Electronic Medical Record (EMR) Software

Problem

Because EMR products are wide and varied, Access does not know which EMR product is best for their network.

Objective

Research and recommend the top EMR products.

Vender Criteria

Must have large group practice clients with multiple sites
Must have community health center experience
Must have multi-specialty modules
Must have Integral Practice Management
Must perform well on EMR Self Assessment Tool

Conclusions

Out of the 19 top EMRs researched, five were recommended to Access.

MD Serve EMR
Pearl EMR System
Practice Partner Patient Records
NextGen EMR
Centricity Physician Office EMR

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IPRO 340

Illinois Institute of Technology and Access Community Health Network

Improving Health Care Information Systems for a Community Health Service Network

Objectives

Situation

Access Community Health Network services 500,000 patient visits per year and is still using a paper filing system for their medical patient records.

Problem

Access was uncertain of the basic computer skills of its 800 employees.

Solution

Assess Access employees to see if they need training and if they do, provide it.
Research and recommend EMR products that best fit the needs of Access.

Assessment

Objective

Find out if Access employees need training to move to a computer based filing system.
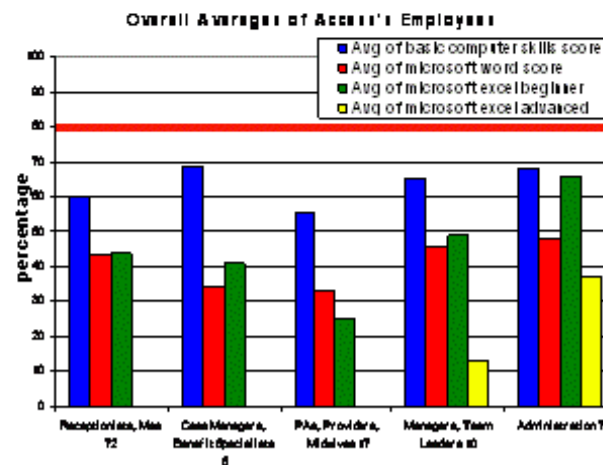
Steps

Decide what the employees need to know in order to go through with the transition.
Create assessment tests for each area they need to know.
Go to the health centers and give the assessments to a large sample of the employees.

What do Accesses employees need to know?

Basic Computer skills
Microsoft Word
Microsoft Excel

Results of the Assessments

102 Access employees were assessed from 12 health centers across the Chicago-land area.

Overall Averages of Access's Employees

Legend:
- Aug of basic computer skills score
- Aug of microsoft word score
- Aug of microsoft excel beginner
- Aug of microsoft excel advanced

y-axis: percentage (0, 10, 20, 30, 40, 50, 60, 70, 80, 90, 100)

x-axis categories:
- Receptionists, Mas 72
- Case Managers, Benefit Specialists 6
- PAs, Providers, Midwives 17
- Managers, Team Leaders 10
- Administration 7

Training

Objective

Through the assessment process, it was learned that Access's employees do not have the skills required to shift to computers so they needed to be trained.

Steps

Research type of training to provide
Acquire the training tool which was Custom Guide
Research different methods to provide the training
Provide three training pilots and chose the one that best helps Access employees learn the required material.

Pilots Provided

1. Training Binder and Technical Help
2. Training Binder, Technical Help, and Weekly Visits
3. Training Binder, Technical Help, Weekly Visits, and 30 minute Introduction

Conclusions

Pilot 3 seemed to have the best initial interest and assessment scores improved the most under this pilot. This is the training program IPRO 340 recommended to Access