



# DOQ-IT

Doctor's Office Quality - Information Technology

## The Benefits of Adopting an EHR

### Refocus Operating Costs

Since EHRs eliminate paper documentation, practices can avoid costs related to transcription, supplies, and record storage. Staff time saved on chart pulls, documentation, and other related activities could be reallocated to additional priorities.

### Increase Coding Accuracy and Prevent Unnecessary Work

Diagnosis codes are automatically assigned when problems are documented, so an EHR can improve coding accuracy while reducing a practice's time spent coding, especially staff time expended researching codes.

### Prepare for Pay-for-Performance, Quality Tracking, and Reporting

With insurance companies and other payers implementing quality incentive programs or "pay-for-performance," the ability to easily track and report required data is integral. EHRs allow practitioners to survey their quality indicator compliance rates and report them to payers.

### Transform Office Space

Space saved on chart storage can be converted into profitable exam space.

### Expand Patient Volume

With paper documentation reduced or eliminated, practitioners can see more patients, which can positively impact revenue.

### Improve Patient Care

EHRs can track patients individually or by disease group to query preventive/screening (i.e. mammogram, influenza vaccination) or chronic disease management services (i.e. lipid profile, diabetic eye exam). Providers can also sample treatment protocols to assess effectiveness.

### Enhance Patient Safety

EHRs cross reference patient problems, allergies, and medications, alerting the provider when a potential contraindication is found. Lab results are also documented in a timelier manner, allowing for faster follow up.

### Access Patient Information Remotely

EHRs allow for remote access to patient information, which is especially useful to physicians who are on call or who are not in the office.

## Overview

Through the Doctors' Office Quality–Information Technology (DOQ–IT) project Masspro is working with small-to-medium sized physician practices (one-to-eight doctors per practice) to support the adoption and use of electronic health records (EHR). EHRs are becoming increasingly prevalent in both the public and private healthcare sectors in Massachusetts and across the nation, and are recognized as beneficial by the Institute of Medicine, American Academy of Family Physicians, and the American College of Physicians. They are pivotal to improvement in the areas of quality of care, patient safety, decision support, access to patient information, practice efficiency, and patient-clinician communication.

## The Benefits of Project Participation

- Investigate EHR features, functionality, and purchasing options
- Receive objective information from experts about EHR selection, price negotiation, and implementation
- Analyze practice needs, readiness to adopt an EHR, how to maximize the use of an EHR, and potential challenges associated with implementation
- Assess current practice workflow and craft revised strategies to create efficiencies and capitalize on the opportunities offered by an EHR
- Obtain valuable insight and support from peers engaged in EHR implementation
- Qualify to become eligible for pay-for-performance incentives through Bridges to Excellence ([www.bridgestoexcellence.org](http://www.bridgestoexcellence.org)) without paying application fees
- Receive complementary support from Masspro (e-mail discussion lists, Web-based conferences, on-site visits) in addition to that provided by the EHR vendor

# MASSPRO

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## ■ DOQ-IT Team Expertise

Masspro's highly skilled health information technology consultants are equipped to help ease the transition from paper-based health records to an EHR system. Areas of expertise include:

- Education regarding EHR relevance to the physician office setting
- Readiness assessment
- Workflow evaluation and redesign
- Implementation assistance
- Consultation regarding the synergies between EHRs, patient safety, and quality improvement

## ■ Who Should Participate

Practices with one-to-eight physicians who work closely with Medicare beneficiaries.

## ■ Program Cost

There is no cost to work with Masspro and participate in the DOQ-IT project. Software and hardware are not included and will be an additional charge negotiated between the practice and the EHR vendor.

To learn more about DOQ-IT and  
view a list of upcoming events, visit  
[www.masspro.org/doqit](http://www.masspro.org/doqit).

## ■ For More Information

To learn more about the DOQ-IT project or how an EHR can benefit your practice, please contact any of the team members listed below:

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