Medical Records & HIT

Quality
Improvement
& Research

Consulting & Technical Assistance

Technology Innovations & Partnerships



# Network Role in HIT Implementation and Support

Health Centers Center Product/
Network Software



### Health Centers Working Independently



### A Learning Community



Community Health Services, LLC

#### 2012 Goals

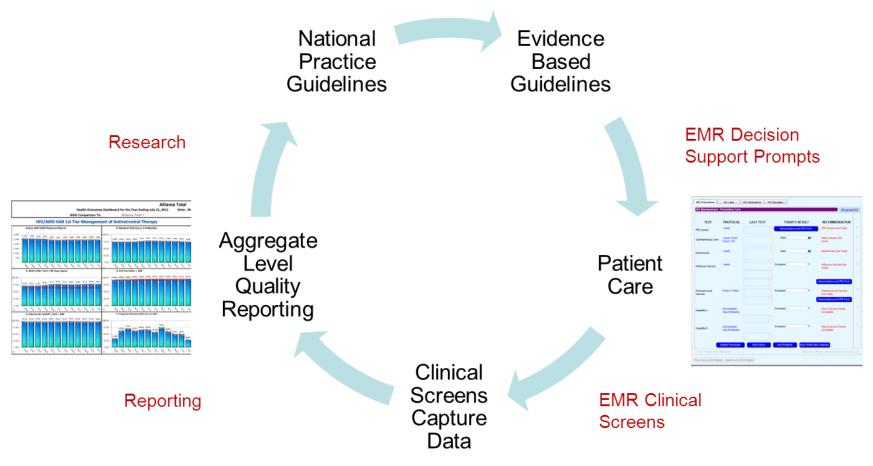
- Provide HIT support to member health centers with a particular focus on achieving Meaningful Use and Patient Centered Medical Home Certification
- Strength the collaborative learning model to foster/promote use of evidenced-based care, improved financial sustainability, and overall excellence
- Implement HIT tools to support patient engagement
- Implement shared infrastructure to enable multi-institutional, patient-centered research
- Support member health center readiness to leverage the EHR,
   Data Analytics Platform, and Patient Engagement
   technologies for participation in Accountable Care.



#### HISTORY OF EHRS ADOPTION AND CDS



### Link between EMR Adoption and Quality





## Clinical Content Development

#### Benefit

- Directly address CHC needs that affect us all
- Structured, standardized data mapping for reporting needs

#### Challenge

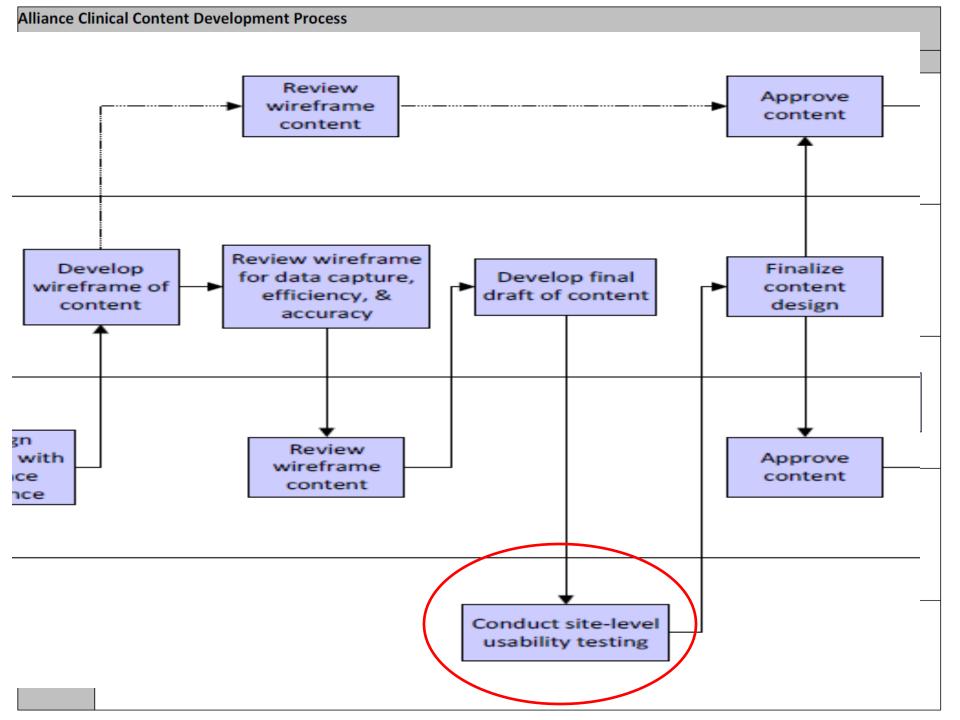
- Consistently meeting the needs across all Alliance Health Centers
- Keeping up with the volume of requests for clinical content development



