



## MISSOURI HEALTH INFORMATION TECHNOLOGY (MO HIT) ASSISTANCE CENTER

### *We Provide the Help You Need to Adopt and Achieve Meaningful Use of Electronic Health Records (EHRs)*



### **MO HIT Assistance Center: A Trusted Health IT Advisor**

The MO HIT Assistance Center is an independent, non-profit organization, providing technical assistance, guidance, and information on best practices to support and accelerate providers' efforts to become meaningful users of certified EHR technology.

The Assistance Center is made up of a team of experienced local health information technology (HIT) professionals with intimate knowledge of the Missouri medical community.

We offer health care providers a combination of national insight and local expertise on the impact of EHRs in medical practice.

The MO HIT Assistance Center is part of a national network of 62 regional extension centers with direct, rapid and reliable access to a pipeline of key Information on health IT and meaningful EHR use.

The MO HIT Assistance Center operates in public/private collaboration with the University of Missouri, through the Department of Health Management and Informatics; the Center for Health Policy, the Department of Family and Community Medicine; and the School of Medicine. Our partners include the Hospital Industry Data Institute (HIDI), the Kansas City Quality Improvement Consortium, the Missouri Primary Care Association (MO-PCA), Missouri Telehealth Network and Primaris.

The MO HIT Assistance Center is one of a select group of organizations throughout the U.S. designated as having the experience and capabilities necessary to assist health care providers with the task of modernizing their practices with certified EHRs. We have been selected by the U.S. Department of Health and Human Services' (HHS) Office of the National Coordinator (ONC) for Health Information Technology to serve providers, with a focus on primary care providers, in Missouri.

**For eligible professionals who do not currently have an EHR system, the MO HIT Assistance Center will help you choose and implement one in your office. The MO HIT Assistance Center can help eligible professionals who already have a system meet the criteria for incentive payments from Medicare or Medicaid for the meaningful use of EHRs.**

### **MO HIT Assistance Center Supports Providers Throughout the EHR Implementation Process**

Missouri Health Information Technology (MO HIT) Assistance Center's core services for eligible hospitals include outreach and education and technical assistance for EHR selection, implementation, and the achievement of meaningful use. The MO HIT Assistance Center's affiliation with group purchasing organizations provides discounted fee-based services to eligible hospitals to support EHR and HIE goals.

The MO HIT Assistance Center is a support and resource center making the implementation or upgrade of EHRs easier for eligible professionals throughout the process. Ultimately, our aim is to help increase quality of care for patients, overall productivity, and improve the quality of work/life balance for you by helping eligible professionals achieve meaningful use of EHR systems. We will not leave your practice until EHR implementation is successful.

MO HIT Assistance Center  
2401 Lemone Industrial Blvd., DC345.00  
Columbia, MO 65212  
Toll Free: 1-877-882-9933  
Phone: 573-884-7958  
Fax: 573-882-5666  
E-mail: [EHRhelp@missouri.edu](mailto:EHRhelp@missouri.edu)  
Web site: <http://www.EHRhelp.missouri.edu>

*EHRhelp.missouri.edu*  
*Your Answer to All Things EHR*

# Eligible Hospital Services

Missouri Health Information Technology (MO HIT) Assistance Center's core services include outreach and education and technical assistance for EHR selection, implementation, and the achievement of meaningful use. The MO HIT Assistance Center's affiliation with group purchasing organizations provides discounted fee-based services to eligible hospitals to support EHR and HIE goals.

## Outreach & Education

Outreach and education services are offered at no cost to participating hospital providers. Services include monitoring and maintaining knowledge of current HIT and HIE issues to provide timely and current communications updates and educational events including webinars targeted to both hospitals and physicians. In addition, the MO HIT Assistance Center in conjunction with the Hospital Industry Data Institute will sponsor an annual meaningful use symposium.

## Web Toolkit

The web toolkit is a primary resource for rural and critical access hospital providers. The web resource toolkit provides best practices examples and templates for successful EHR selection, adoption and implementation. The toolkit includes a hospital readiness assessment that assists hospitals in an objective review of their status in the EHR technology implementation cycle. Best practices templates provide a step-by-step guide to selection of an EHR. It will also contain an important resource that allows small hospitals to network with other customers, including experienced EHR adopters or large health systems who are using the same EHR platform.

