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

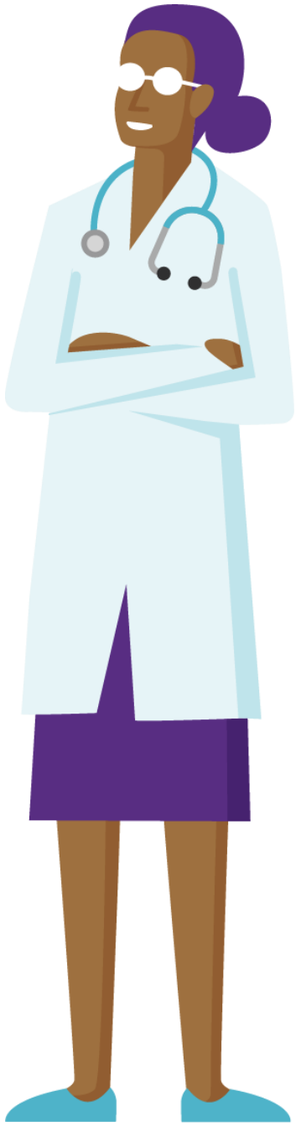
- **Enhance care quality** by ensuring appropriate imaging orders are placed for the patient
- **Increase provider efficiency** by providing access to vital patient data via remote web-based methods
- **Strengthen financial performance** by ensuring AUC data billing is seamless for imaging service providers

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



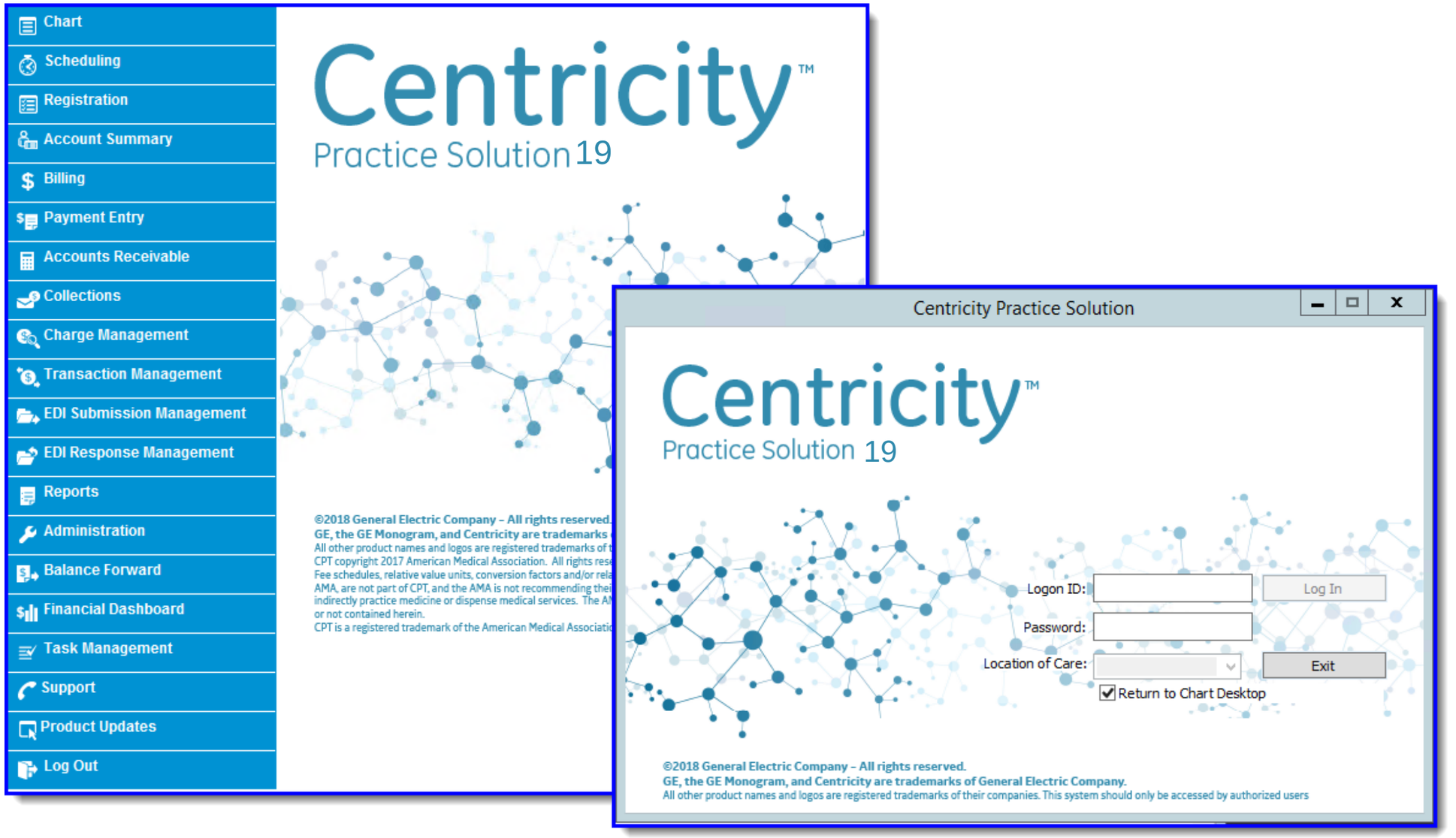
Agenda

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
- Q&A

Logging In

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

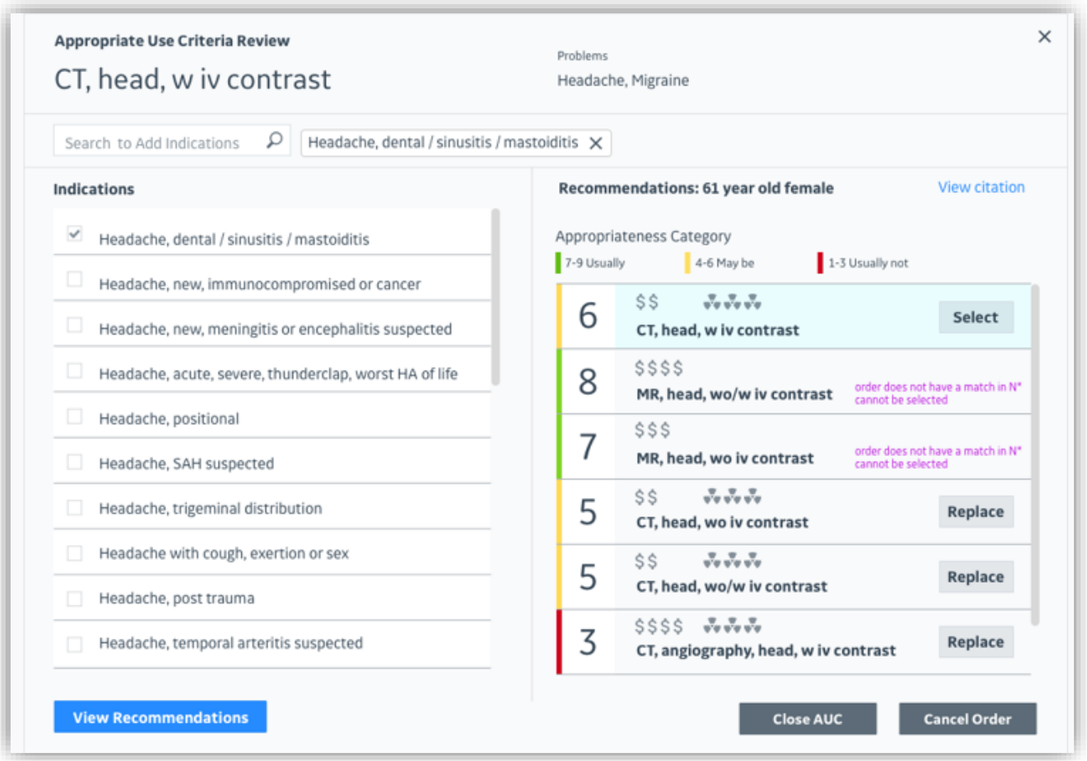
  Imaging service providers must provide evidence on the claim that the ordering provider used decisions support

- 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.



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: **C**linical **D**ecision **S**upport **M**echanism
  - *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

Final Rule: https://www.gpo.gov/fdsys/pkg/FR-2017-11-15/pdf/2017-23953.pdf (pages 53187 - 53201)

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,

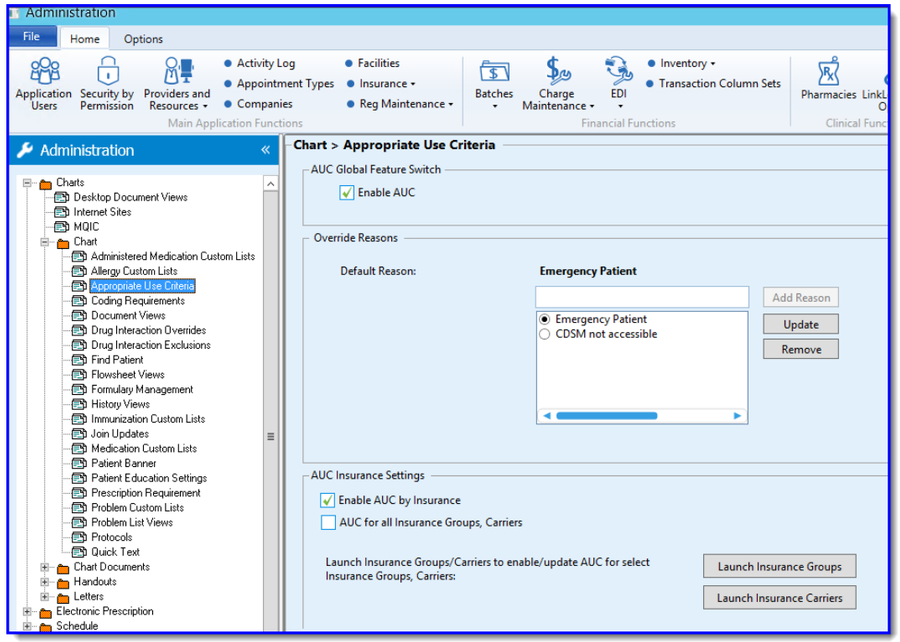
Single-Photon Emission Computed Tomography
76390

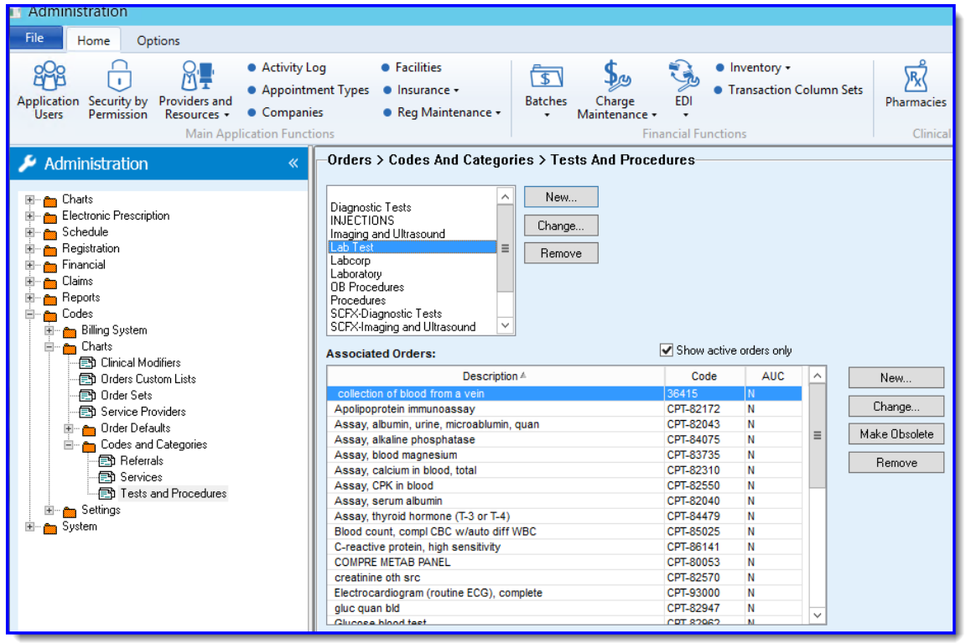
Nuclear Medicine
78012, 78013, 78014, 78015, 78016, 78018, 78020, 78070, 78071, 78072, 78075, 78099, 78102, 78103, 78104, 78110, 78111, 78120, 78121, 78122, 78130, 78135, 78140, 78185, 78191, 78195, 78199, 78201, 78202, 78205, 78206, 78215, 78216, 78226, 78227, 78230, 78231, 78232, 78258, 78261, 78262, 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

Modifier QQ: https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/Downloads/MM10481.pdf

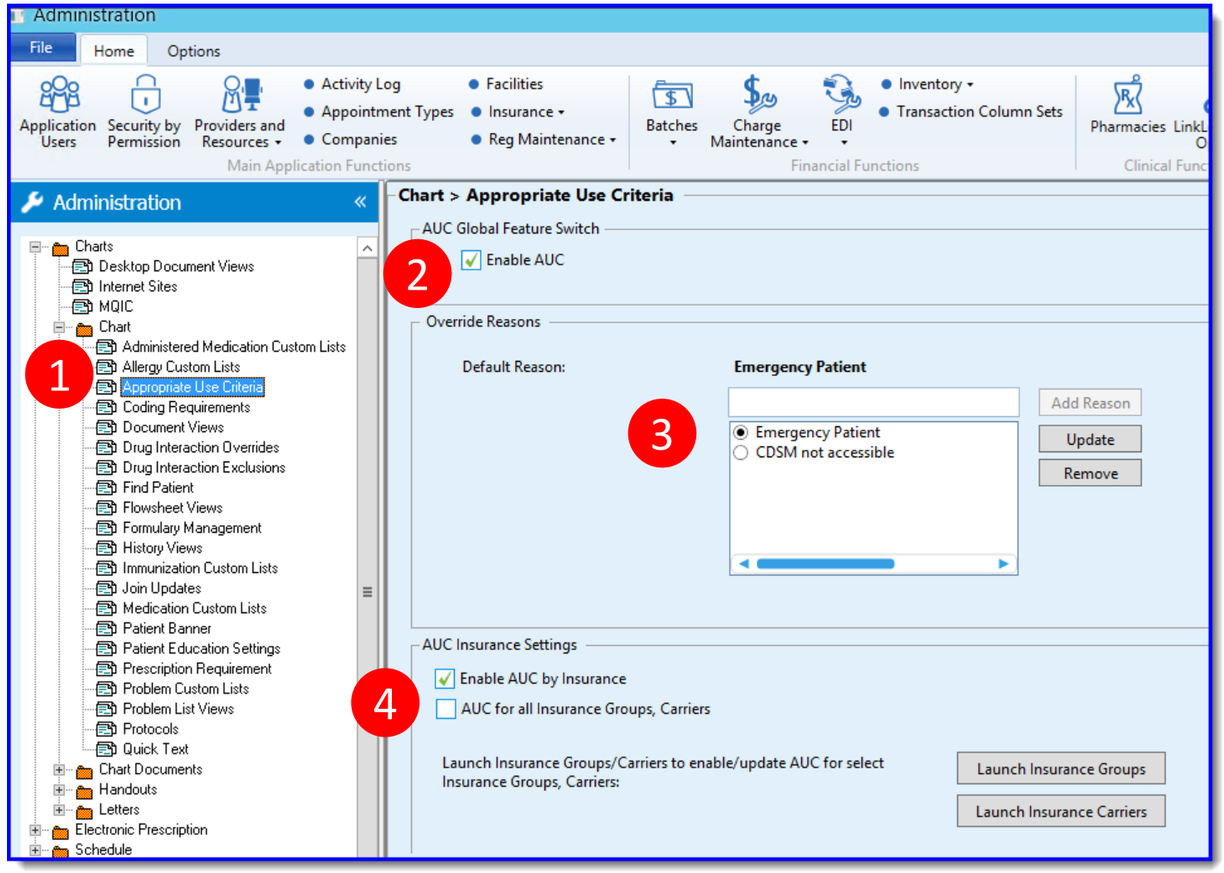
Appropriate Use Criteria (AUC)