#### Mission & Vision

- Create clinical content that can be used for safe, quality patient care at Alliance Health Centers.
- Design content with the full patient workflow in mind, not just a singular task.
- Foster efficient, effective operations.
- Facilitate real-time EHRS documentation.
- Promote best-practice and evidence-based guidelines for clinical care.
- Facilitate data extraction and review.





## **Usability Survey**

2. Simplicity								
Simplicity								
and concise informa	Does information presented seem uniform and organized, or chaotic? Simplicity refers to having a lack of visual clutter and concise information display. Simplicity is difficult to achieve as the more complex a task becomes, the more important it is to maintain a sense of simplicity. Think of a "less is more" philosophy while assessing this principle.							
Please answer/rate t	the following questions of	n a 1-5 scale.						
1 - Terrible 2 - Poor 3 - Fair 4 - Good 5 - Excellent								
1. Please rate ho	ow well visual clutt	er is minimized:						
<u> </u>	O 2		<u></u> 4	<u> </u>				
2. Please rate the one topic/option	ne degree of ease in n to the next:	n visually following	onscreen formatt	ing to move from				
<u> </u>	O 2		<u></u> 4	<u> </u>				
3. With respect to simplicity as a whole, please rate the Patient History form:								
<u> </u>	O 2	3	<b>4</b>	<u> </u>				
A Additional cou	mmonte on cimplic	i <b>é</b> va						



#### Measuring Usability

- The brief survey that is distributed to all clinicians selected to evaluate content usability
- The results of the survey are reviewed with clinical sponsor and SMEs
- Changes based on user feedback are incorporated into the revised content
- The survey is redistributed at 3-6 months to evaluate impact of changes



# Testing Cloud Based CDS Salmonella Outbreak Scenario

Salmonella Outbreak Identified

States/CDC monitoring public health discover Salmonella outbreak



**Providers Desktop** 

Salmonella Message Created



#### Rule based Alerts Salmonella:

Symptoms Locations Event Information Recommendations Knowledge Repository



An extension of the knowledge repository, alerts will be stored to

assist in biosurveillance

Case Archive



Salmonella message sits on a standalone knowledge repository or on a PH grid

Providers Seeing Patients

As part of their workflow providers poll for messages when seeing patients and click the info button for more detail.



COE MD Office

EHR+

OpenMRS

INTL Healthcare Facility

Citizen

**Infobutton Request** 

PHR WWW



Context based request using standardized, anonymous case data.

- User context
- User action
- · Patient record content

EMR decision support algorithms envoked Rule Based Public Health profile matching

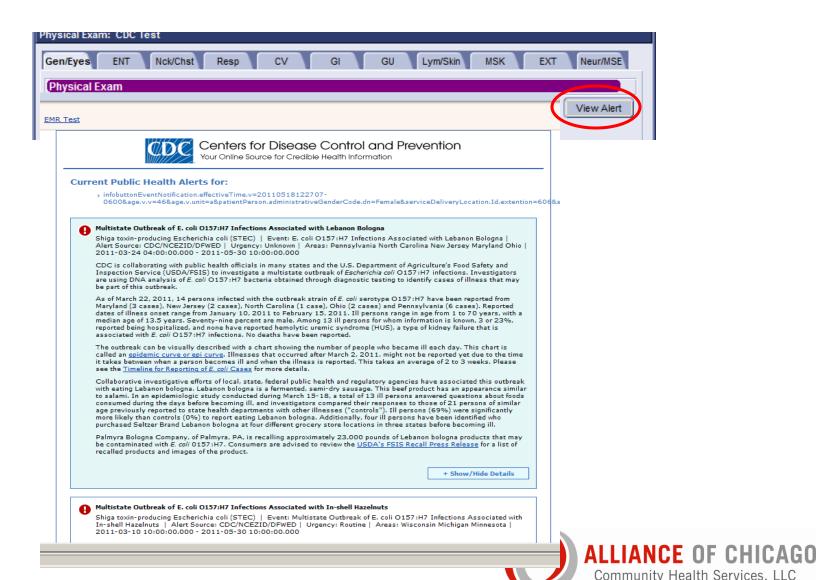
> Rule Based Public Health alert information to CIS providing decision support objects (text for display), order sets, etc)