## Tutorials

The MO HIT Assistance Center offers implementation tutorials which provide best practice guidelines to assist hospitals with an end-to-end EHR system implementation. Key tutorials include project management sample tools for timeline development, milestone identification, and risk assessments. Other tutorials include best practices on how to engage stakeholders in the EHR project and the development of a communication plan for all stakeholders. Guides on workflow redesign basics, the testing process and managing the "go live" of the system are available to hospitals. Other best practices guidelines help ensure successful physician engagement, review basic HIT security and privacy, and identify technical support requirements.

## Personalized Support

On a fee-for-service basis, the MO HIT Assistance Center provides technical assistance in vendor selection, project management and consulting for implementation and ongoing achievement of meaningful use. Hospitals may contract through the group purchasing organization for shoulder-to-shoulder implementation and project management, practice workflow redesign, interoperability and health information exchange, implementation of privacy and security best practices, EHR optimization and ultimately, and the achievement of meaningful use. The group purchasing organization may also provide on-site consultation for revenue and productivity assessments, remediation of gaps in infrastructure, and assistance configuring software to meet the needs of their hospital.

## Economies of Scale

The MO HIT Assistance Center can help interested, small hospitals that share relative geographic proximity and have similar workflow needs achieve economies of scale by forming cooperatives and/or working through group purchasing organizations to negotiate with interested hardware and software vendors and consultants to obtain the best product, at best price, prompt installation, and top quality customer service.

## Referral to Vetted Loan Services

Assistance Center can also provide referrals to vetted banks with established loan and financing services for hospitals to bridge the costs of acquiring, upgrading and implementing an EHR and connectivity to a HIE.

# Eligible Professional Services

Missouri eligible professionals may purchase an annual membership for \$750. The majority of the MO HIT Assistance Center's direct technical service costs for priority primary care providers are subsidized by the Regional Cooperative Agreement with the Office of the National Coordinator, Department of Health and Human Services for 2010 and 2011. Providers not eligible for the subsidy pay the full fee of \$5,750 or may purchase services a la cart. Services include the following:

## **Practice Profile**

Personalized evaluation of practice eligibility for subsidized AC services (may include onsite practice visit)

## **Practice Readiness Assessment**

AC staff will interview practice staff to develop an individual roadmap and project plan assessing, computer skills, hardware, software, network, patient volume, AR to establish readiness for EHR adoption and suggest remedial action if necessary

## **Vendor Evaluation Tools**

Review of certified and screened EHR vendors, list of practices available for site visits, sample vendor contract templates and total cost calculator. AC Staff will assist with your EHR needs evaluation and provide phone support, coaching and tools for structured vendor demonstrations and guided selection of EHR vendor

## **Group Purchasing Services**

Access to Assistance Center discounted group purchasing rates and negotiated preferential terms for selected EHRs, related hardware and networking, IT services and document management companies (scanning)

## **Referral to Vetted Loan Services**

Referral to vetted banks with established bridge loan programs

## **Project/Change Management**

AC staff assists with change management through the entire process of EHR adoption, from selection to the achievement of meaningful use, including team meetings, phone support, tools to manage change and overcome barriers to meaningful use with the practice

## **Workflow and Care Process Redesign**

Onsite AC consultant observes and maps workflow and paper flow at practice and works with EHR vendor to optimize EHR utilization, targeting problem areas

## **Installation and Go-Live Guidance**

Phone support, coaching and tools to assist and guide best practices for preparation, vendor relations, staff preparation, patient schedule, etc.

## **Privacy and Security Guidance**

Phone support, coaching and tools to verify EHR vendor compliance and Business Associate Agreements, adequate privacy and security configuration and post implementation validation

## **10 Meaningful Use Seminars**

## **10 Advanced Meaningful Use Seminars**

## **Meaningful Use Guidance**

AC staff will assist with post go-live metrics, tracking progress toward Meaningful Use Criteria, gap analysis and development of strategies to fill gaps



University of Missouri



MO HIT ASSISTANCE CENTER PARTNERS:



The Missouri Health Information Technology Assistance Center is a public-private partnership of leading health care and information technology experts from health care organizations, academia, industry, and government.

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