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





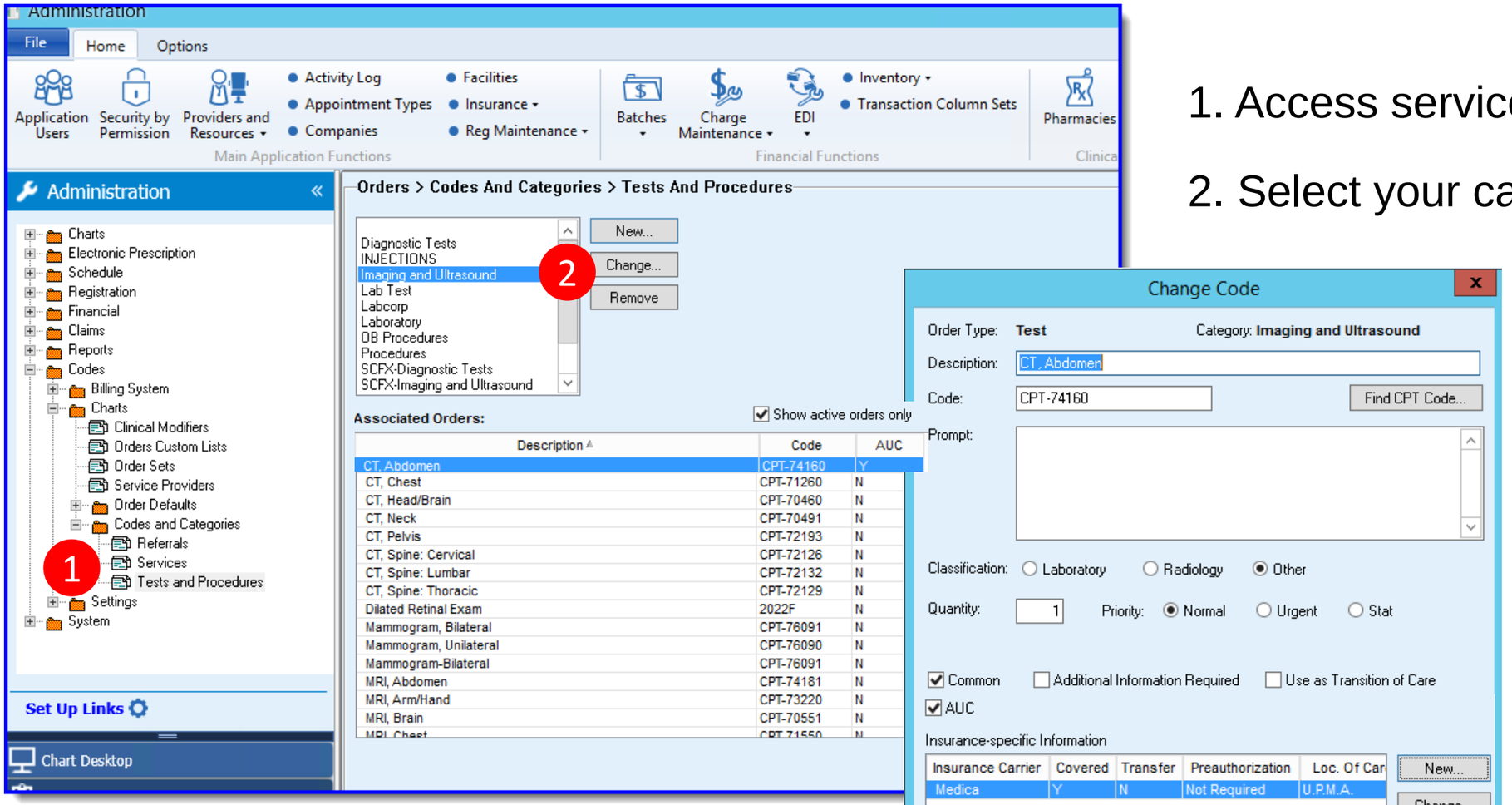
Appropriate Use Criteria (AUC) – Admin



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

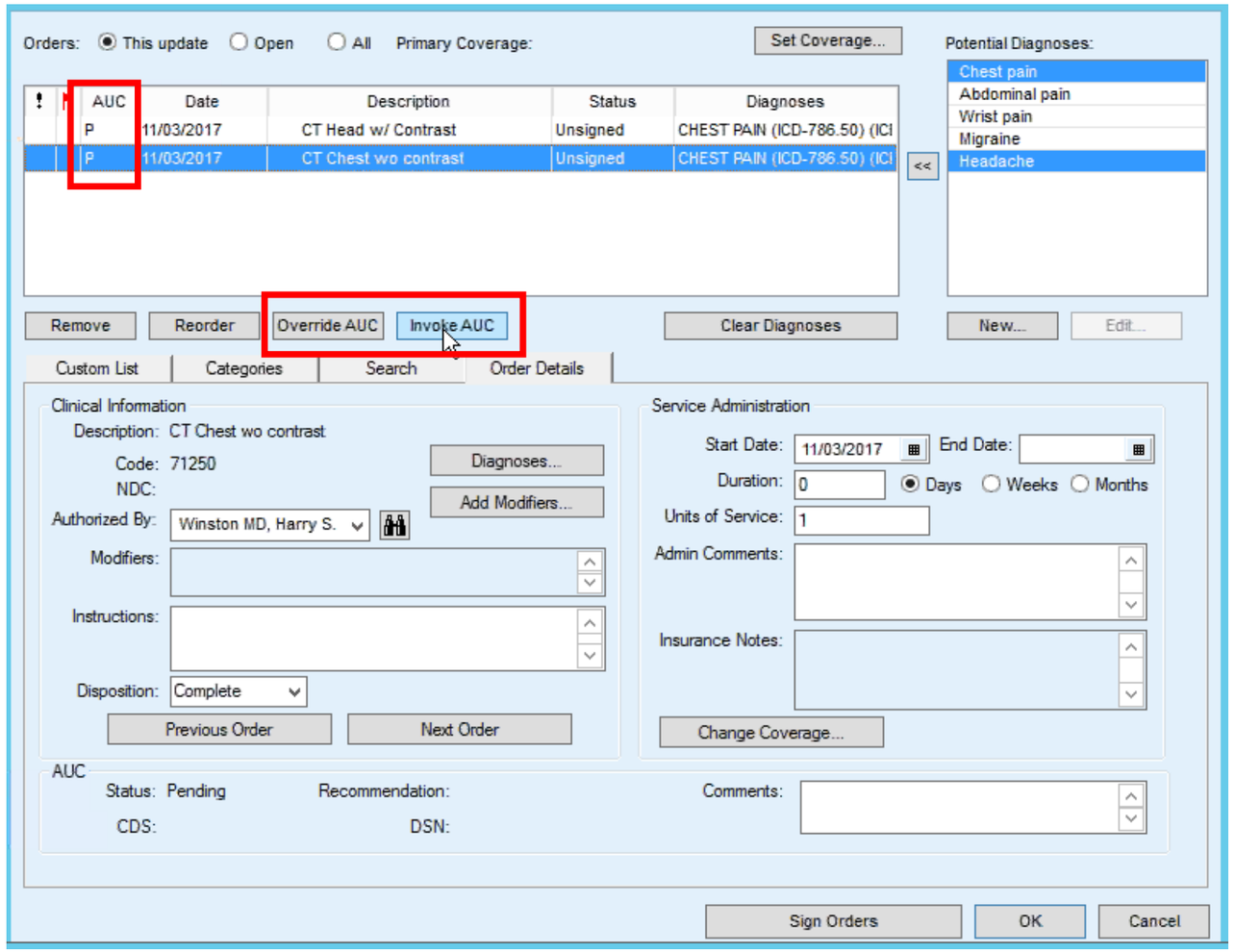
Appropriate Use Criteria (AUC) – Admin



1. Access services or tests/procedures
2. Select your category>Change

AUC workflow

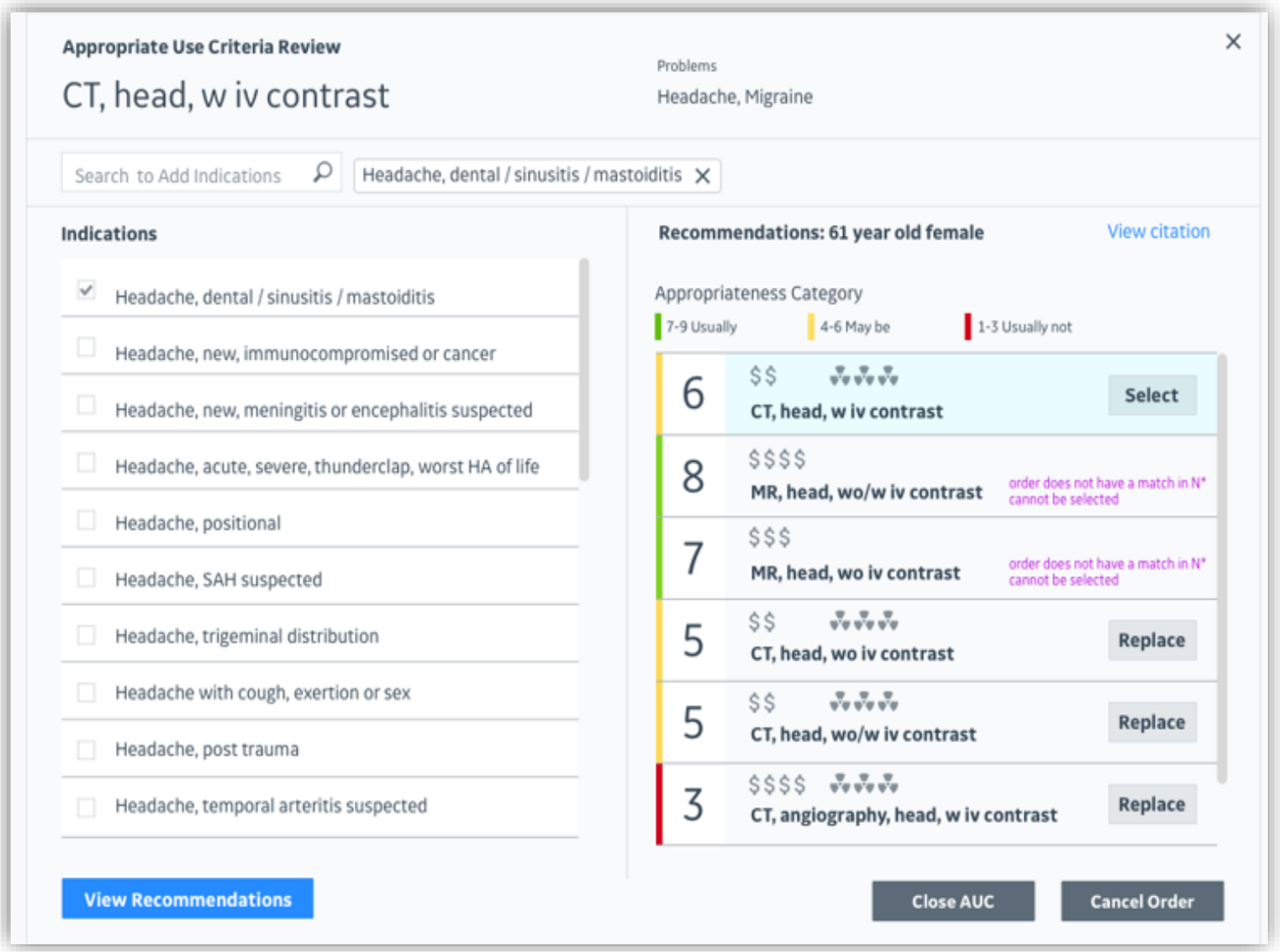
- User selects an order that is an advanced imaging study and is flagged for AUC.
- User can either click the “Invoke AUC” button or upon order signing, the system will automatically invoke the AUC workflow.



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

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



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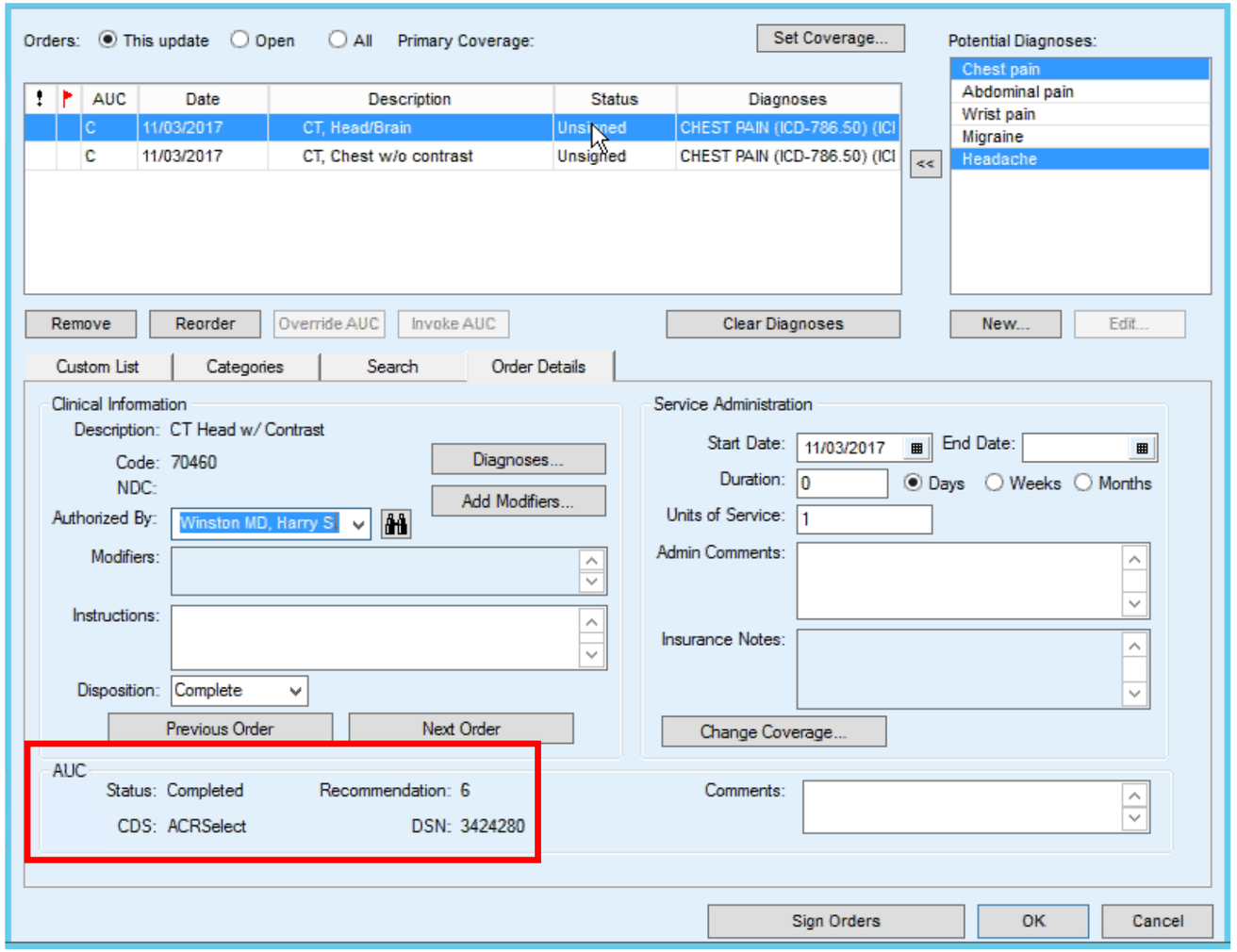
AUC workflow

- 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.