## Physical Exam Form with ALERT

Physical Exam: CDC Test	
Gen/Eyes ENT Nck/Chst Resp CV GI G	U Lym/Skin MSK EXT Neur/MSE
Physical Exam	
ALERT!  Multistate Outbreak of E. coli O157:H7 Infections Associated with Let coli O157:H7 Infections Associated with In-shell Hazelnuts	panon Bologna,Multistate Outbreak of E. View Alert
General Appear.:  Norma Prev. Clear	
Eyes Normal unless otherwise specified	Previous unless otherwise specified
External: Norma	
Prev.	
Pupils: Norma	
Prev.	
Ophthalmoscopic: Norma	
Prev. Clear	
TEST CDC v2.05 - version date xxt/xxt/2011	Alliance of Chicago Community Health Services, L3C
Prev Form (Ctrl+PgUp) Next Form (Ctrl+PgDn)	Close



#### Info Button

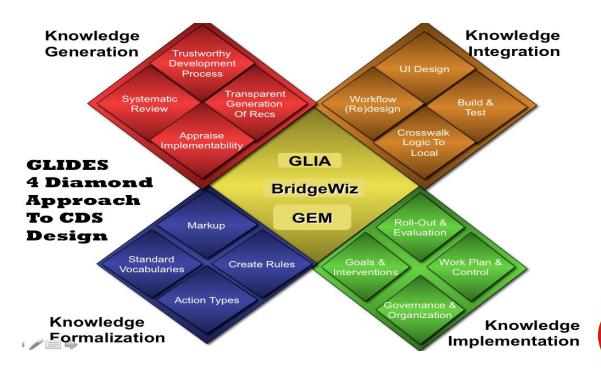


## **Overview of GLIDES Project**



#### **Expected Outcomes**

- Update EMR based CDS for Asthma Management to reflect most current NHLBI Guidelines
- Incorporate EPA standards related to collecting asthma trigger data and developing interventions, (eg, large scale education programs)
- Demonstrate the use of GLIDES based CDS Implementation Toolkit





#### Phase 1: Building Revised Content

- Reviewed the Asthma CDS available from GLIDES
- Incorporated GLIDES CDS into Alliance Content
- Expanded GLIDES content to include EPA Standards for documenting and managing Asthma Triggers
- Key Deliverables:
  - Revised Asthma Content & CDS
  - Documentation of the lessons learned and key challenges associated with incorporating CDS developed "externally"



