What's new with Centricity[™] Practice Solution & Centricity EMR v19 and what it means for you



Rhea Davis

Customer Adoption Leader, athenahealth

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Executive Summary

Areas of focus

- Enhance care quality by ensuring appropriate imaging orders are placed for the patient
- Increase provider efficiency by providing access to vital patient data via remote web-based methods
- Strengthen financial performance by ensuring AUC data billing is seamless for imaging service providers

Opportunities

- Acquiring clinical decision support for imaging orders at the point of care
- Easily accessing patient clinical information remotely
- Ability to write clinical data to system from remote applications

Outcomes

• Reduce cost of care with appropriate imaging orders





Agenda

What's new in Centricity Practice Solution and Centricity EMR v19

Logging in and naming Appropriate Use Criteria Remote record access

- **Clinical Writes FHIR API**
- Workflow improvements
 - Bulk Lab signing
 - **Eligibility Checking Improvements**
 - **Prescription Enhancements**

Capabilities

- Project Northstar: Intelligent Orders Ready
- Patient Landing Page
- Summary







Logging In

4

Introducing a new splash screen!





Appropriate Use Criteria



Appropriate Use Criteria

Integrating imaging clinical decision support at time of ordering

• Today's Challenges ...

PAMA regulation requiring access and use of imaging CDS by January 1, 2020

Ordering providers of Medicare patients must use decision support for advanced imaging studies

Imaging service providers must provide evidence on the claim that the ordering provider used decisions support

• Tomorrow's Opportunity ...

AUC will be available to ordering providers when ordering the identified advanced imaging studies.

athenahealth has partnered with the National Decision Support Company as a qualified Clinical Decision Support Mechanism (qCDSM)

The AUC workflow will invoke the athenahealth Health cloud service within the providers workflow and present the decision support for selection of the appropriate order.





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Migraine	
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4-6 May be 1-3 Usually no	t
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MR, head, wo/w iv contrast order does	s not have a match in N* selected
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MR, head, wo iv contrast order does	s not have a match in N* selected
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CT, head, wo iv contrast	Replace
\$\$ *** **	
CT, head, wo/w iv contrast	Replace
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CT, angiography, head, w iv contrast	Replace
Close AUC	Cancel Order

Appropriate Use Criteria (AUC) Background

PAMA regulation requires access and use of advanced imaging clinical decision support by January 1, 2020 for ordering and rendering providers of Medicare patients

Advanced Imaging:

Magnetic Resonance Imaging (MRI)

Computerized Tomography (CT)

Single-Photon Emission Computed Tomography

Nuclear Medicine

CDSM: Clinical Decision Support Mechanism

Note: athenahealth has partnered with the National Decision Support Company as a qualified CDSM provider

AUC will invoke the cloud service within the provider's workflow and present the decision support for the order



Appropriate Use Criteria (AUC)

Modifier QQ (Ordering professional consulted a qualified CDSM for this service and the related data was provided to the furnishing professional) is available for voluntary use beginning July 1, 2018

Magnetic Resonance Imaging

70336, 70540, 70542, 70543, 70544, 70545, 70546, 70547, 70548, 70549, 70551, 70552, 70553, 70554, 70555, 71550, 71551, 71552, 71555, 72141, 72142, 72146, 72147, 72148, 72149, 72156, 72157, 72158, 72159, 72195, 72196, 72197, 72198, 73218, 73219, 73220, 73221, 73222, 73223, 73225, 73718, 73719, 73720, 73721, 73722, 73723, 73725, 74181, 74182, 74183, 74185, 75557, 75559, 75561, 75563, 75565, 76498

Computerized Tomography

70450, 70460, 70470, 70480, 70481, 70482, 70486, 70487, 70488, 70490, 70491, 70492, 70496, 70498, 71250, 71260, 71270, 71275, 72125, 72126, 72127, 72128, 72129, 72130, 72131, 72132, 72133, 72191, 72192, 72193, 72194, 73200, 73201, 73202, 73206, 73700, 73701, 73702, 73706, 74150, 74160, 74170, 74174, 74175, 74176, 74177, 74178, 74261, 74262, 74712, 74713, 75571, 75572, 75573, 75574, 75635, 76380, 76497,

