El Rio Community Health Center
2009 Snapshot

- 73,651 patients were served
- 280,808 patient encounters
- 16 Clinic Sites
- 15% patients uninsured
- 22% patients on Medicaid
- 62% patients at or below Federal poverty level
Sir William Thomson (1883)

"To measure is to know."

"If you can not measure it, you can not improve it."

Our Quest for Data and Quality:

1993:  
• HEDIS  
• Perkin Elmer

1996:  
• HealthPro

Early 2000’s  
• MDServe  
• InetMD  
• Meditracks

2006:  
• NextGen

2010:  
• NextGen  
• i2i Tracks

Tracking and Reporting Systems:

• Coumadin  
• Diabetes  
• Mammography Screening  
• Cervical Cancer Screening  
• Hypertension
NCQA PCMH Recognition:
- Patient access
- 3 important diagnosis and conditions
- Track abnormal results
- Track referrals
- Measure clinic/service performance
- Measure performance by physician/practice

→ DATA COLLECTION!

Tracking and Reporting Systems in development
- Preventive Health/Chronic Disease Registries
- Physician/Clinic Profiling
- Hospital D/C Transition Management
- ADE/pADE
CMS Meaningful Use:

- 2011 measures: DM, HTN, LDL, colorectal and mammography screening
- Engage patients
- Improve patient/population care
- Patient Portal Pilot

Fulfilling Lord Kelvin’s Admonition

- Measuring processes and outcomes
- Understanding present state realities
- Testing disruptive innovations
- Create a culture of continuous performance improvement
- Envisioning a safer, more reliable, higher quality future state
- Transforming the delivery of health care
EMR Implementation: Lessons Learned

• IT operational perspective: Margaret Scott
• Clinician perspective: Lisa Soltani MD