## Assessment of Asthma Severity Pediatric

thma Control: Billy S. Pendergast										
CLASSIFYING	COMPONENTS OF	F AST	HMA SEVERI	ITY AI	ND INITIATIN	G TR	EATMENT			
Is patient currently on controlle	er medication?	ves			no					4
Has this patients severity be					no					
•		-			6 0					
A	Assessment for:	Con	itrol		<ul><li>Severity</li></ul>	Dar	sistent			
	Intermi	ittant			lild		oderate		evere	
Impairment  Cough due to asthma	C None	- Ittelit	<=2 days/wk	(i)	>2 days/wk		Daily		All Dav	51
Cough due to astrima  Wheezing	C None		<=2 days/wk	0	>2 days/wk >2 days/wk	_	Daily		All Day	Ш
Chest tightness	None	0	<=2 days/wk	_	>2 days/wk >2 days/wk	•	Daily	_	All Day	
Shortness of breath	C None	•	<=2 days/wk	~	>2 days/wk >2 days/wk		Daily		All Day	
Nighttime awakening	None	0	<=2 days/wk <=1x/month	6	>2 days/wk 1-2x/month	0	3 - 4x/month	0	>1x/week	
	None	0	<=1x/montn	6	1-2x/month Mild	0	3 - 4x/month Moderate	0	Severe	
Interference with normal activity Reduction in school/play/work	None		<		MIIG		moderate		Severe	
SABA use (not for EIB)	○ None		<=2 days/wk		>2 days/wk bu	tr 🔘	Daily		Several times per	
			2 03,01111		,				·	
		lmţ	pairment Cla						·	
Rick		lmţ	-							
Risk Acute/ FR visit(s) due to asthma		lmp	pairment Cla	ssifica	ation:			0	>=4 in last year	
Acute/ ER visit(s) due to asthma		0	pairment Clas	ssifica	ation:	0	3 in last year		>=4 in last year	
Acute/ ER visit(s) due to asthma  Hospitalizations due to asthma	C 0	0	1 in last year	ssifica	2 in last year	00	3 in last year 3 in last year	$\circ$	>=4 in last year	
Acute/ ER visit(s) due to asthma	C 0	0	1 in last year	ssifica	ation:  2 in last year 2 in last year acerbations in la	ast 6 m	3 in last year 3 in last year nont ( >=4 wl	C neezing		
Acute/ ER visit(s) due to asthma  Hospitalizations due to asthma  Exacerbations requiring oral systemic	C 0	00	pairment Clas  1 in last year 1 in last year	ssifica	ation:  2 in last year 2 in last year acerbations in la	ast 6 n	3 in last year 3 in last year nont ( >=4 wl	C neezing	>=4 in last year g episodes/1 year	
Acute/ ER visit(s) due to asthma  Hospitalizations due to asthma  Exacerbations requiring oral systemic	○ 0 ○ 0 ○ 0-1/year	00	pairment Clas  1 in last year 1 in last year	ssifica	ation:  2 in last year 2 in last year accerbations in la	ast 6 n	3 in last year 3 in last year nont ( >=4 wl	C neezing	>=4 in last year g episodes/1 year	
Acute/ ER visit(s) due to asthma  Hospitalizations due to asthma  Exacerbations requiring oral systemic corticosteroids	0 0 0-1/year  Medication Adver Thrush Palpitations	00	pairment Clas  1 in last year 1 in last year	ssifica	ation:  2 in last year 2 in last year accerbations in la	ast 6 n	3 in last year 3 in last year nont ( >=4 wl	C neezing	>=4 in last year g episodes/1 year stent asthma	
Acute/ ER visit(s) due to asthma  Hospitalizations due to asthma  Exacerbations requiring oral systemic	0 0 0-1/year  Medication Adver Thrush Palpitations Jitteriness	C C	pairment Clas  1 in last year 1 in last year	ssifica	ation:  2 in last year 2 in last year accerbations in la	ast 6 n	3 in last year 3 in last year nont ( >=4 wl	C neezing	>=4 in last year g episodes/1 year stent asthma	
Acute/ ER visit(s) due to asthma Hospitalizations due to asthma Exacerbations requiring oral systemic corticosteroids	0 0 0-1/year  Medication Adver Thrush Palpitations	rse Effe	pairment Clas  1 in last year 1 in last year	ssifica	ation:  2 in last year 2 in last year accerbations in la	ast 6 n	3 in last year 3 in last year nont ( >=4 wl	C neezing	>=4 in last year g episodes/1 year stent asthma	
Acute/ ER visit(s) due to asthma  Hospitalizations due to asthma  Exacerbations requiring oral systemic corticosteroids	0 0 0-1/year  Medication Adver Thrush Palpitations Jitteriness Sleep Disturbance	rse Effe	pairment Clas  1 in last year 1 in last year	ssifica	ation:  2 in last year 2 in last year accerbations in la	ast 6 n	3 in last year 3 in last year nont ( >=4 wh	C neezing	>=4 in last year g episodes/1 year stent asthma	
Acute/ ER visit(s) due to asthma Hospitalizations due to asthma Exacerbations requiring oral systemic corticosteroids	0 0 0-1/year  Medication Adver Thrush Palpitations Jitteriness Sleep Disturband Decreased Grow	rse Effe	pairment Clas  1 in last year 1 in last year	ssifica >=2 ex	2 in last year 2 in last year accerbations in la	ast 6 n	3 in last year 3 in last year nont ( >=4 wh	C neezing	>=4 in last year g episodes/1 year stent asthma	