Single-Photon Emission Computed Tomography 76390

Nuclear Medicine

78012, 78013, 78014, 78015, 78016, 78018, 78020, 78070, 78071, 78072, 78075, 78099, 78102, 78103, 78104, 78110, 78111, 78120, 78121, 78122, 78130, 78135, 78140, 78185, 78191, 78195, 78199, 78201, 78202, 78205, 78206, 78215, 78216, 78226, 78227, 78230, 78231, 78232, 78258, 78261, 78262, 78264, 78265, 78266, 78267, 78268, 78270, 78271, 78272, 78278, 78282, 78290, 78291, 78299, 78300, 78305, 78306, 78315, 78320, 78350, 78351, 78399, 78414, 78428, 78445, 78451, 78452, 78453, 78454, 78456, 78457, 78458, 78459, 78466, 78468, 78469, 78472, 78473, 78481, 78483, 78491, 78492, 78494, 78496, 78499, 78579, 78580, 78582, 78597, 78598, 78599, 78600, 78601, 78605, 78606, 78607, 78608, 78609, 78610, 78630, 78635, 78645, 78647, 78650, 78660, 78699, 78700, 78701, 78707, 78708, 78709, 78710, 78725, 78730, 78740, 78761, 78799, 78800, 78801, 78802, 78803, 78804, 78805, 78806, 78807, 78811, 78812, 78813, 78814, 78816, 78999



Appropriate Use Criteria (AUC)

- Available only in current on premise Orders module for Centricity Practice lacksquareSolution and Centricity EMR
- Requires **setup** in Administration/Go>Setup>Settings ۲
- Requires provider training lacksquare

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History Views			- 🔁 Service Providers	Apolipoprotein immunoassay	CPT-82172 N
Immunization Custom Lists			🗄 🖷 👝 Order Defaults	Assay, albumin, urine, microablumin, quan	CPT-82043 N
Medication Custom Lists			📄 👝 🦰 Codes and Categories	Assay, alkaline phosphatase	CPT-84075 N
Patient Banner			🔁 Referrals	Assay, blood magnesium	CPT-83735 N
Patient Education Settings	- AUC Insurance Settings		🕞 Services	Assay, calcium in blood, total	CPT-82310 N
Prescription Requirement			Tests and Procedures	Assay, CPK in blood	CPT-82550 N
- 🔁 Problem Custom Lists	Enable AUC by Insurance		🖅 👝 Settings	Assay, serum albumin	CPT-82040 N
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Appropriate Use Criteria (AUC) – Admin

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CPS v19 Pictured

- 1. Access new AUC folder
- 2. Enable AUC
- 3. Override reasons

4. Enable by insurance OR for all insurance groups and carriers



Appropriate Use Criteria (AUC) – Admin

Administration File Home Options Application Security by Providers and Users Permission Resources - Actin Application Fermission Providers and Main Application Fermional Acting Application Acting Application Fermional Acting Application A	vity Log • Facilities ointment Types • Insurance • opanies • Reg Maintenance • functions) \$ Inventory es Charge EDI Maintenance Financial Functions	on Column Sets Pharmacies Clinica	1. Acce	ess services (
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or tests/procedures

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AUC workflow

- User selects an order that is an advanced imaging study and is flagged for AUC.
- User can either click the "Invoke AUC" button or upon order signing, the system will automatically invoke the AUC workflow.

Orders: 🔘 This	update 🔘 O	pen C) All Prin	nary Coverage:			s	et
AUC	Date		Descrip	tion	Stat	us	Diag	105
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Description	: CT Chest wo	contrast				Ser	rvice Administra	tio
Code	71250	Contract		Diagnoses			Start Date:	
NDC:	. 71200						Duration:	1
Authorized By:	Winston MD	, Harry S.	V 84	Add Modifier	S	U	Inits of Service:	F
Modifiers	:				^ ~	Ad	min Comments:	
Instructions					^	In	surance Notes:	
Disposition	: Complete	~						
	Previous Orde	r	l	Next Order			Change Co	ver
AUC Status:	Pending	Re	commendat	ion:			Comments	
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		The second secon
on Orders	OK	Cancel

AUC selection

- Cloud based AUC window activates
- User selects indications pre fetched based on patients' problems and views recommendations from the clinical decision support.
- User then selects the appropriate order and returns to the orders screen