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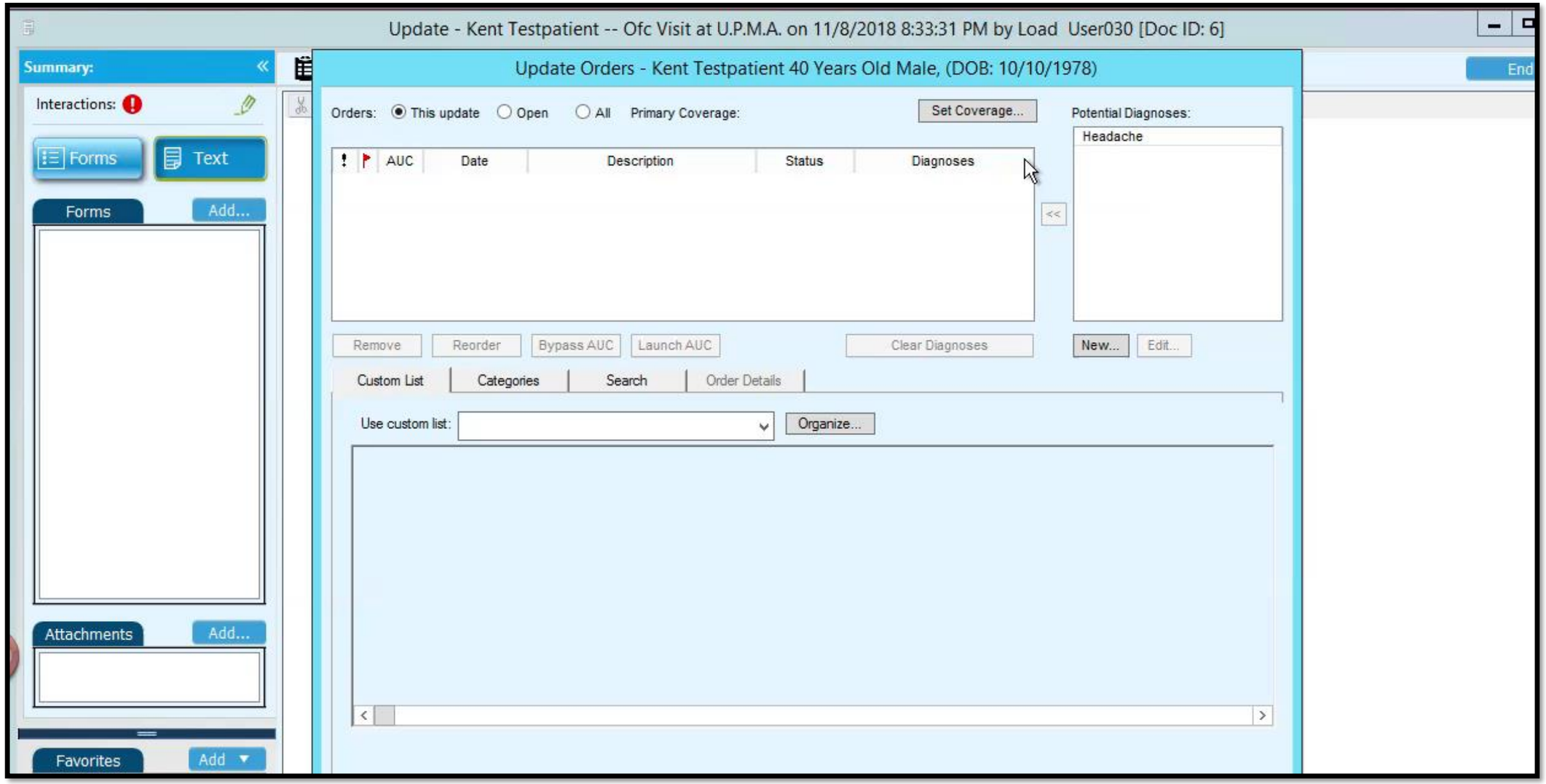
Appropriate Use Criteria (AUC) – Workflow



Appropriate Use Criteria

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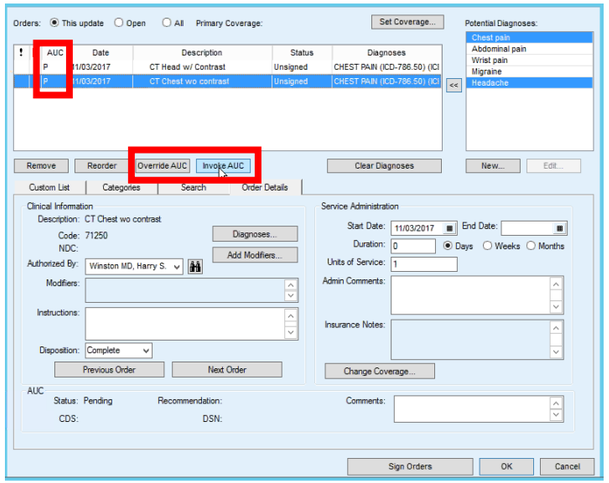
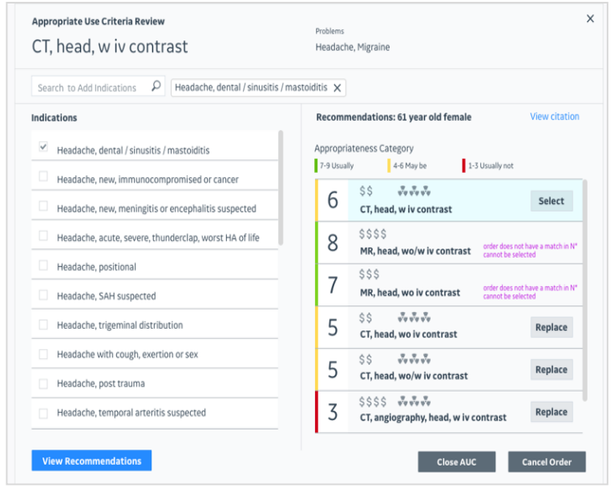
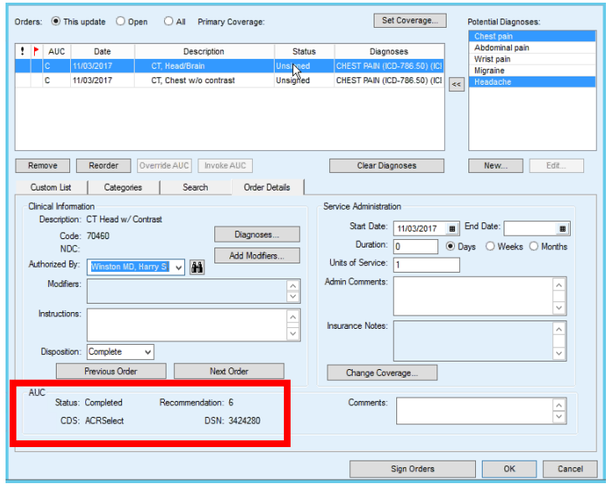


User selects an order that is an advanced imaging study and is flagged for AUC.



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



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

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Remote Record Access: Centricity Now

Centricity Now: Remote Record Viewer App

Improving access to patient records from anywhere

- Today's Challenges …

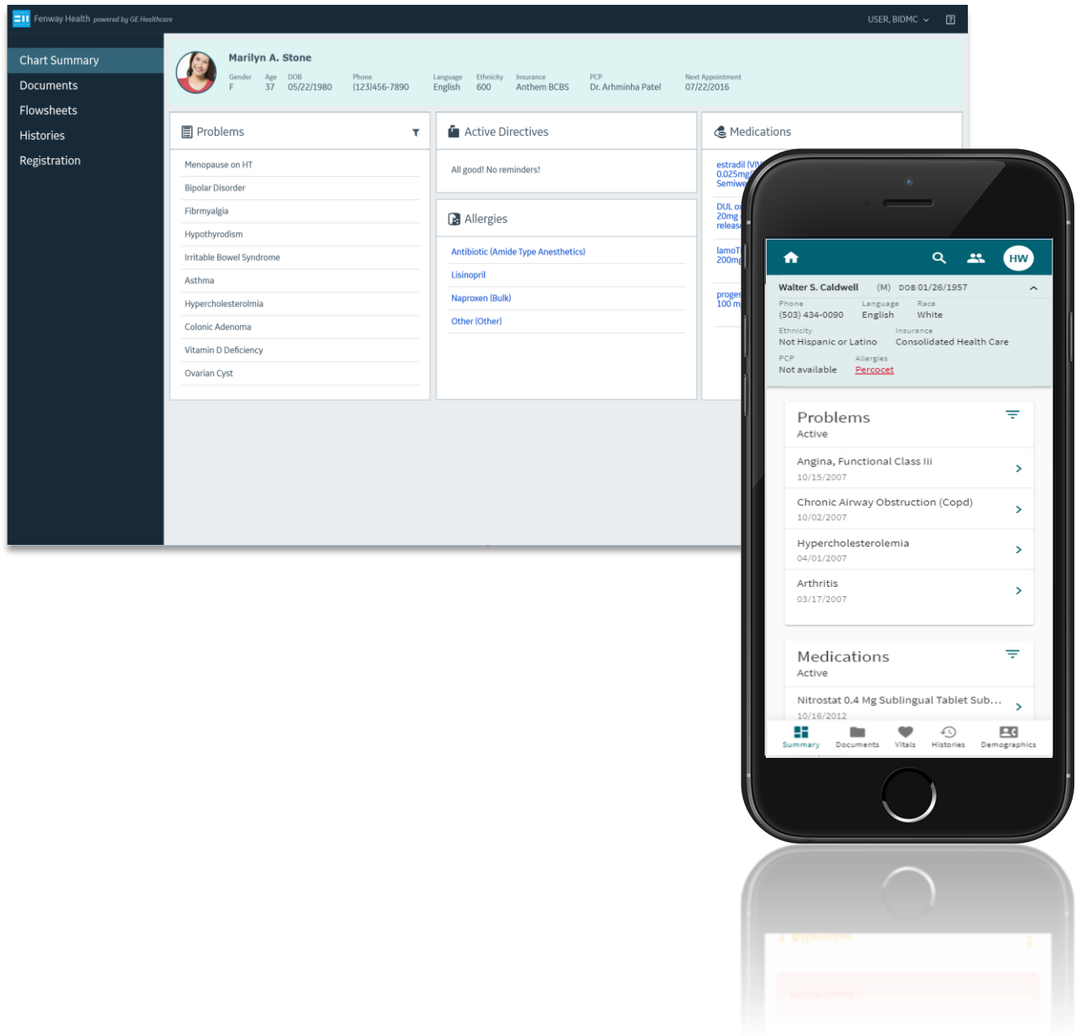
  Not easy to access patient records when not in the clinic

  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.



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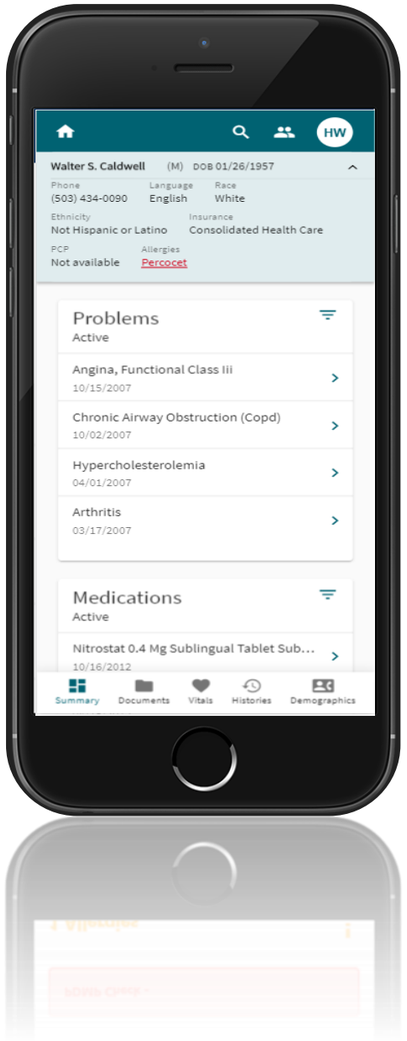
Mobile screen

https://www.centricitynow.app/CentricityClinic



Centricity Now

centricitynow.app/home

Centricity Now | Virence

HW

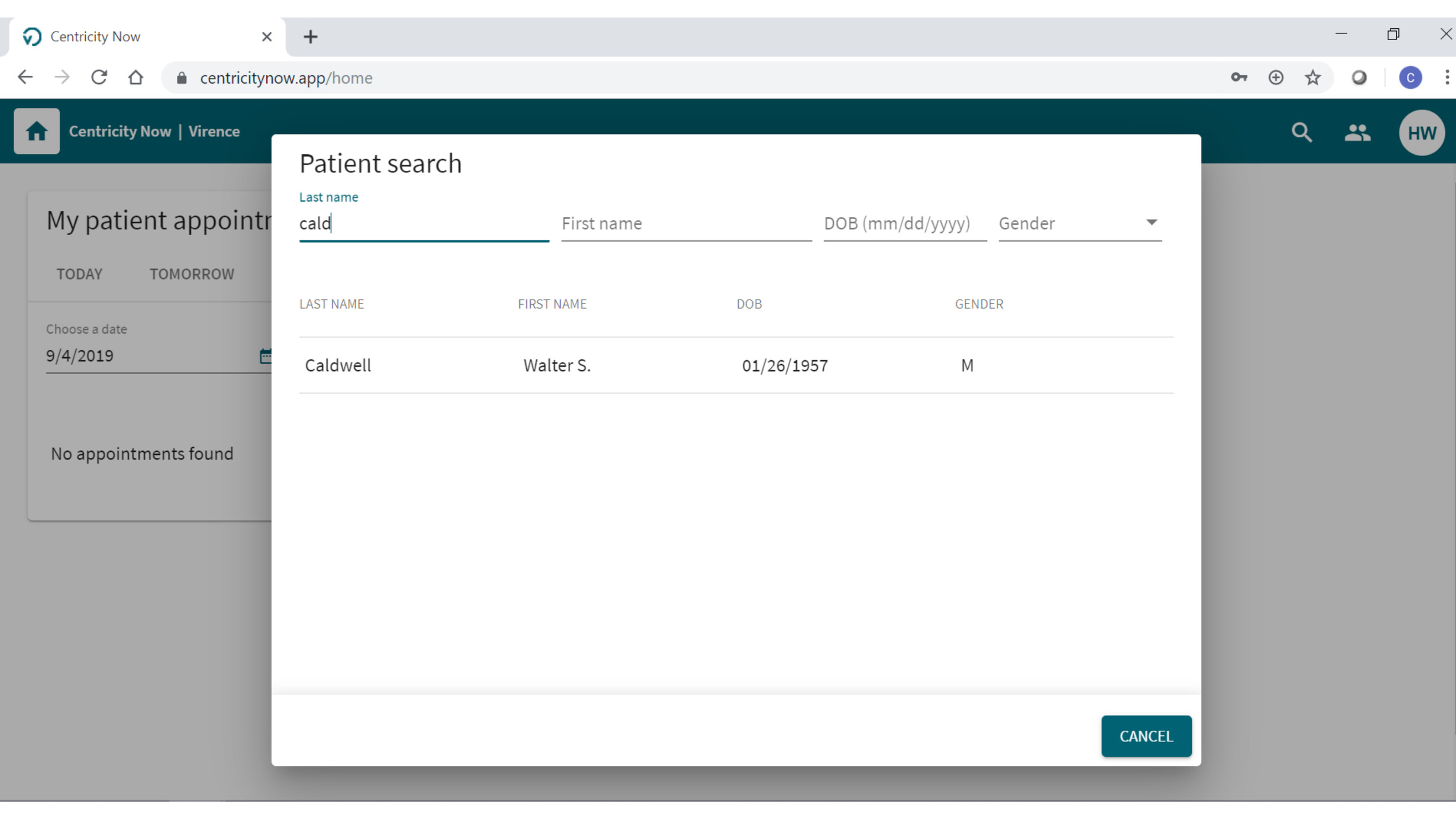
My patient appointments

TODAY | TOMORROW | NEXT 7 DAYS | DATE

Choose a date

9/4/2019

No appointments found


Centricity Now
centricitynow.app/home
Centricity Now | Virence
HW
My patient appointr
TODAY
TOMORROW
Choose a date
9/4/2019
No appointments found
Patient search
Last name
cald
First name
DOB (mm/dd/yyyy)
Gender
LAST NAME
FIRST NAME
DOB
GENDER
Caldwell
Walter S.
01/26/1957
M
CANCEL

Centricity Now

centricitynow.app/chart-summary

Centricity Now | Virence

HW

Walter S. Caldwell

Gender	Age	DOB	Phone	Language	Race	Ethnicity	Insurance	PCP	Allergies
M	62	01/26/1957	(503) 434-0090	English	White	Not Hispanic or Latino	Consolidated Health Care	Not available	Percocet