## **Adult Severity**

CLASSIFYING ( Is patient currently on controlle			TY AND INITIATING	G TREATMENT	
Has this patients severity be	en classified?	yes	no		
Α	ssessment for:	Control	<ul> <li>Severity</li> </ul>	Persistent	
Impairment	Intermit	tent	Mild	Moderate	Severe
Cough due to asthma	○ None	<=2 days/wk	>2 days/wk	C Daily	C All Day
Wheezing	○ None	<=2 days/wk	>2 days/wk	O Daily	○ All Day
Chest tightness	○ None	<=2 days/wk	>2 days/wk	O Daily	○ All Day
Shortness of breath	○ None	<=2 days/wk	○ >2 days/wk	O Daily	C All Day
Nighttime awakening	○ None	<=2x/month	3-4x/month	○ >1×/wk	Often 7x/wk
Interference with normal activity Reduction in school/play/work	C None	○ <	C Mild	○ Moderate	C Severe
SABA use (not for EIB)	○ None	<=2 days/wk		г 🦳 Daily	<ul> <li>Several times per</li> </ul>
Lung Function Normal FEV1/FVC: 8-19 yr 85% 20-39 yr 80% 40-59 yr 75% 60-80 yr 70%	1	ପ େ < ଜା େ < Impairment Cla:	<pre>c &lt; c &lt; ssification:</pre>	○ FEV=60-80% pr ○ FEV/FVC - 5%	FEV/FVC - >5%
		•			
Risk Acute/ER visit(s) due to asthma	C 0	C 1 in last year	C 2 in last year	○ 3 in last year	○ >=4 in last year
Hospitalizations due to asthma	C 0	1 in last year	2 in last year	<ul><li>3 in last year</li></ul>	○ >=4 in last year
Exacerbations requiring oral systemic corticosteroids	O-1/year		C >=2		
	 				persistent asthma
	Medication Advers	e Effect	Comme	nts	
Treatment-related adverse effects	Palpitations Jitteriness Sleep Disturbance Decreased Grow Other				<b>-</b>
		Risk Class	fication:		
	Acthr		fication: Mild Per	eletant	



## Assessment of Asthma Control Pediatric

sthma Control: Billy S. Pendergast				
Is patient currently on controll		MPONENTS OF ASTI- yes	IMA CONTROL  no	
4	Assessment for:	Control	Severity	
Impairment	Well Con	trolled	Not Well Controlled	Poorly Controlled
Cough due to asthma	○ None	<=2 days/wk	>2 days/wk	O Daily
Wheezing	○ None	<=2 days/wk	>2 days/wk	O Daily
Chest tightness	○ None	<=2 days/wk	>2 days/wk	O Daily
Shortness of breath	○ None	<=2 days/wk	>2 days/wk	O Daily
Nighttime awakening	○ None	<=1x/month	>1x/month	○ >1x/wk
Interference with normal activity Reduction in school/play/work	C None	C <	Some Limitation	<ul> <li>Extremely Limited</li> </ul>
SABA use (not for EIB)	None	C <=2 days/wk	>2 days/wk but not d	lai   Several times per day
		Impairment Classif	ication: Severe	
Risk				
Acute/ ER visit(s) due to asthma	C 0	<ul><li>1 in last year</li></ul>	C 2 in last year	>=3 in last year
Hospitalizations due to asthma	C 0	1 in last year	<ul><li>2 in last year</li></ul>	>=3 in last year
Exacerbations requiring oral steroids	C 0-1/year	<ul><li>2-3/</li></ul>	/year >	3/year
	Medication Advers	e Effect	Comments	
Treatment-related adverse effects	Thrush Palpitations Jitteriness Sleep Disturbance Decreased Grow Other			
		Risk Classifica	ation: Moderate	