CT, head, w iv contrast	Headache, Migraine
Search to Add Indications $\ \ \mathcal{P} \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \$	mastoiditis 🗙
Indications	Recommendations: 61 year old female View citation
 Headache, dental / sinusitis / mastoiditis 	Appropriateness Category
Headache, new, immunocompromised or cancer	7-9 Usually 4-6 May be 1-5 Usually not
Headache, new, meningitis or encephalitis suspected	6 CT, head, w iv contrast Select
Headache, acute, severe, thunderclap, worst HA of life	8 \$\$\$ MR. bead. wo/with contrast order does not have a match in N*
Headache, positional	\$\$\$
Headache, SAH suspected	MR, head, wo iv contrast order does not have a match in N* cannot be selected
Headache, trigeminal distribution	5 S Replace Replace
Headache with cough, exertion or sex	E ^{\$\$} V V V
Headache, post trauma	CT, head, wo/w iv contrast
Headache, temporal arteritis suspected	3 SSSS でですです。 CT, angiography, head, w iv contrast Replace



AUC workflow

- Upon selecting the appropriate order, the status is updated to complete
- The selected recommendation is identified and the Decision Support Number (DSN) is created and will be included in the order for the service provider to receive.

• •	Date	Description	Status	Diagno
C 11/03	/2017 CT, H	ead/Brain	Unsigned	CHEST PAIN (ICI
C 11/03/	/2017 CT, CI	hest w/o contrast	Unsigned	CHEST PAIN (IC
Remove	Reorder Override	AUC Invoke AUC	[Clear Dia
Custom List	Categories	Search Order	Details	
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Description: C	T Head w/ Contrast			Start Date:
Code: 70	0460	Diagnose	s	Duration:
NDC:		Add Modifi	ers	
Authorized By:	Winston MD, Harry S	✓ #4	(Juits of Service:
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Appropriate Use Criteria (AUC) – Workflow

3	Update - Kent Testpatient Ofc Visit at U.P.M.A. on 11/8/2018 8:33:31 PM by Load User030 [Doc ID: 6]
Summary: «	Update Orders - Kent Testpatient 40 Years Old Male, (DOB: 10/10/1978)
Interactions: 1	Orders: This update Open OAll Primary Coverage: Potential Diagnoses: Headache
Forms Add	AUC Date Description Status Diagnoses Remove Reorder Bypass AUC Launch AUC Clear Diagnoses New Edit Custom List Categories Search Order Details Use custom list: V Organize
Attachments Add	
Favorites Add 🔻	





Appropriate Use Criteria

- AUC will be available to ordering providers when ordering the identified advanced imaging studies. •
- athenahealth has partnered with the National Decision Support Company as a qualified Clinical Decision ٠ Support Mechanism (qCDSM)
- The AUC workflow will invoke the athenahealth Health cloud service within the providers workflow and ۲ present the decision support for selection of the appropriate order.

AUC	Date	Description	Status	Diagno	ses	Abdominal pain Wrist pain
P	(1/03/2017 Reorder	CT Chest we contrast	Unsigned	CHEST PAIN (ICC	1.786.50) (ICI	Magrane Headache
Custom List Clinical Infor Descripti Cor ND Authorized B	Categori mation on: CT Chest wo de: 71250 C: Winston MD	es Search Orde contrast , Harry S. v	ses	Service Administratio Start Date: [Duration: [Units of Service: [n 11/03/2017 III 0 III	End Date:
Modifie Instructio Dispositio	rs:	r Next Order	<	Admin Comments:	rage	
AUC Statu CD	us: Pending S:	Recommendation: DSN:		Comments:		

User selects an order that is an advanced imaging study and is flagged for AUC.

earch to Add Indications \mathcal{P} Headache, dental / sinusitis	/mastoiditis 🗙		
ications	Recomme	endations: 61 year old female	View citation
Headache, dental / sinusitis / mastoiditis	Appropriat	eness Category	
Headache, new, immunocompromised or cancer	7-9 Usually	4-6 May be 1-	S Usually not
Headache, new, meningitis or encephalitis suspected	6	CT, head, w iv contrast	Select
Headache, acute, severe, thunderclap, worst HA of life	8	\$\$\$\$ MR. head. wo/wiv contrast	order does not have a match in N*
Headache, positional		<<<	cannot be selected
Headache, SAH suspected	7	MR, head, wo iv contrast	order does not have a match in N* cannot be selected
Headache, trigeminal distribution	5	\$\$ CT, head, wo iv contrast	Replace
Headache with cough, exertion or sex	-	\$\$ ** ** * *	
Headache, post trauma	5	CT, head, wo/w iv contrast	Replace
Headache, temporal arteritis suspected	3	SSSS www.www.	ontrast Replace

User selects indications pre-fetched based on patients' problems and views recommendations from the CDS.