SUMMARY | DOCUMENTS | VITALS | HISTORIES | DEMOGRAPHICS

Problems

Active

Angina, functional class iii	10/15/2007
Onset date: 10/15/2007 Status: active	
Chronic airway obstruction (copd)	10/02/2007
Hypercholesterolemia	04/01/2007
Arthritis	03/17/2007

Medications

Active

Nitrostat 0.4 mg sublingual tablet sublingual	10/16/2012
Mevacor tab 40mg	04/15/2012

Directives

Do not resuscitate	05/31/2008

Centricity Now

centricitynow.app/chart-summary

Centricity Now | Virence

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- Arthritis — 03/17/2007

Medications

Active

- Nitrostat 0.4 mg sublingual tablet sublingual
- Mevacor tab 40mg

  Status: active
  Dose:
  Route:
  Frequency:
  Instructions: 1 po qd
  Signed by: Harry S. Winston
  Last Rx: 03/02/2019

- [x] Active
- [ ] Completed
- [ ] Draft
- [ ] Entered in Error
- [ ] On Hold
- [ ] Stopped

Centricity Now

centricitynow.app/chart-summary

Centricity Now | Virence

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Severity: Severe

Onset Date:

Status: active

Reaction: Gastrointestinal problems, e.g., nausea, vomiting, diarrhea; Nausea

SUMMARY | DOCUMENTS | VITALS | HISTORIES | DEMOGRAPHICS

Last Rx: 05/02/2019

Directives

Do not resuscitate	05/31/2008

Allergies

Active

Percocet (Severe)

Centricity Now

centricitynow.app/documents

Centricity Now | Virence

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SUMMARY | DOCUMENTS | VITALS | HISTORIES | DEMOGRAPHICS

Documents

Type: None

Filter by

Document type

Start typing to search for a type

Summary of episode note Imported CCD	02/08
Summary of episode note	11/24
Summary of episode note	11/24/2016
Hospital Discharge summary Acute MI	01/21/2014

Items per page: 25

Hospital Discharge summary

ATE BY

c

UPDATED ON

04/12/2019 @ 1:33 PM

osis: Chest Pain Discharge Diagnoses: 1. Acute Inferior Wall Myocardial Infarction 2.

y 3. COPD 4. BPH 5. Degenerative Arthritis Hospital Procedures: Urokinase protocol, Cardiac Catheterization Hospital Course: This gentleman presented with acute chest pain to the emergency room. He was found on evaluation to have an acute anterior wall myocardial infarction in evolution. His chest pain was described as crushing and pressure like in character and rated at 10/10. Physical examination in the emergency room reveled a blood pressure of 150/105, Heart rate 88 and regular, chest clear to auscultation and percussion, cardiac exam with an impressive 3/6 mitral regurgitation murmur, plus S3, plus S4. EKG revealed an acute anterior wall MI. CPK and LDH cardiac isoenzymes were markedly elevated. The patient was admitted to coronary care unit and placed on the acute myocardial infarction treatment protocol. Intravenous Heparin, Morphine, and Urokinase were administered. The patient had prompt resolution of his pain and his EKG returned to baseline with anterior and inferior Q waves noted. CPK max was 2300 with 88% MB fraction.

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VITAL SIGN	08/12/2010	08/07/2010	01/31/2010	09/27/2009	07/20/2009	07/15/2009	12/28/2008
Oxygen Saturation, Oximetry	95%				93%		
Temperature		98.6[degF]	98[degF]	99.2[degF]			98.6[degF]
Weight		188[lb_av]	188[lb_av]			188[lb_av]	180[lb_av]
Respiratory Rate		14/min	14/min				
Pulse Rate		88/min	80/min	78/min		88/min	74/min
Blood Pressure, Systolic		150mm[Hg]	140mm[Hg]	130mm[Hg]		150mm[Hg]	130mm[Hg]
Blood Pressure, Diastolic		105mm[Hg]	90mm[Hg]	78mm[Hg]		105mm[Hg]	86mm[Hg]
Temperature Site			oral				

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Medical History

Notable for tonsillectomy and adenoidectomy at age 4, appendectomy at age 26, childhood immunizations reportedly complete, no significant trauma or other surgery. 12/28/2008

Surgical History

T&A at age 4; Appendyectomy age 26; Pilonidal cyst evacuation age 22 12/28/2008

Family History

Legacy Notes 12/28/2008

Social History

Consumes 3-4 glasses of wine daily, smoked 1-2 ppd in college and up to age 55 12/28/2008

Smoking Status

No data found

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Basic Demographics
Active

MRN	MR-846-624
SSN	*** **-6624
Marital Status	Married
Patient Status	Living

Contact Information
Active

Phone	(503) 434-0090 (work) (503) 434-0091 (fax)
Email	walter.caldwell@outlook.com
Address	4839 NW Montgomery St. Portland IL 60434

Insurance
Active

PRIMARY SECONDARY OTHER

Consolidated Health Care

Member ID	822-84-6624
Group Number	CHC2342
Address	1239 NW Brocker Ave. Ste 390 Portland OR 23498

Clinical Writes FHIR API

Extending APIs from Read to Write

Enabling a cloud and open eco-system

- Today's Challenges …

  Simplifying the integration points to CPS / CEMR

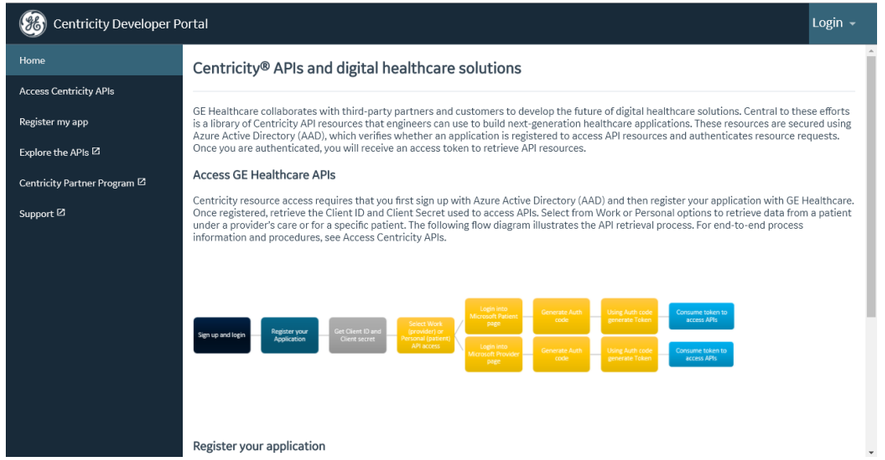
  Increasing the tools for practices and 3rd party to develop solutions

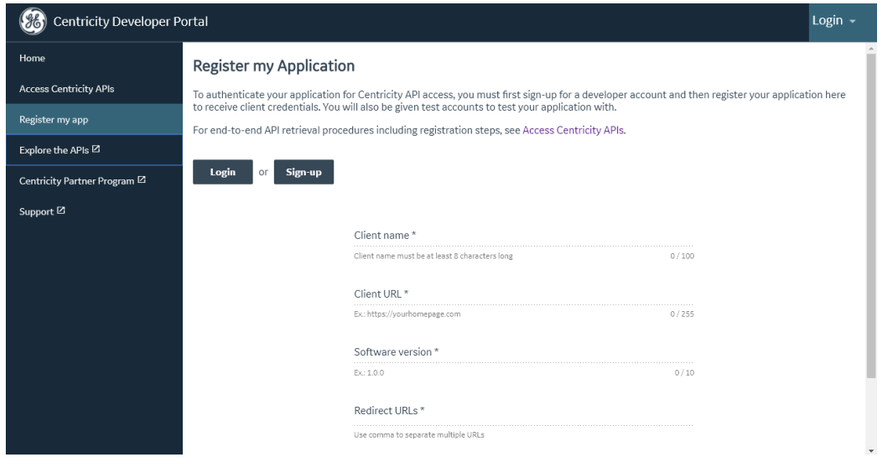
  Improved ability to test integrations with each releases

  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.





https://mydata.gehealthcare.com

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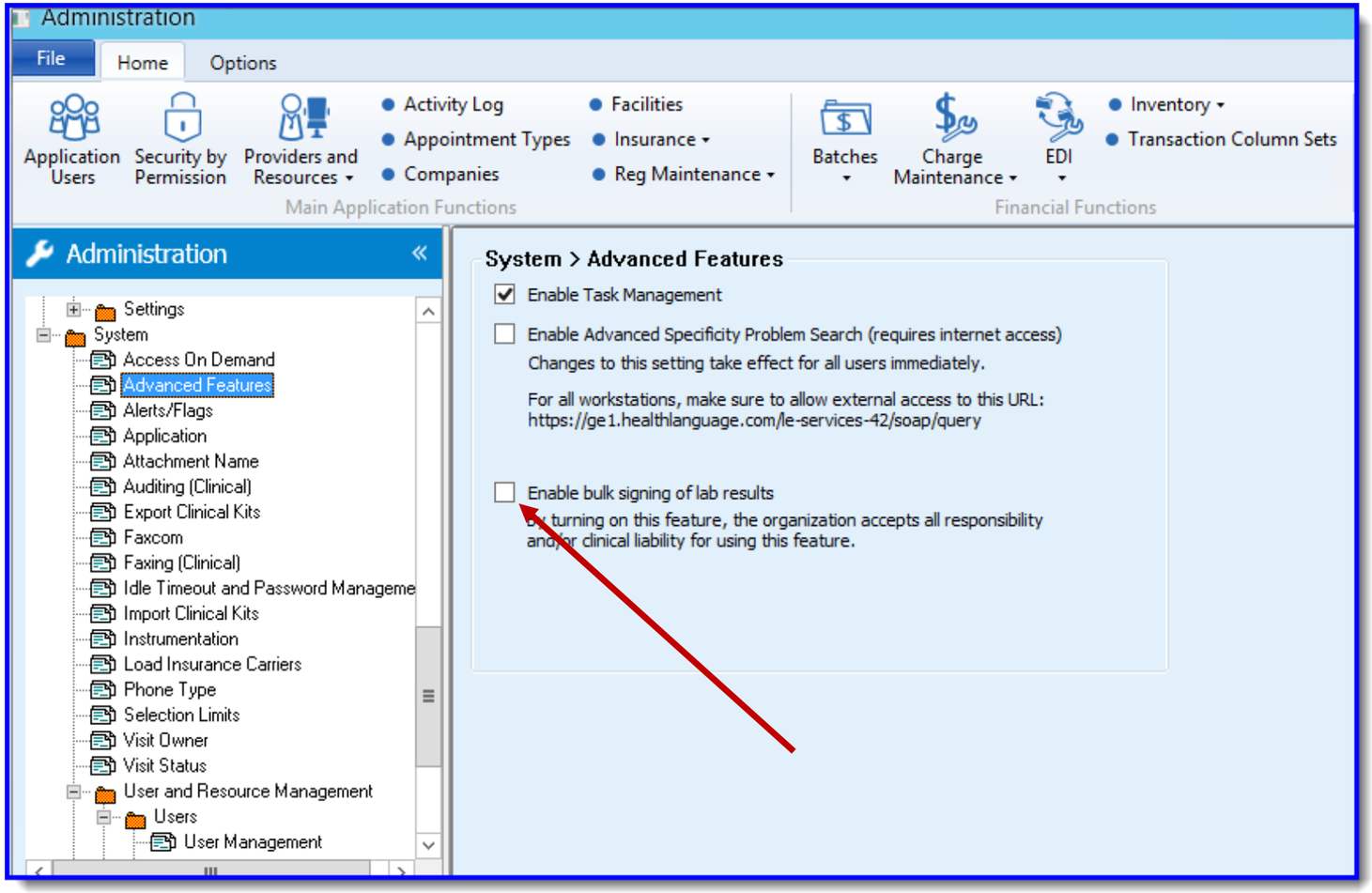
Workflow Improvements