#### **Adult Control**

Asthma Control: Scott L. Davenport							
	CLASSIFYING COL	MPONENTS	OF ASTHMA	CONTR	ROL		
Is patient currently on controlle	er medication?	yes	(	no			1
Has this patients severity be	een classified? 🔘	yes	(	no			
Δ	ssessment for:	Control		Seve	ritv		
					,		
Impairment	Well Con	trolled	. <u>-</u>	Not W	ell Controlled	Poorly Controlled	d
Cough due to asthma	○ None	(e) <:	=2 days/wk	0	>2 days/wk	C Daily	
Wheezing	○ None	(a) <:	=2 days/wk		>2 days/wk	C Daily	
Chest tightness	○ None	(i) <:	=2 days/wk		>2 days/wk	O Daily	
Shortness of breath	C None	( <=	=2 days/wk	0	>2 days/wk	O Daily	
Nighttime awakening	<ul><li>None</li></ul>	<- <-	=2×/month		1-3x/wk	>=4×/wk	
Interference with normal activity Reduction in school/play/work	<ul><li>None</li></ul>	C <-		0	Some Limitation	C Extremely Limited	d
SABA use (not for EIB)	C None	◎ <:	=2 days/wk	0	>2 days/wk but not dai	i C Several times pe	r day
FEV1 or peak flow	C>	C >8	80% predicted	0	60 - 80% predicted	<60% predicted	
ACT Score	C>	C >:	= 20		16 - 19	<= 15	
		Impairme	nt Classificat	ion: <mark>Mi</mark> i	nimal		
Risk							
Acute/ER visit(s) due to asthma	C 0	② 1	in last year	0	2 in last year	○ >=3 in last year	
Hospitalizations due to asthma	C 0	② 1	in last year		2 in last year	○ >=3 in last year	
Exacerbations requiring oral steroids	(● 0-1/year				>=2/year		
	Medication Advers	e Effect		Cor	nments		
Treatment-related adverse effects	☐ Thrush ☐ Palpitations ☐ Jitteriness ☐ Sleep Disturbance ☐ Decreased Grown ☐ Other						<b>A</b>
	Asth		Classificatio		Controlled		

## **Assessment of Triggers**

Asthma Management - TEST: Billy S. Pendergast		
Summary Severity Control	Medications	Triggers AActionPlan- 1 AAction Plan- 2 Pt Question.
Triggers:		Current Exposure?
Allergies:		
Dust Mtes: Yes \ No	Unknown	+ allergy test Comments:
Poller /Cut Grass/Flowers: Yes No	Unknown	+ allergy test Comments:
Animals: C Yes No	Unknown	+ allergy test Comments:
Mice/Rats/Cockroaches: Yes No	Unknown	+ allergy test Comments:
Indoor Mold: C Yes C No	Unknown	+ allergy test Comments:
Yes C No	Unknown	+ allergy test Comments:
Yes C No	Unknown	+ allergy test Comments:
Irri <mark>tants:</mark>		
Tobacco Smoke: C Yes No	Unknown	Comments:
Outdoor Pollution: Yes No	Unknown	Comments:
Wood Smoke: Yes No	Unknown	Comments:
Chalk Dust: Yes / No	Unknown	Comments:
Cleaning Products: Yes No	Unknown	Comments:
▼ C Yes C No	Unknown	Comments:
Yes O No	Unknown	Comments:
Current Allergy List:		Update Allergies
Comorbidities -		
Please review patients problem list for diagnosis that may imp	act acthma includin	g GERD, Rhinitis, and Depression