	AUC	Date	Description	Status	Diagnoses		Abdominal pain Wrist nain
	С	11/03/2017	CT, Head/Brain	Unsigned	CHEST PAIN (ICD-786.50)	(ICI	Migraine
	С	11/03/2017	CT, Chest w/o contrast	Unsigned	CHEST PAIN (ICD-786.50)	(ICI <<	Headache
Re	move	Reorder	Override AUC Invoke AUC		Clear Diagnoses		New
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AL	IC Stati	us: Completed	Recommendation: 6		Comments:		

Upon selecting the appropriate order, the status is updated to complete and Decision Support Number is created



Remote Record Access: **Centricity Now**



Centricity Now: Remote Record Viewer App

Improving access to patient records from anywhere

• Today's Challenges ...

Not easy to access patient records when not in the clinic

Increased patient access to personal records anywhere at anytime

Simple and fresh look at patient records from a browser or mobile device

• Tomorrow's Opportunity ...

Web based, mobile enabled application designed and developed on Project Northstar: Cloud Foundation, enabling read access to patient records from anywhere.









https://www.centricitynow.app/CentricityClinic



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Walter S. Caldwell Phone Lan (503) 434-0090 Eng Ethnicity Not Hispanic or Latino PCP Allerg Not available Percent	(M) DOB 01 guage Ra glish W Insuran Consol cies <u>Docet</u>	1/26/1957 hite ce lidated Heal	lth Care
Problems			Ŧ
Angina, Functio	nal Class I	11	>
Chronic Airway 10/02/2007	Obstructio	on (Copd)	>
Hypercholester 04/01/2007	olemia		>
Arthritis 03/17/2007			>
Medication Active	าร		Ŧ
Nitrostat 0.4 Mg 10/16/2012	Sublingu	al Tablet S	^{sub} >
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									A	llergies		Ŧ
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Gender Age M 62	Caldwell DOB Phone 01/26/1957 (503)	434-0090	Language English	_{Race} White	Ethnicity Not Hispanic or Latir	Insura 10 Cons	ance olidated Health Care	PCP Not available	Aller <u>Per</u>
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ferior Wall Myocardial Infarction 2. al Procedures: Urokinase protocol, pain to the emergency room. He was . His chest pain was described as e emergency room reveled a blood sion, cardiac exam with an impressive . MI. CPK and LDH cardiac isoenzymes on the acute myocardial infarction d. The patient had prompt resolution of PK max was 2300 with 88% MB fraction.



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Walter S. Caldwell Gender Age DOB Pho M 62 01/26/1957 (503	ne Language 3) 434-0090 English	e Race Ethnicity White Not Hisp	Ins panic or Latino Co	surance onsolidated Health Care	PCP Not available	Allergies <mark>Percocet</mark>	
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Temperature		98.6[degF]	98[degF]	99.2[degF]			98.6[degF]
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Respiratory Rate		14/min	14/min				
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Blood Pressure, Diastolic		105mm[Hg]	90mm[Hg]	78mm[Hg]		105mm[Hg]	86mm[Hg]

Temperature Site



Medical History	Family History
Notable for tonsillectomy and adenoidectomy at age 4, appendectomy at age 26, childhood immunizations reportedly 12/28/2008	Legacy Notes
complete, no significant trauma of other surgery.	
	Social History
Surgical History	Consumes 3-4 glasses of wine daily, smoked 1-2 p to age 55
T&A at age 4; Appendyectomy age 26; Pilonidal cyst evacuation age 22 12/28/2008	
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Walter S. CaldwellGenderAgeDOBPhoneLarM6201/26/1957(503) 434-0090En	nguage Race Ethnicity Insurance nglish White Not Hispanic or Latino Consolidated Health Care	PCP Allerg e Not available <mark>Perce</mark>
SUMMARY DOCUMENTS VITALS HISTORIES	DEMOGRAPHICS	
Basic Demographics	Contact Information Active	Insurance Active
MRN MR-846-624	Phone (503) 434-0090 (work)	PRIMARY
SSN *** **-6624	(503) 434-0091 (fax) Email walter.caldwell@outlook.com	Consolidated H
Marital Status Married	Address 4839 NW Montgomery St.	Member ID
Patient Status Living	Portland IL 60434	Group Number
		Address