Bulk Lab Signing

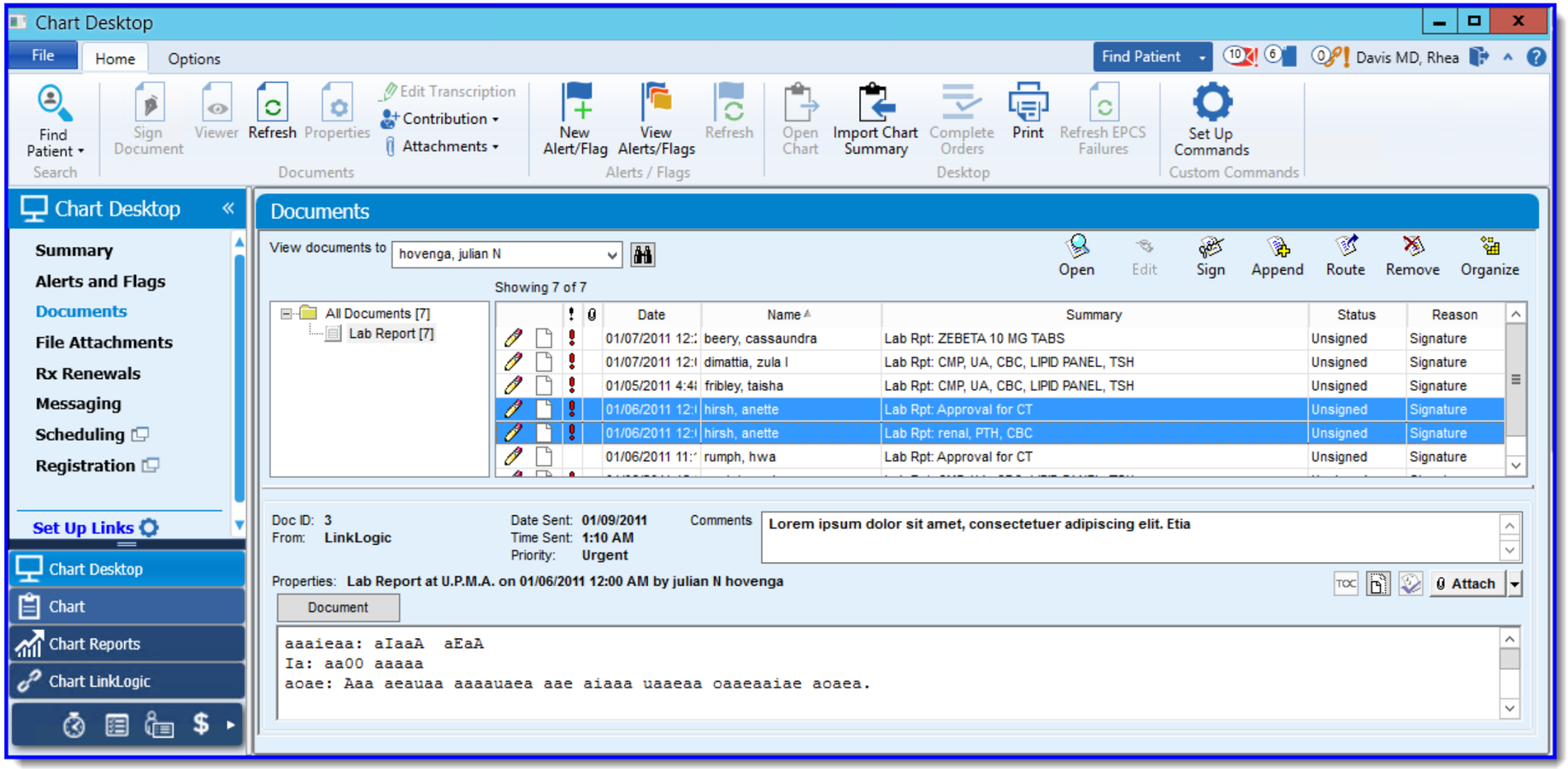
Bulk signing of lab results



CPS v19 Pictured

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

Bulk signing of lab results

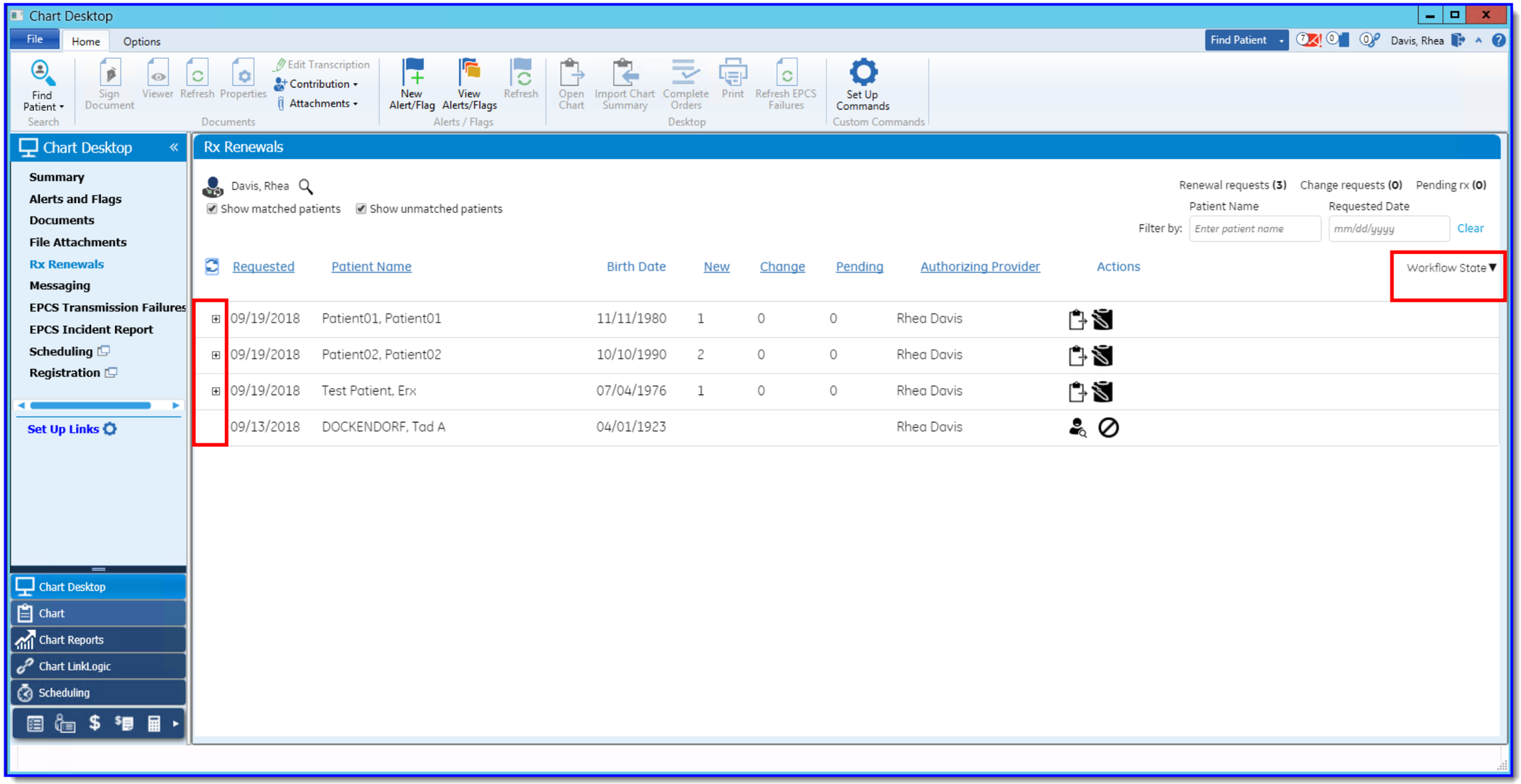


CPS v19 Pictured

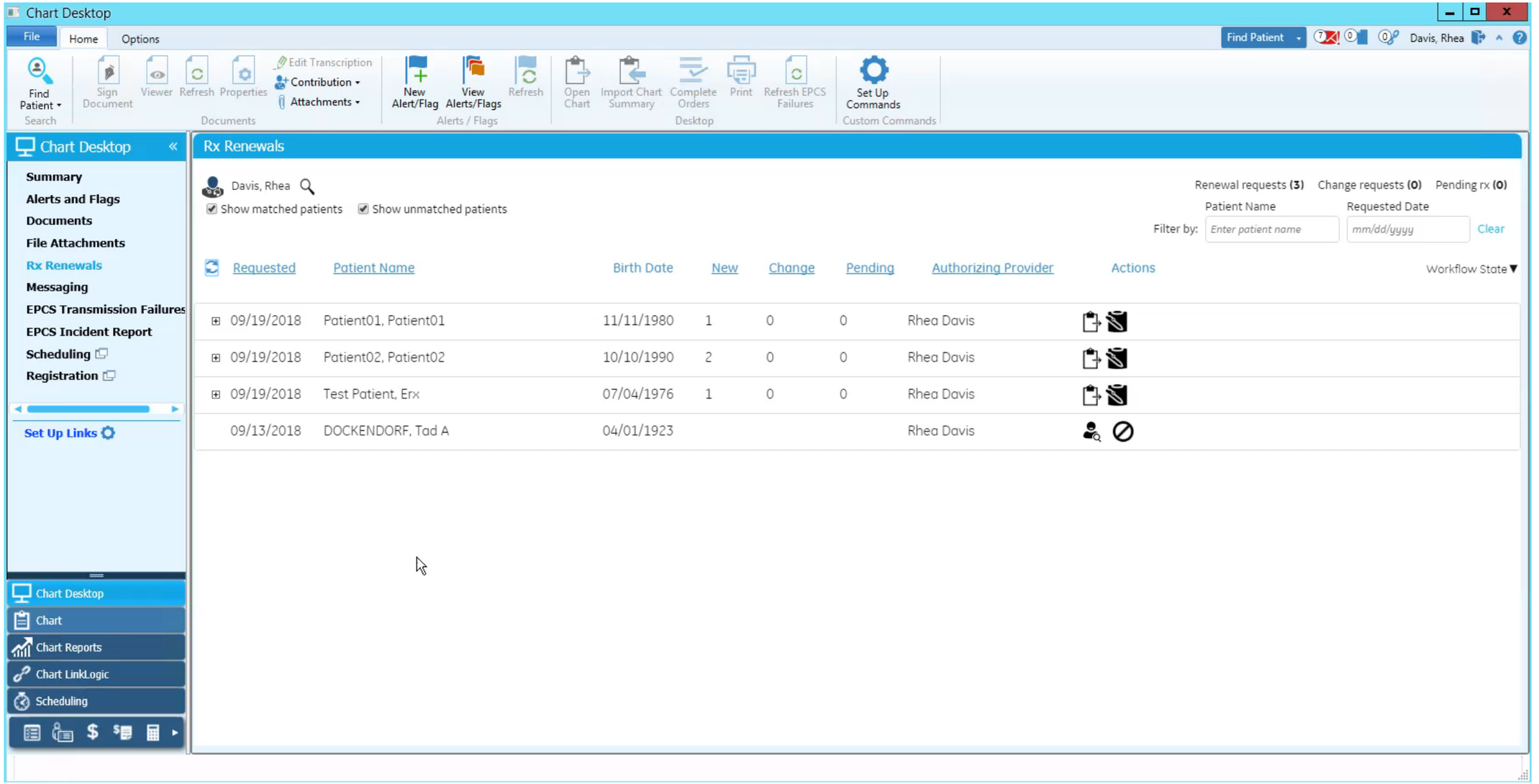
Allows providers to select multiple lab reports within a patient chart from the provider's desktop>documents and sign in a single click