#### **Asthma Assessment**

Asthma Assessment	: Billy S. Pendergast						
Previous Control Cl	assification			Previous Sev	verity Classification	on 09/09/2011	
Control Class:				Severity Clas	s: Moderat	te Persistent	
Impairment:	Moderate						
Risk:	Moderate						
Previous Step:	Step 3						
		Provider Asse	essment -	Today			
Current level of o	control is: C We	II Controlled	No	t Well Control	led C Very	Poorly Controlled	
Inhaler Techniqu	e: © Cor	rect	□ Inc	orrect	C N/A		
Adherence:	C N/A O Go	od	□ Fa	r	C Poo	r	
Environmental C	ontrol:   Ade	equate	□ Ina	dequate	□ N/A		
	Coexistin	g Conditions: O yes	s 🧠 no				
	Psychoso	ocial Factors: O yes	s 🦳 no				
Alternativ	ve Dx ("e.g. vocal cord o	lysfunction"): 🔘 yes	s 🤇 no				
		Decision Su	pport - To	oday			
Control Class:	Not Well Controlled		Re	ecommend st	tep up in therapy		
Impairment:	Moderate						
Risk:	Moderate		Reg	ular follow u	p every 2 - 6 weeks	5	
ſ	Re-Classify Patient As	sthma Severity	_				
Intermittent Asth			raintant An	thma: Daily Me	diontion		il
Step 1	○ Step 2	Step 3	© St		Step 5	○ Step 6	
Provdier Assessm		G Step 3		ep 4	Otep 3	Step 0	
Comments:						₹	
Drofessods	Preferred: Low-dose ICS Alternative: Cromolyn or	Preferred: Medium-dose ICS	Medi ICS LA	ferred: um-dose + either ABA or telukast	Preferred: High-dose ICS + either LABA or Montelukast	Preferred: High-dose ICS + either LABA or Montelukast Oral systemic corticosteroids	



#### **Asthma Medication Management**



Community Health Services, LLC

#### **Asthma Action Plan**

Asthma Management	- TEST: Billy S. Pendergast
Summary	Severity Control Medications Triggers AActionPlan- 1 AAction Plan- 2 Pt Question.
Asthma Manageme	ent - Asthma Action Plan Recommendations
Green Zone	
Peak Flow Range More than:	Instructions Reviewed  Take controller medications as prescribed.
No previous result	Before exercise, take 1 puffs of 5-60 minutes before exercise.  Avoid things that make your asthma worse.  Avoid tobacco smoke.
	Ask people to smoke outside.  Other Instructions:
Yellow Zone	(Definition)
Peak Flow Range	Instructions
From:	First
	Continue taking controller medications as prescribed.
То:	Add quick-relief medication: [ALBUTEROL SULFATE (2.5 MG/3ML) 0.083% NEBU 2.5 mg .5cc with 3cc NS nebulized every 4 hours.]
	If you are taking your quick-relief medication more than 2 to 3 times/week, then call your provider.
	If your symptoms and/or peak flows do not improve after 1 hour of treatment, then  Take quick relief medication:
	Take quick relief medication:  Take quick relief medication:
_	Call your primary care provider if no improvement in days.
	Other
	Instructions:
Red Zone	
Peak Flow Range	Instructions
Less than:	▼ Take this medication: ALBUTEROL SULFATE (2.5 MG/3ML) 0.083% NEBU 2.5 mg .5cc with 3cc NS nebulized every 4 hours.
	Call your provider NOW.
	✓ Go to the nearest emergency room.
	Call 911 if person doesn't respond to you, skin is sucked in around the neck and ribs, and/or if lips or fingernails are grey or blue.
	Make an appointment with your primary care provider within two days of an emergency room visit or hospitalization.
	Other Instructions:

#### Phase 2: Evaluating Results

- Conduct Usability Testing
- Incorporate SME Feedback into revised CDS
- Train Key Staff on New Asthma CDS
- Support implementation of New Asthma CDS
- Evaluate Clinician Adoption and Satisfaction with Revised CDS

#### **Key Deliverables**

- Documentation of Usability Testing Results
- Synthesize results of CDS Satisfaction survey and Adoption Measures
- Correlate system use with quality



#### Key Lessons Learned

- Exchange of content required HIT vendor involvement to coordinate customized data element usage
- Technical limitations/capacity of the EHRS to support complex CDS
- Maintained underlying "programming" however adjusted content/CDS to meet "local" workflows and system preferences
- Incorporated changes based on user feedback to increase usability of content
- Lack of alignment of data standards (value sets) between CDS and Quality Reporting



## Thank You

**Email:** 

ahamilton@alliancechicago.org