Clinical Writes FHIR API

30

Extending APIs from Read to Write

Enabling a cloud and open eco-system

• Today's Challenges ...

Simplifying the integration points to CPS / CEMR Increasing the tools for practices and 3rd party to develop solutions

Improved ability to test integrations with each releases

Easier access to advanced capabilities outside CPS/CEMR

• Tomorrow's Opportunity ...

Extending APIs to include both read and write. Including Observations, Immunizations and Problems. With a new development portal that enables customers and partners to develop their connections to CPS/CEMR.







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Workflow Improvements



Bulk Lab Signing



Bulk signing of lab results



Allows providers to select multiple lab reports within a patient chart and sign in a single click

CPS v19 Pictured



Bulk signing of lab results

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CPS v19 Pictured



Allows providers to select multiple lab reports within a patient chart from the provider's desktop>documents and sign in a single click

Prescription Enhancements

38

Rx Renewals tab enhancements in v19

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Allows users to prioritize



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Can further allow the user to track if they have completed a task or enter "note to self"

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Pro tip... If "P" then "Pending" column will not be 0.

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Allows users to filter and focus on requests that have not yet had action taken (or see what has been completed) and are unsigned

Workflow State Allows for filtering.



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"Sticky" Responsible Provider

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Prescription form & Rx Renewals tab

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When filtering by workflow state, currently only the medications are being removed from the user's view.*

*Feature may change for GA



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Summary of prescription enhancements in v19



Rx Renewals Tab

Expanding patient rows

Displays medication name, strength, and type Allows for comments and adds a tag Workflow state is reflected Not Started In Progress

Workflow State

Filter by Not Started or In Progress



Prescriptions Form

Zoom

View at 50%, 75%, or 100%

User Sort

View Active Medications from A-Z or Z-A

Blue Alert

Visual alert that the medication is already either electronically requested or manually renewed



eRx evolution continues: NCPDP 2017071

eRx transmission Rule – Medicare Part D ePrescribing Rule



Who

CMS-2017-0156-1670; Medicare Program; Contract Year 2019 Policy and Technical Changes to {plans} When

Industry wide "big bang" go live January 2020

What

Will require an update to the eRx systems for all industry EHR and Pharmacy systems.





How

V20 will provide updates to support this requirement

Capabilities

55

Project Northstar: Intelligent Orders

• Today's challenges ...

Simplify the complete order process Orders are not always in context of the patient problem Improved process to setup & maintain service providers, order codes & categories

• Tomorrow's opportunity ...

Factory sets of service provider, standardized order code & order category data

Automatically closing the loop on orders

Increasing flexibility with workflows by separating out order types from order processing behavior.

Workflows that facilitate the ordering process...not a checklist





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Patient Landing Page



Any descriptions of future functionality do not constitute a commitment to provide specific functionality. Availability is subject to change.





Use MEL to add Referral Orders!



Any descriptions of future functionality do not constitute a commitment to provide specific functionality. Availability is subject to change.



CPS / CEMR 2019-2020 Release Schedule









Action items

CMIO/Medical Director

Understand the AUC requirements Plan when and how you want to take advantage of all capabilities

• CIO/IT Directors

Understand the Data agent and what preparation is required to implement Review hardware specs and consider hosting as an alternative to capital purchases

3rd Party Developer partners

Work with Partner Program and Developer Portal to gather information on how to utilize the new clinical write APIs



Thank you



Rhea Davis Customer Adoption Leader

rhurst@athenahealth.com



athenahealth resources

Research

PAMA 2014 https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/Appropriate-Use-Criteria-Program/index.html

CMS regulations https://www.federalregister.gov/d/2017-23953/p-amd-26

Tools

Developer Portal for FHIR API

https://mydata.gehealthcare.com