Prescription Enhancements

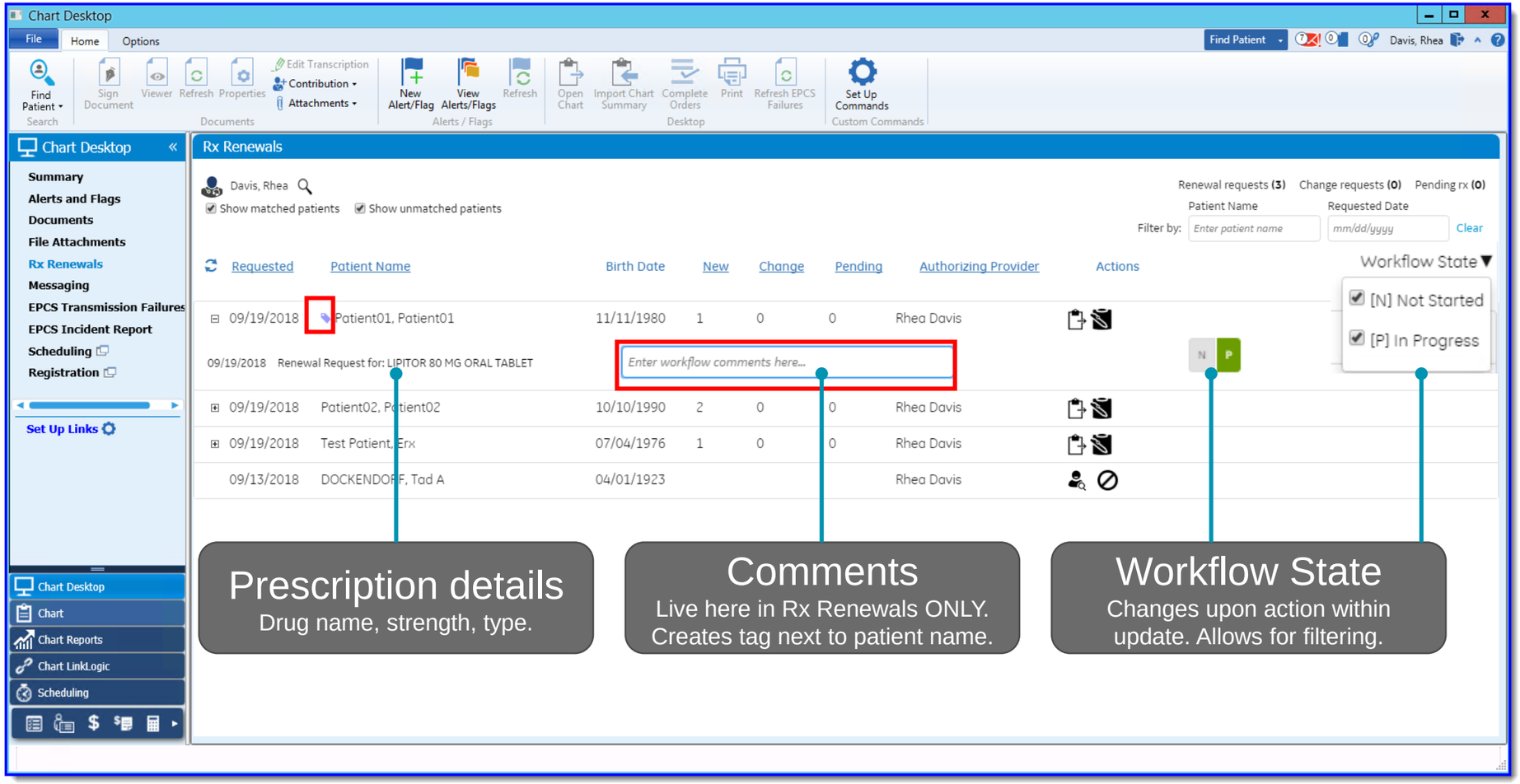
Rx Renewals tab enhancements in v19



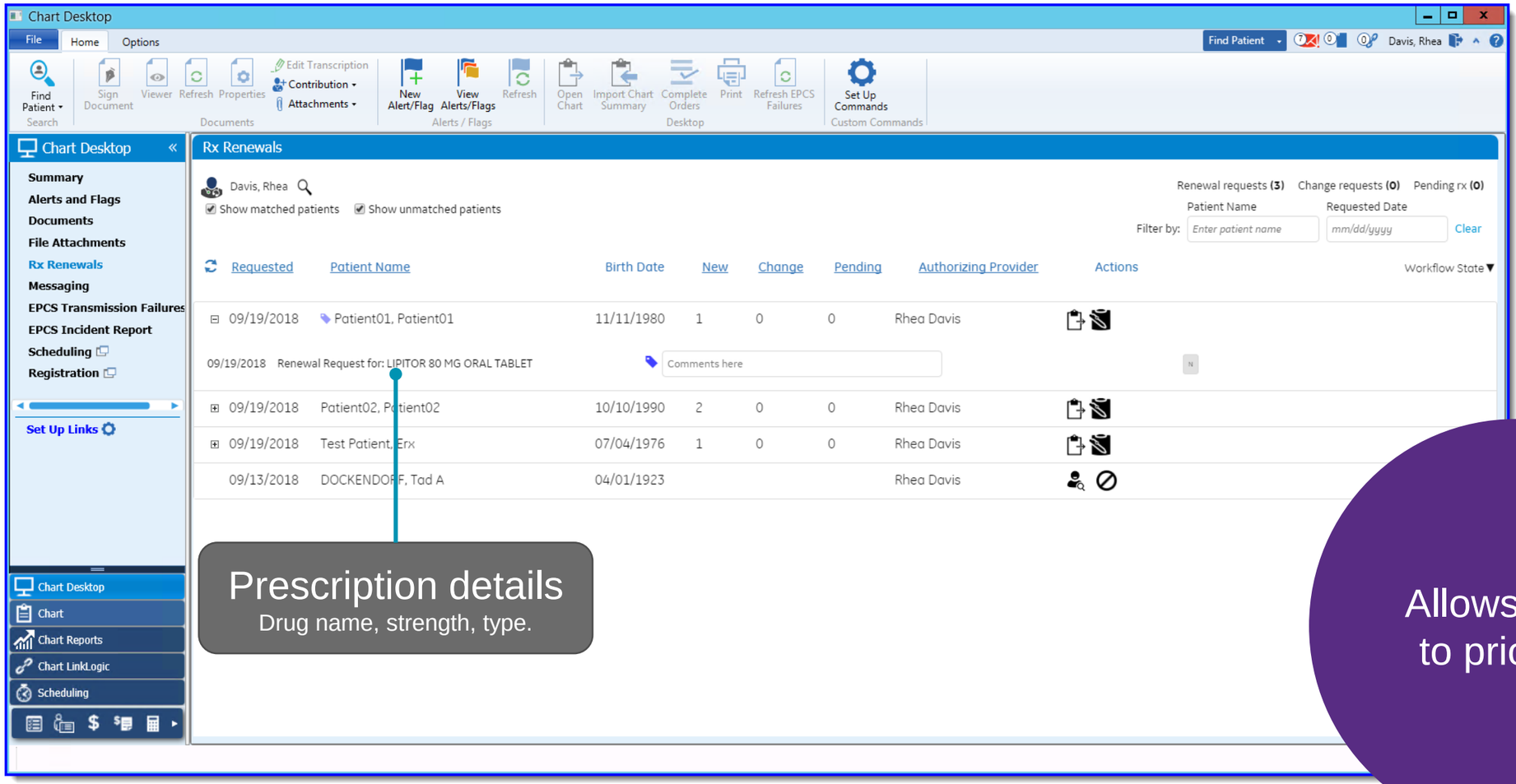
Expanding patient rows



Expanding patient rows

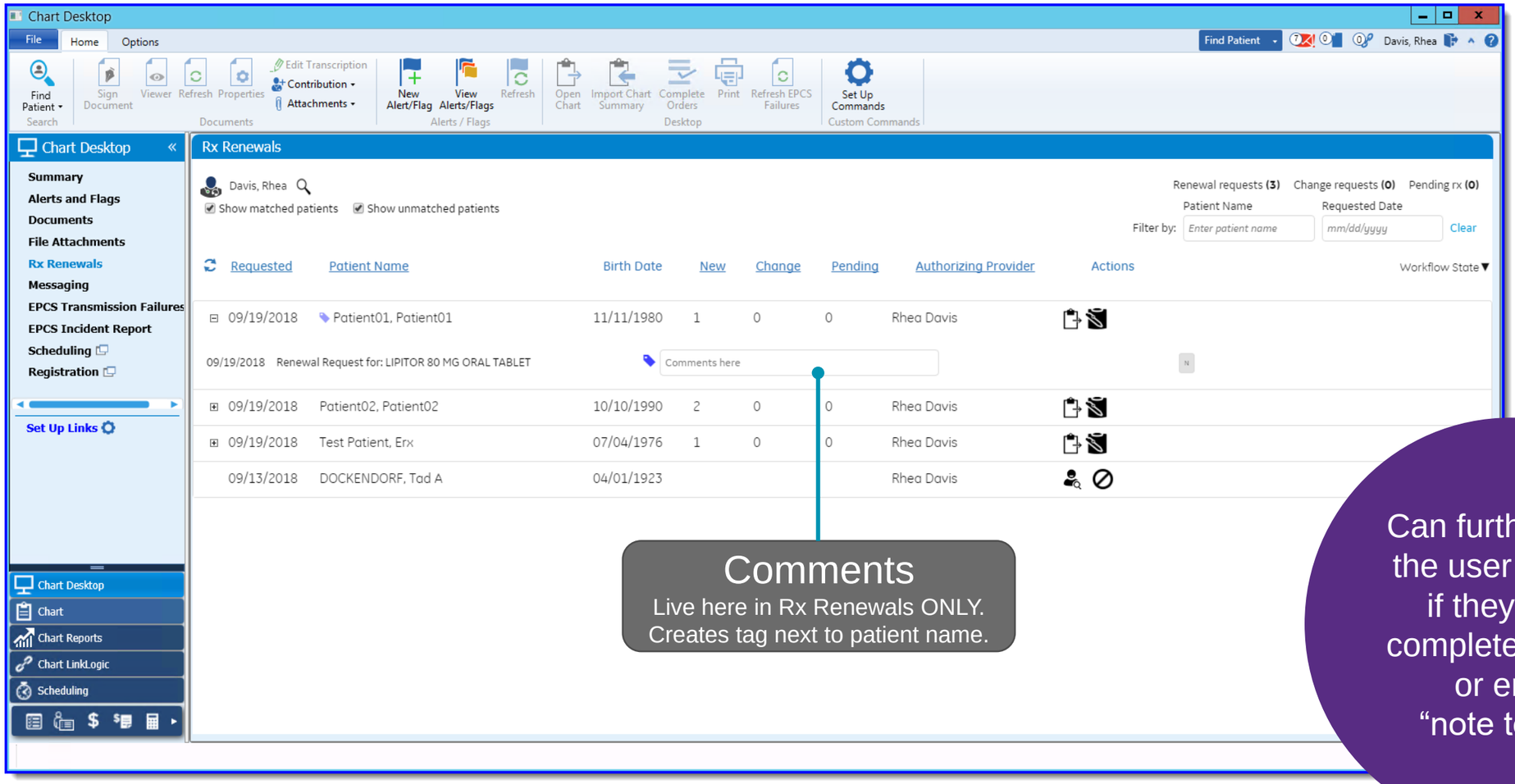


Expanding patient rows



Allows users to prioritize

Expanding patient rows

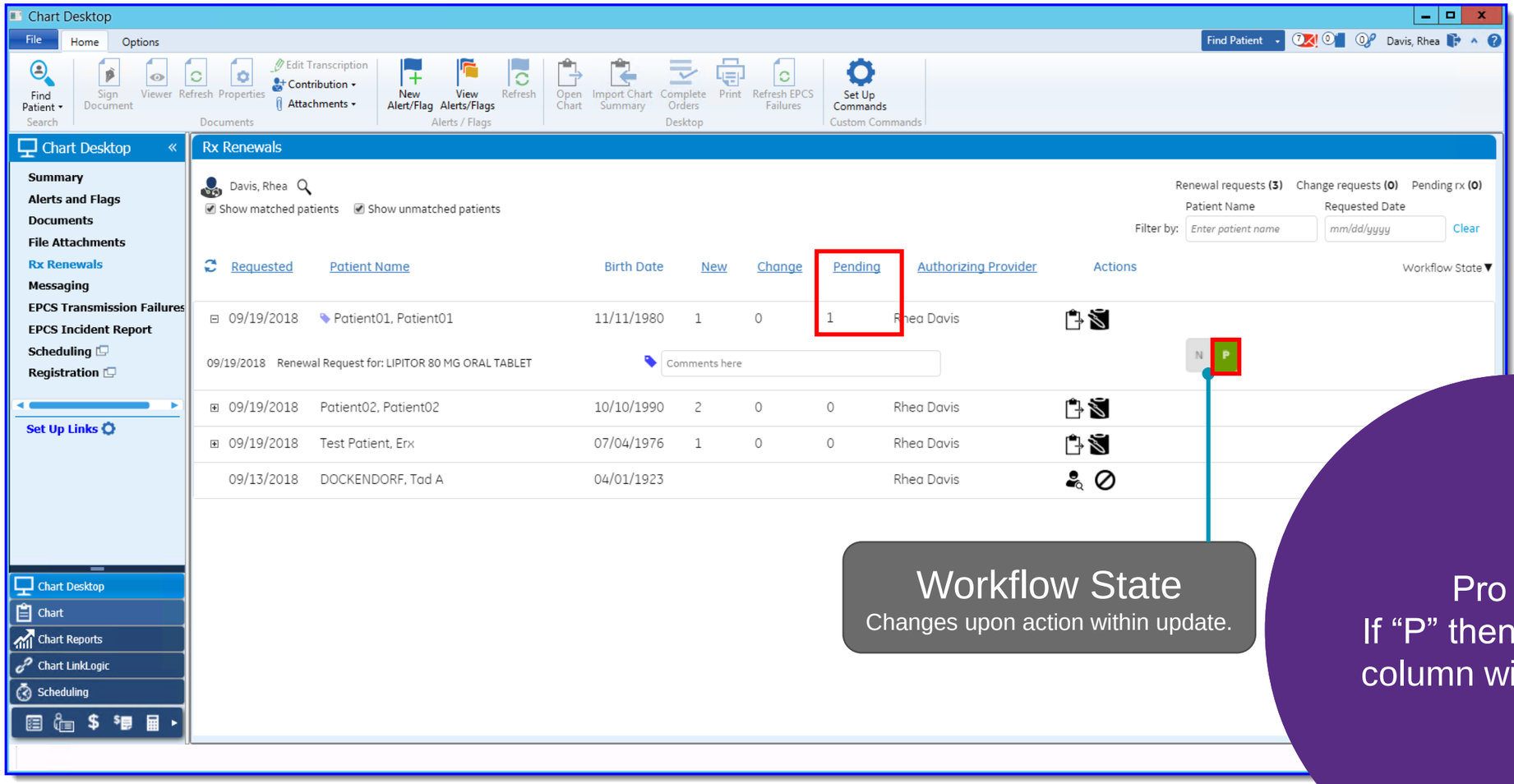


Comments

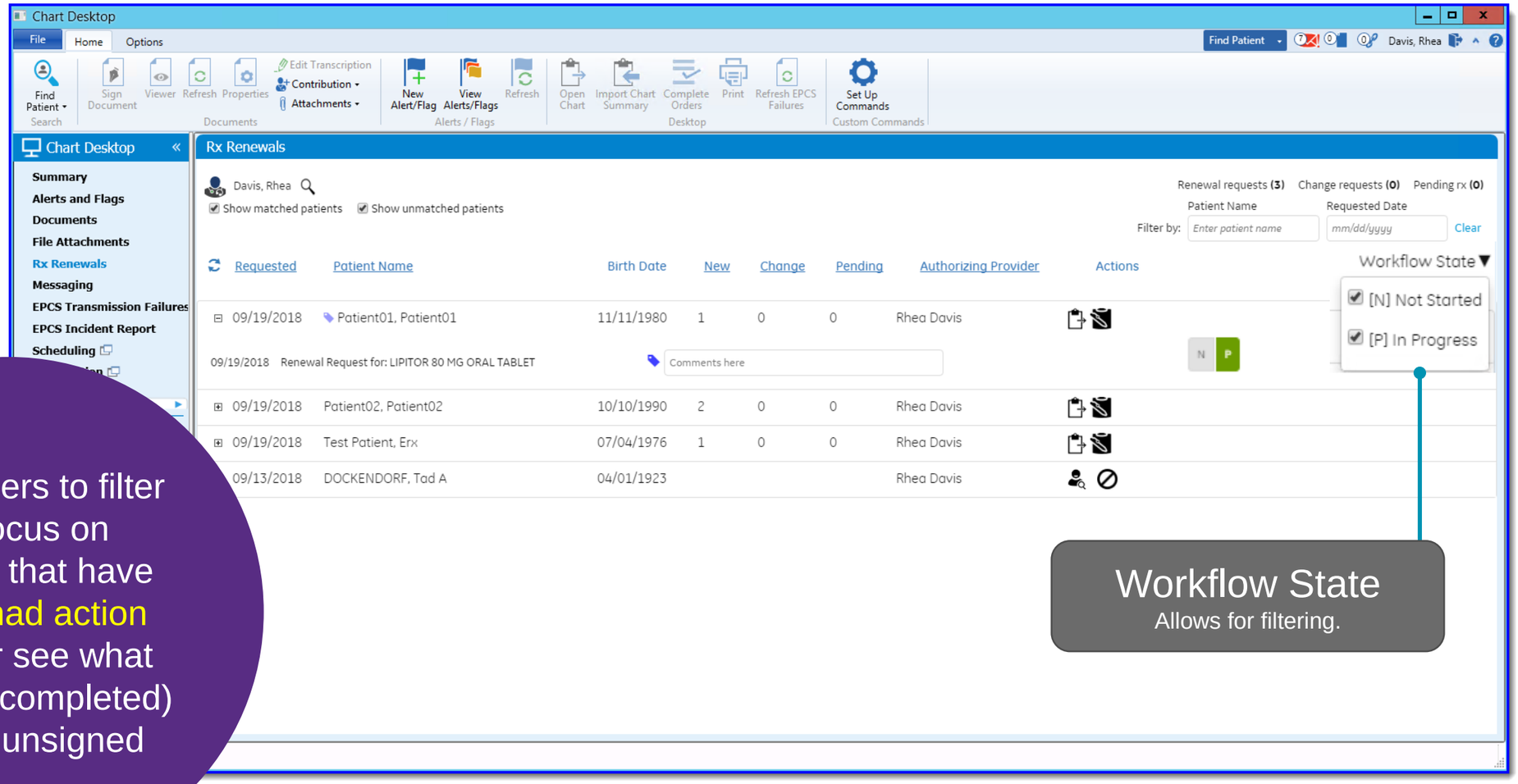
Live here in Rx Renewals ONLY.
Creates tag next to patient name.

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

Expanding patient rows

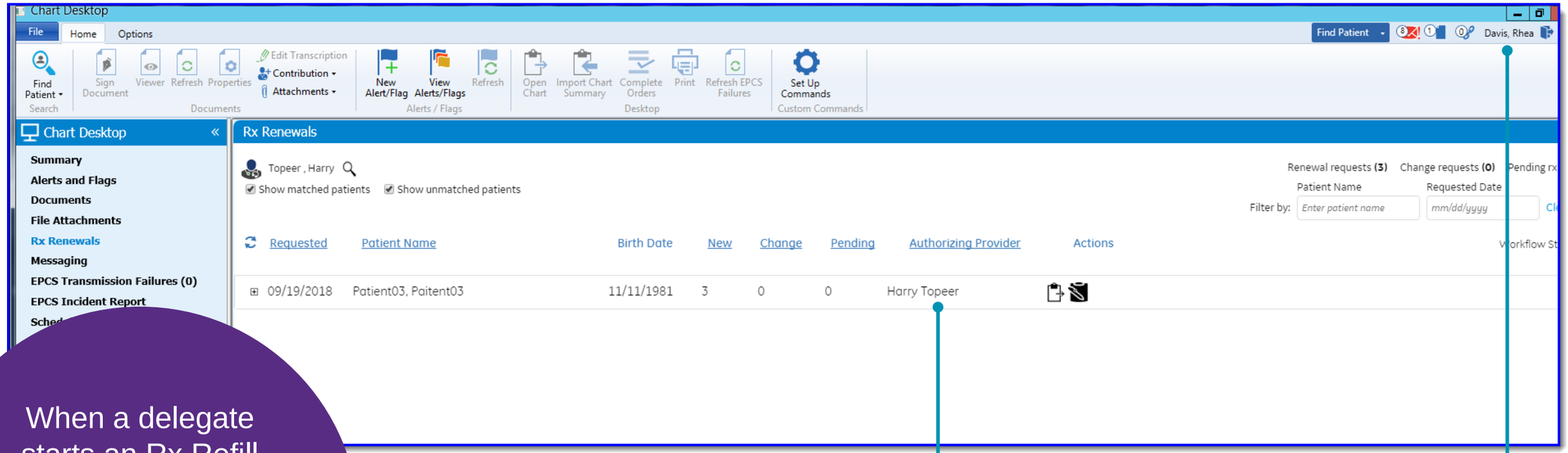


Expanding patient rows



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

“Sticky” Responsible Provider

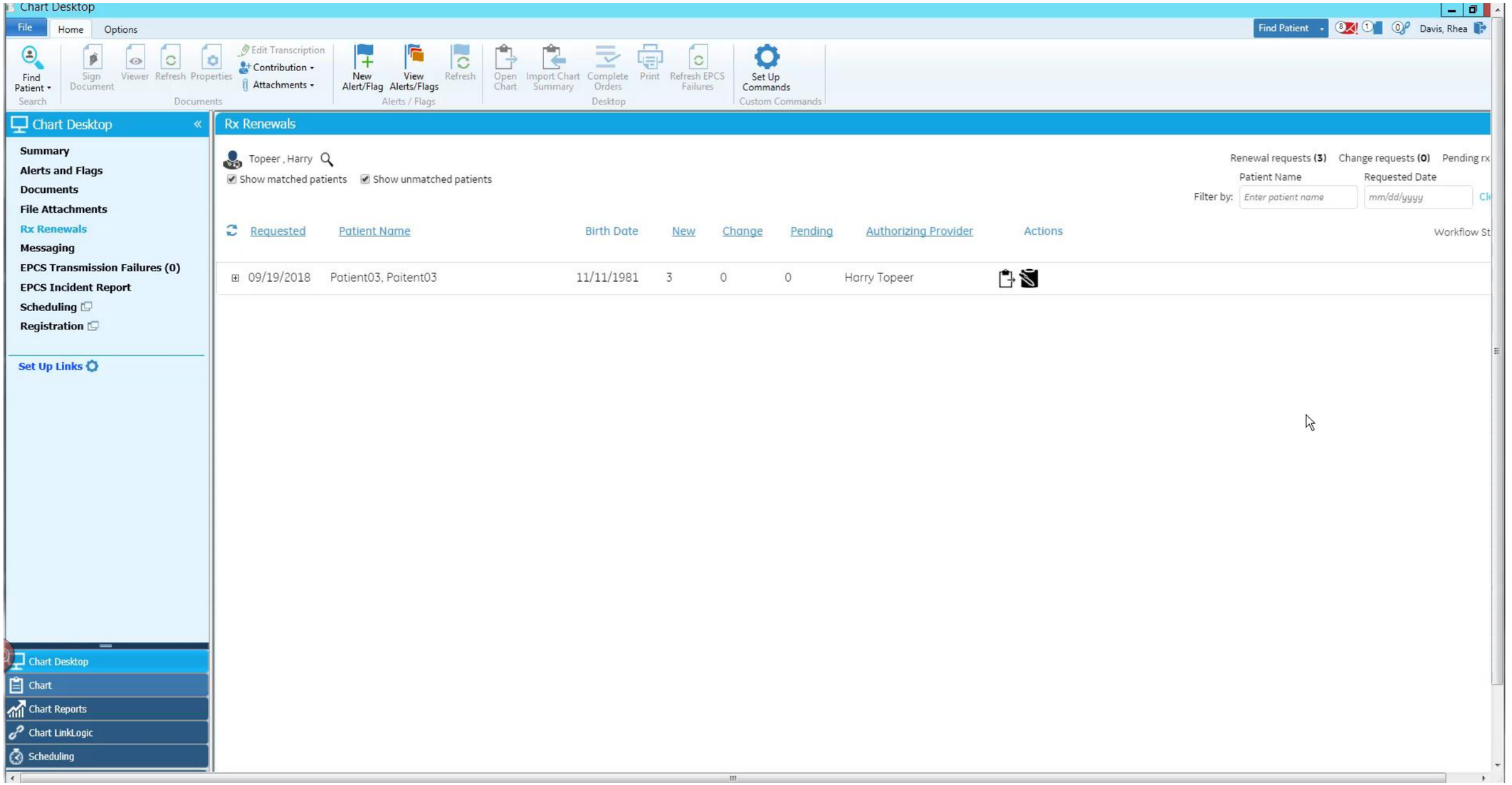


When a delegate starts an Rx Refill document from the tab, the Authorizing Provider is the Responsible Provider of the document

