

Health Care Information Management Current Issues



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Health Care Industry Trends and Drivers for Information Management

- Transparency of cost and quality data
 - Patient care safety and quality
 - P4P
- Consumer-driven health care
 - Personalized health care
 - Greater out of pocket costs

Public and Private Health IT initiatives

- Standards development
- Health Information Exchange
- Product Certification

- ONC
- AHIC
- CCHIT
- HL-7
- HITSP
- HISPC

Health Care IM Challenges

- Slow adoption of electronic health records
- Inattention to business and legal needs in the EHR
- E-Discovery
- Recognition of the need for information lifecycle management



Current State: Hybrid Health Records

- Paper and electronic
- Multimedia
- Multiple sources and business process/data owners
- EHR is a system of systems
- Cost, workflow and productivity as major barriers

Business and legal needs of the EHR

- A focus on the clinical functions
- Design issues
 - Multiple renderings and versions
 - Lax authentication
 - Documentation
- Impact on compliance, regulatory, accreditation and litigation needs

What is the EHR? (Working Definition for CCHIT)

- An EHR is the longitudinal, secure electronic health information pertaining to an individual, or generated real time as health care is rendered to that individual.
- The EHR (1) improves patient safety and efficiency of care by providing clinicians with timely, authorized access to information, evidence-based clinical decision support, and streamlined work flows and communications, (2) increases operational efficiency by supporting administrative, financial, and reporting processes, and (3) improves population health by supporting research and public health disease surveillance.
- Note: “Electronic” in the first sentence of the first paragraph implies that both non-computable (e.g., scanned images) and process-able data are parts of an EHR.

EHR Information Resources

- Structured electronic data
- Scanned documents
- Voice data (dictation)
- Medical images (x-rays, scans, etc.)
- Tracings
- E-mail
- Video
- Etc. . . .

Non-care Uses of Health Records and Information

- Reimbursement
- Accreditation, regulatory compliance
- Quality management and performance measurement
- Public and population health
- Clinical research
- Litigation



E-Discovery

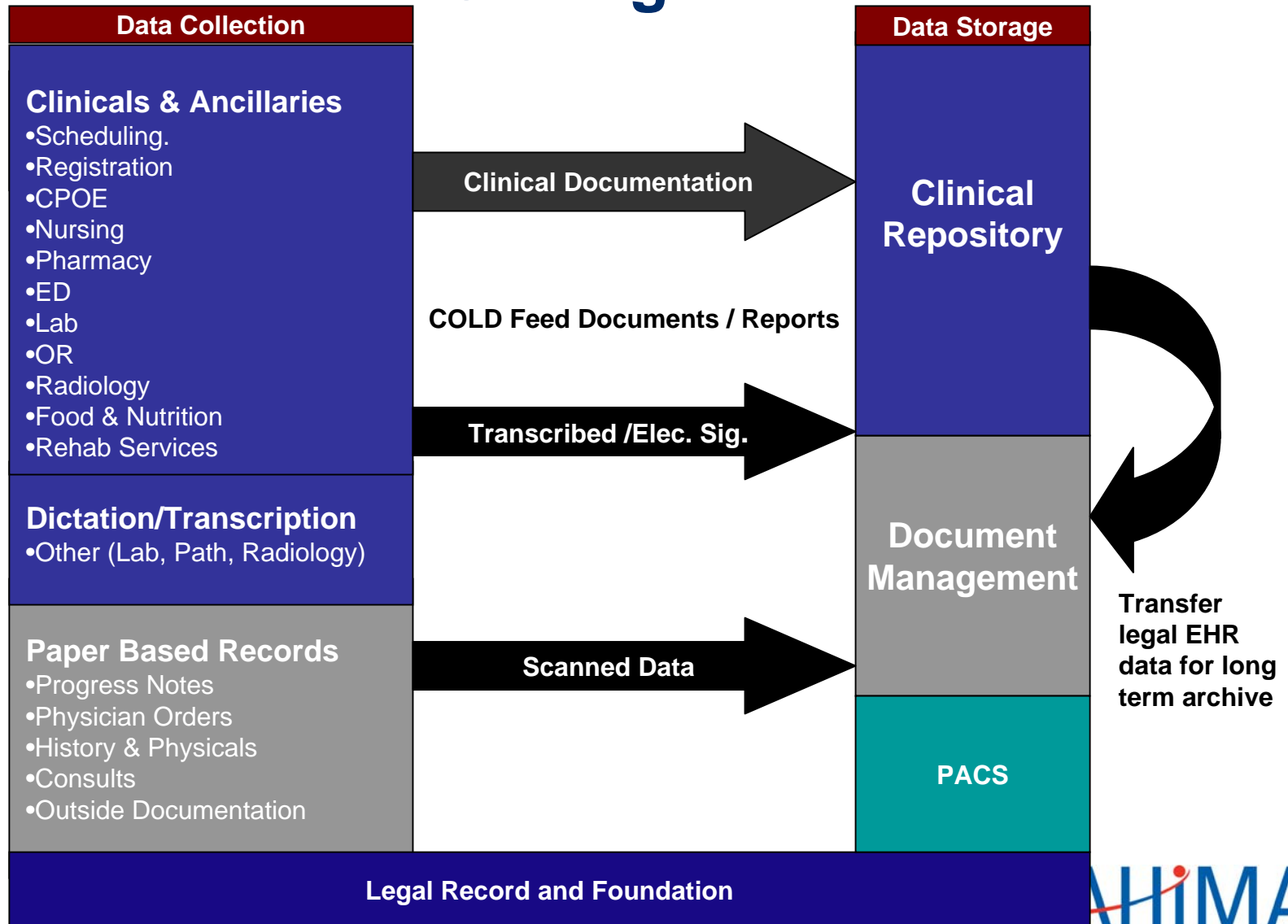
- Litigious nature of health care
- Implications for EHR
 - Role of metadata
 - How to preserve
 - Greater emphasis on retention and destruction
- Need for enterprise strategy
 - Policies
 - Training
 - Technology



Need for information lifecycle management

- Volume and storage issues
- Technology obsolescence
- Multiple renderings and versions
- Metadata and clinical decision support

Operational and Archive Record Life Cycle Strategies



IM in EHRM

- Create and administer a plan that manages all content that comprises the health record including
 - an index or other tool that describes, locates and tracks the information resources that comprise the health record
 - Identify informational content/resources that are not considered to be part of the health record
- Develop, coordinate and administer processes for disclosures of health information
- Develop and administer a records retention and disposition schedule that complies with applicable regulatory and business needs

Collaboration is not optional

- Educate and collaborate with IT to integrate ERM into information and technology planning
- Work with clinicians, data owners and Compliance to incorporate ERM in policies and required training
- Audit and report compliance with ERM policies
- Participate in litigation response planning

Questions/Discussion



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