Authorizing Provider

Delegate

“Sticky” Responsible Provider

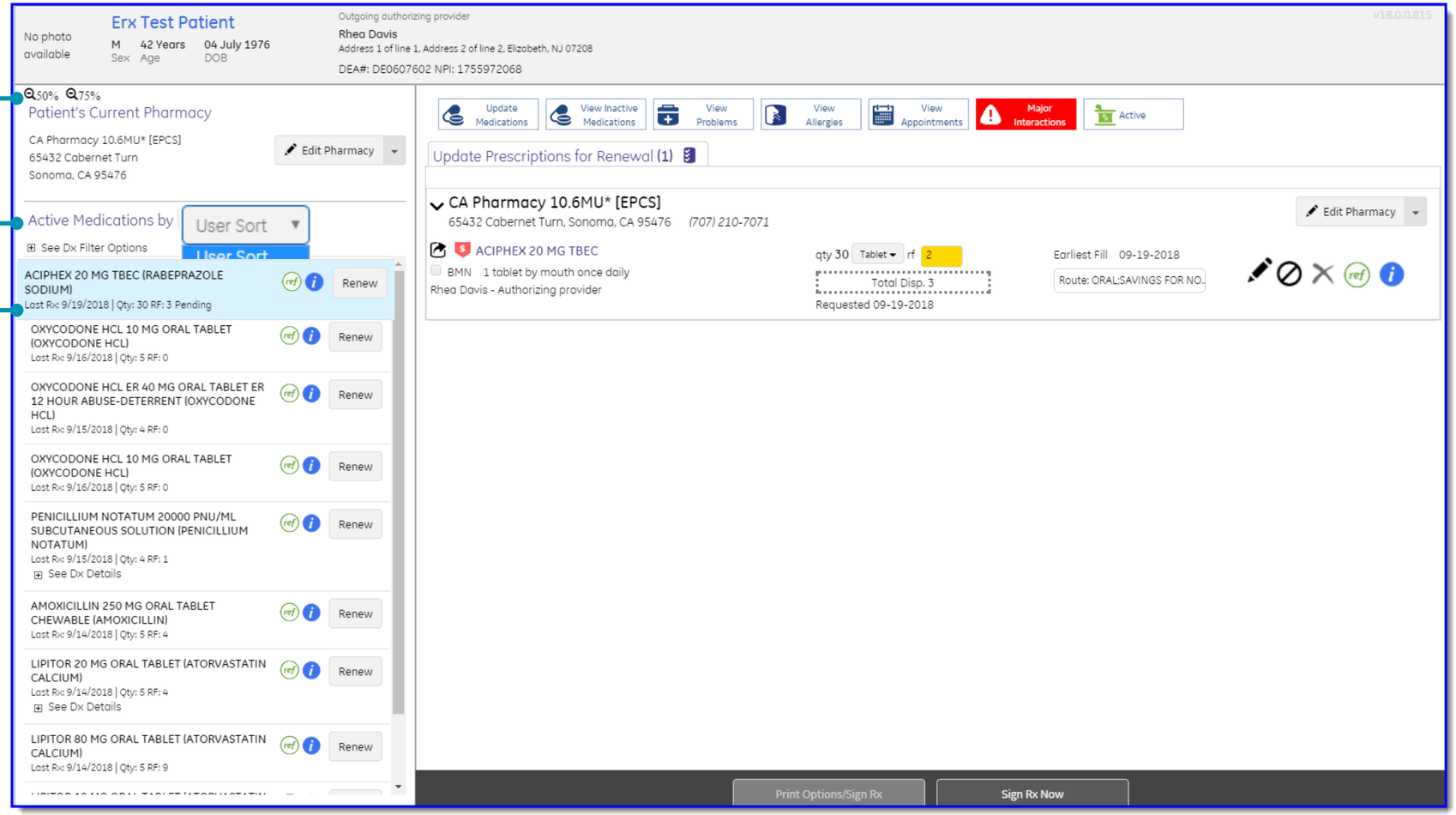


Prescription form enhancements

Zoom
Allows providers to see more or less on the screen. Default to 100%.

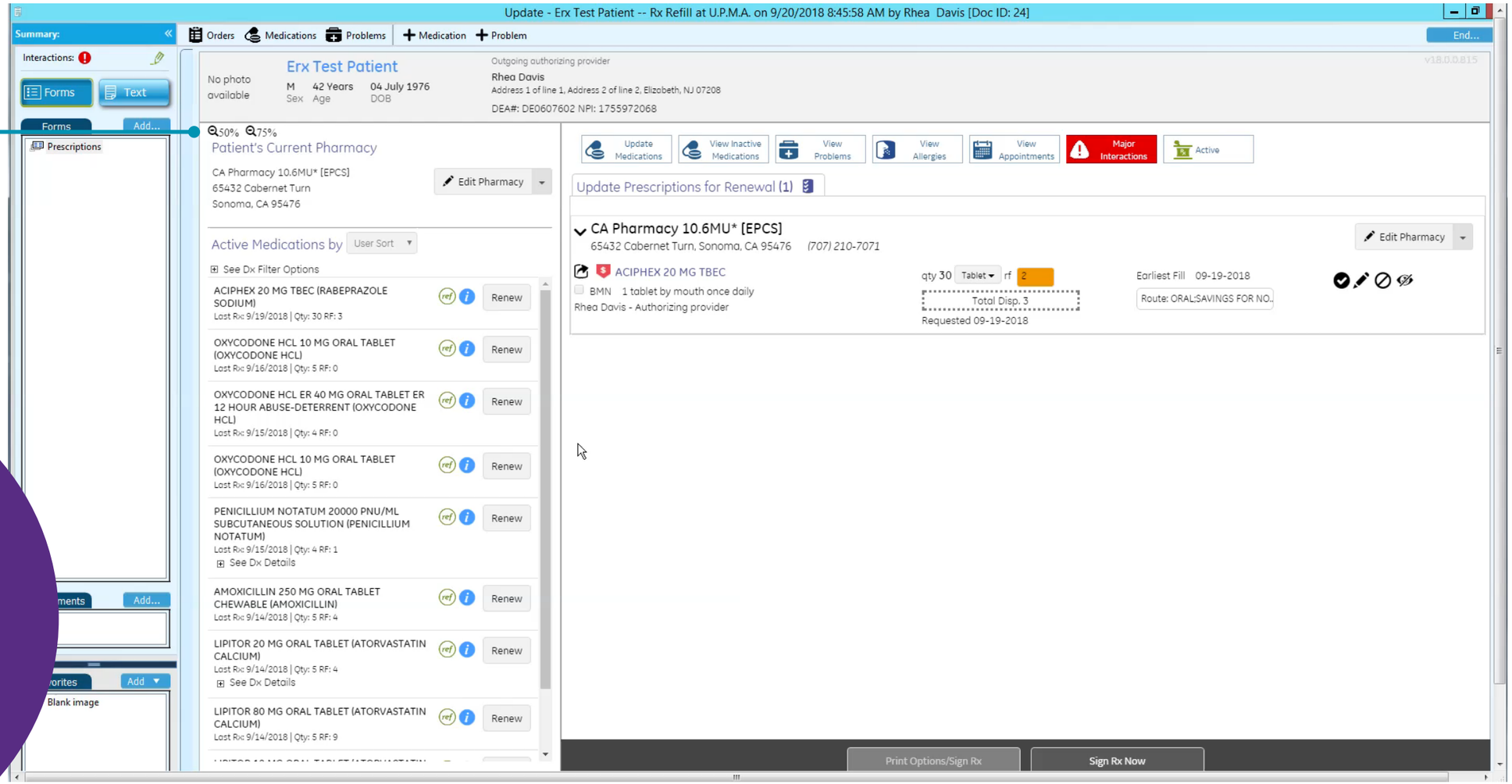
User Sort
Allows providers to sort the Active Medication list by name A-Z or Z-A.

Blue Alert
Visual signal that the medication has already been prepared*.



Prescription form enhancements

Zoom
Allows providers to see more or less on the screen. Default to 100%.

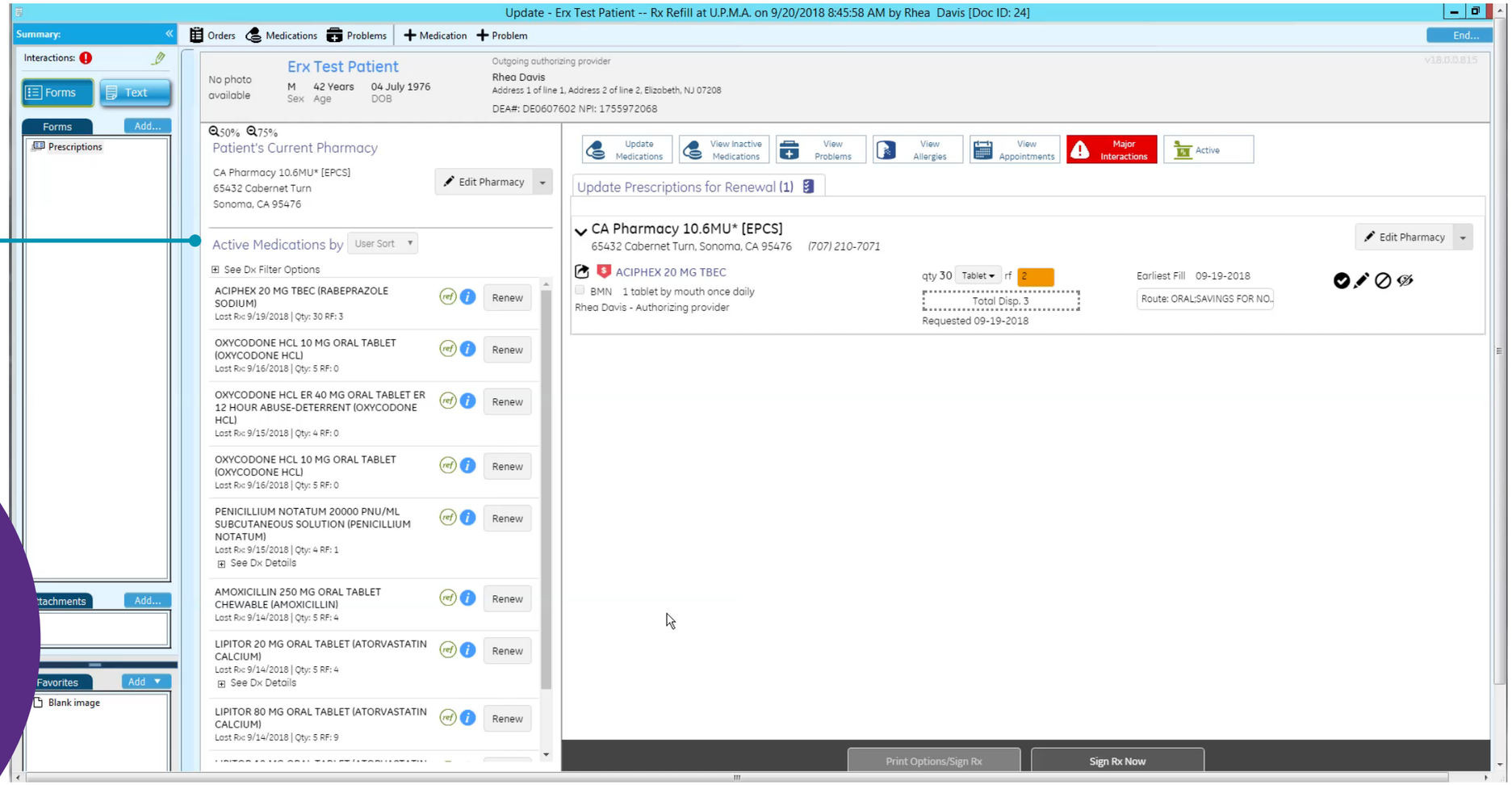


Providers can now see more on the Active Medication list and in the Updates for Renewal area

Prescription form enhancements

User Sort
Allows providers to sort the Active Medication list by name A-Z or Z-A.

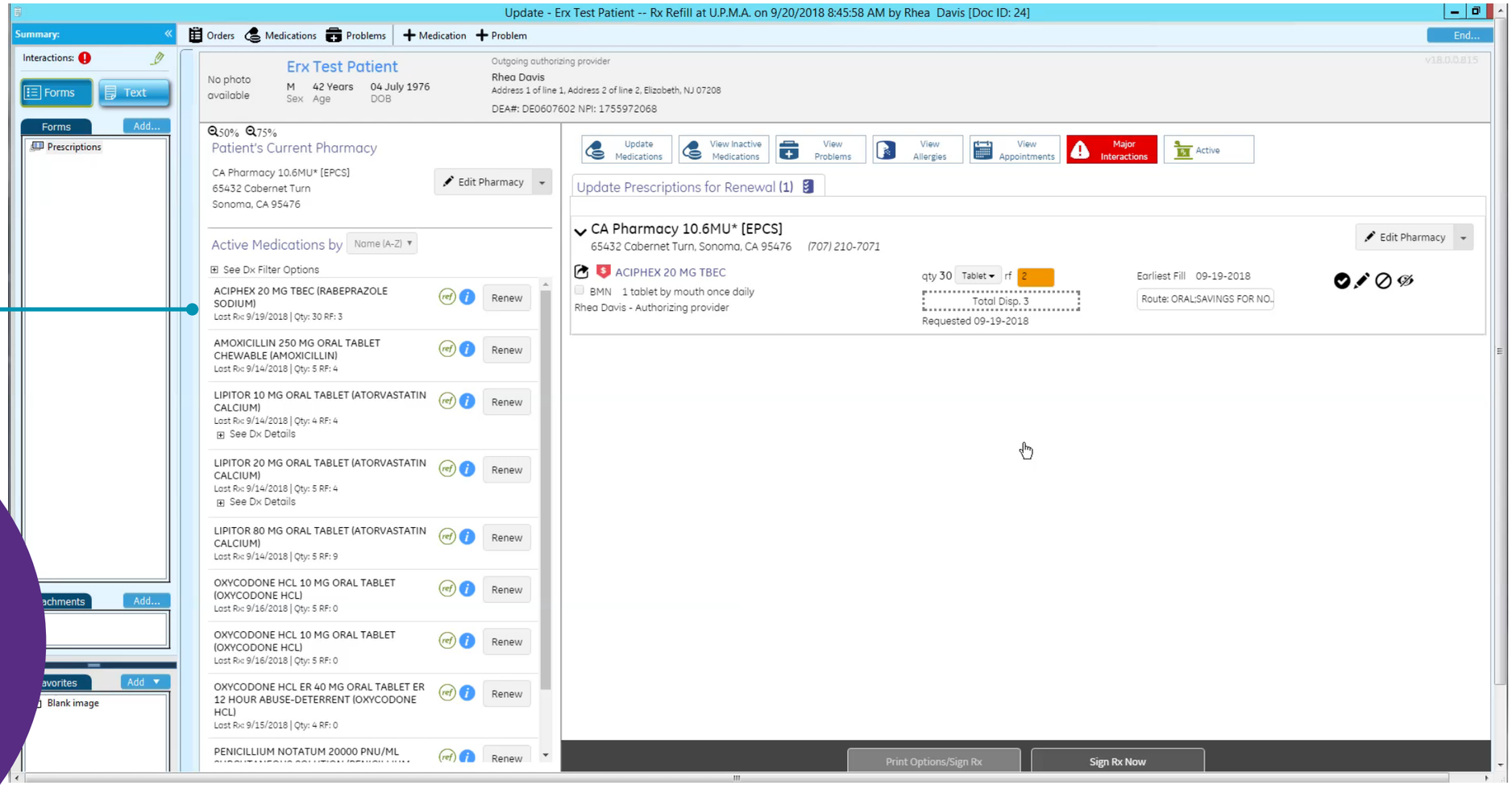
Providers can now more easily search for a medication they want to prescribe.



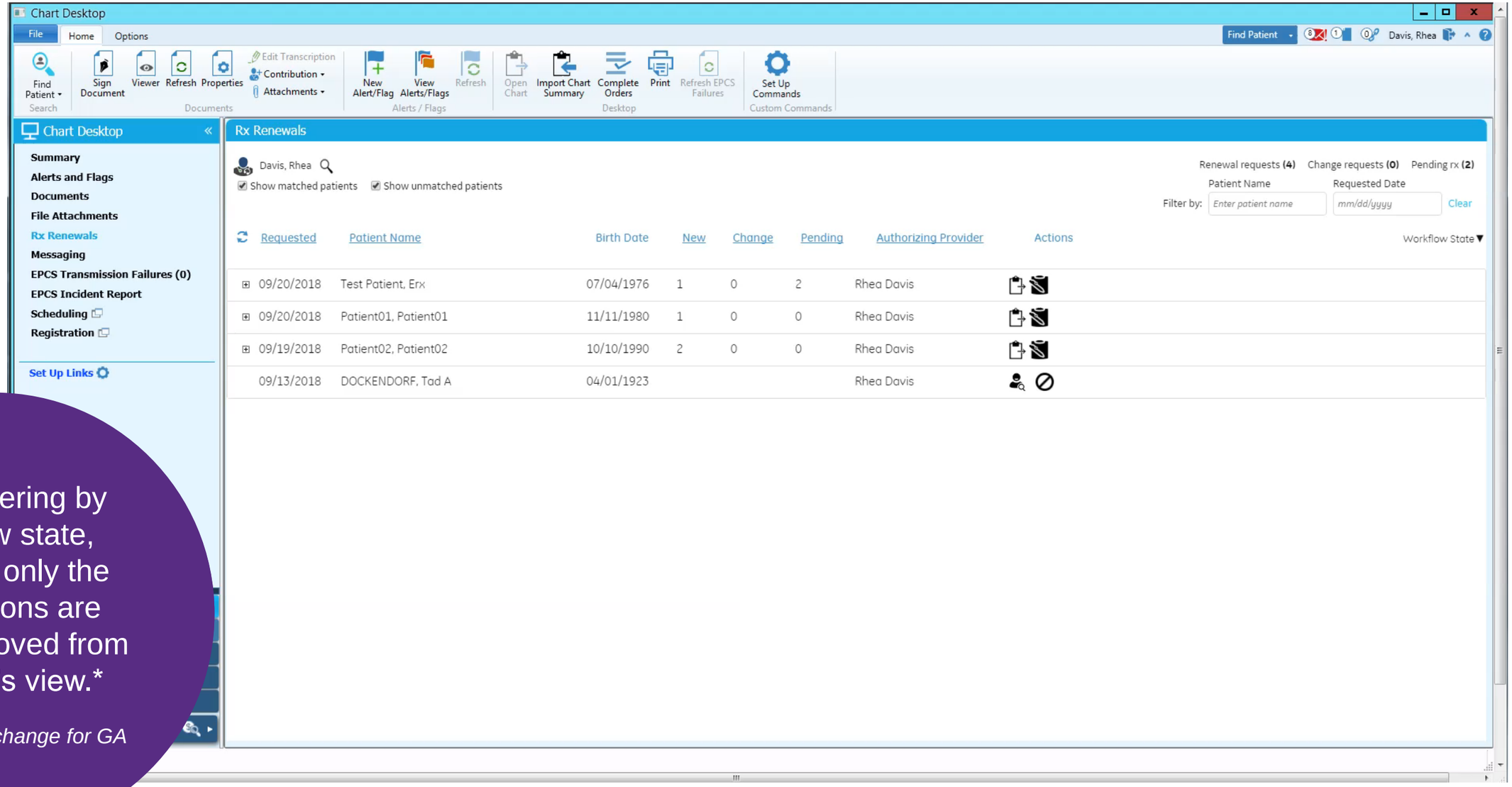
Prescription form enhancements

Blue Alert
Visual signal that the medication has already been prepared*.

Promotes patient safety by alerting the provider a medication is already prepped and ready for renewal



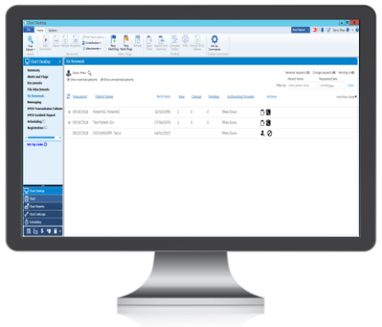
Prescription form & Rx Renewals tab



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

**Feature may change for GA*

Summary of prescription enhancements in v19



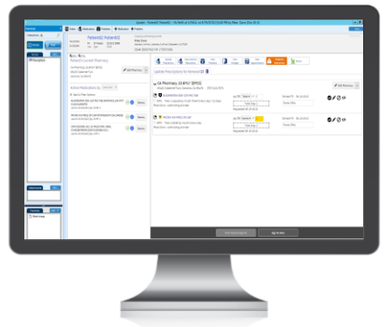
Rx Renewals Tab

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

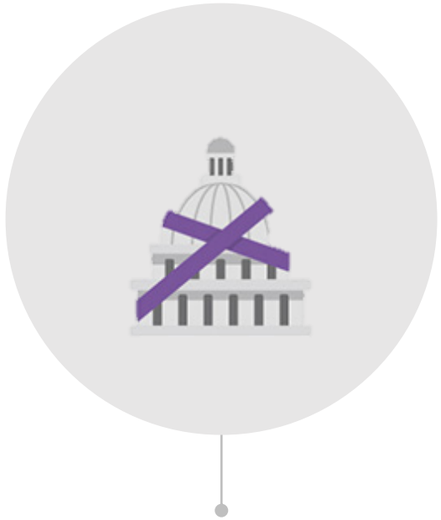
- View Active Medications from A-Z or Z-A

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

https://www.regulations.gov/document?D=CMS-2017-0156-1670

Capabilities

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

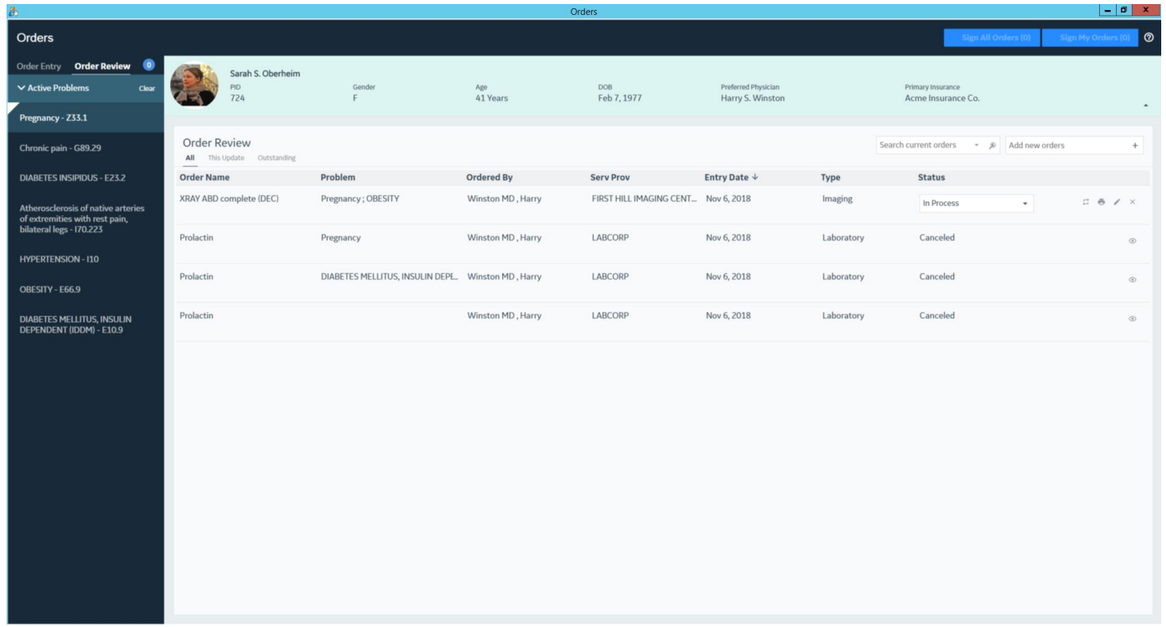
- Tomorrow's opportunity …

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

  Automatically closing the loop on orders

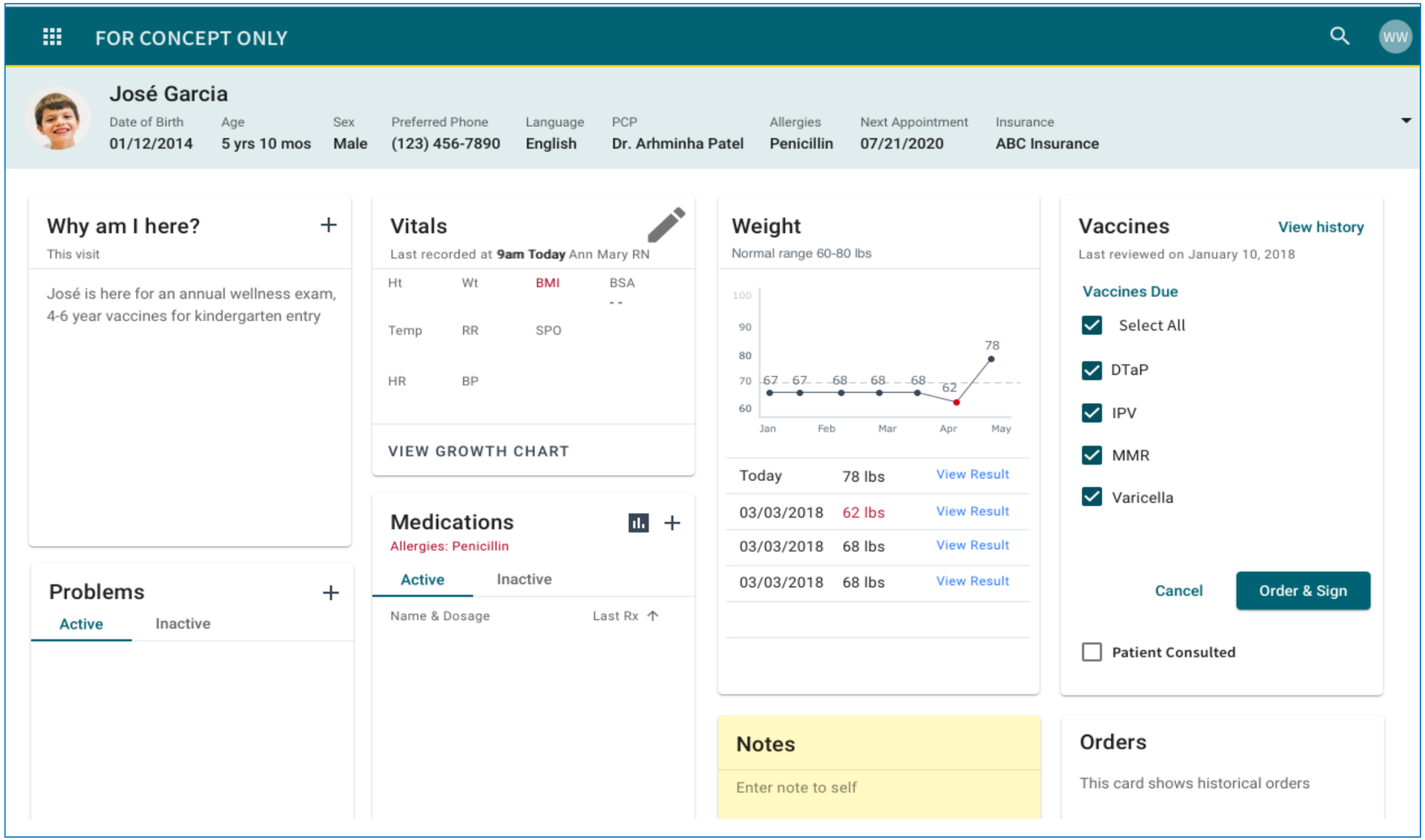
  Increasing flexibility with workflows by separating out order types from order processing behavior.

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



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

Patient Landing Page



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You can also now….

Use MEL to add Referral Orders!

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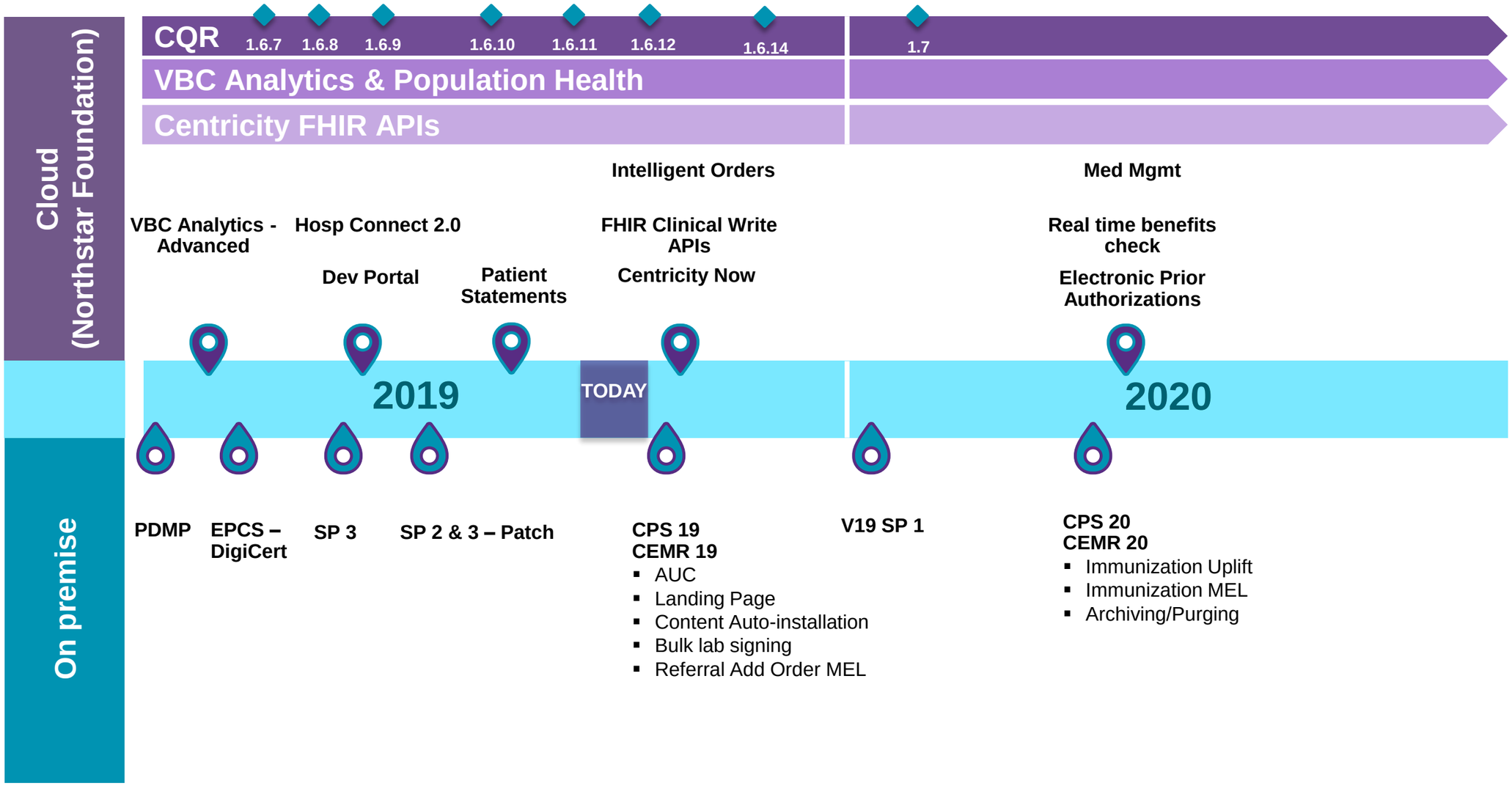
CPS / CEMR 2019-2020 Release Schedule



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

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

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

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