Modernizing Michigan's Primary Care Delivery System

Until recently, providers have been at a disadvantage in their dealings with electronic health record (EHR) technology vendors. Most providers are not experts in information technology (IT), practice workflow redesign, or contract negotiations, and many lack the resources to thoroughly evaluate their options. The nationwide network of 62 Office of the National Coordinator for Health Information Technology (ONC)-funded Regional Extension Centers (REC) for health IT was created to serve as an advocate for the provider community, enabling providers to truly understand their choices and be on a level playing field with vendors in terms of EHR knowledge and expectations. Ultimately, we exist to help providers confidently select, implement, and use EHRs.

Michigan Center for Effective IT Adoption (M-CEITA) Services

Beginnings. In 2005, Altarum Institute jointly pursued and received a $400,000 Health Resources and Services Administration grant to help launch the Michigan Health Information Network. This work elevated Altarum's position as a leader in health IT. As a result, stakeholders across Michigan looked to Altarum to lead the REC effort in the state.

Evolution. In 2010, Altarum was awarded the $20 million REC program grant to support the adoption and meaningful use of EHRs across Michigan's primary care community. Altarum established M-CEITA, which is the state of Michigan's REC and the eighth largest REC in the nation. In 2013, Altarum expanded the M-CEITA program to provide the same support to specialists through a combination of fee-for-service offerings and funding from the Centers for Medicaid & Medicare Services.

Reach. M-CEITA is helping more than 4,000 priority primary care providers and more than 100 specialists across the state, including 23 Federally Qualified Health Centers and 31 Critical Access Hospitals.

Economy. Medicare and Medicaid EHR incentive programs have brought more than $200 million to Michigan's economy, and Altarum expects this amount to double by 2013. The ONC-funded REC program has also helped create more than 50 jobs in the last 2 years.

M-CEITA Services

1 MU — **Meaningful Use (MU) Stage 1 Support**
Onsite support, including MU reports, actionable steps for resolving issues, and technical support

2 MU — **MU Stage 2 Support**
Technical assistance, including workflow redesign, security risk assessment and MU compliance (e.g., patient portal, clinical quality measures)

Security Risk Assessment
Support for meeting the requirements of Core Measure 15: Protect Electronic Health Information, including an assessment using our exclusive tool

Targeted Process Optimization (Lean)
A workflow analysis and redesign of core processes using Lean principles to increase efficiency and reduce duplication (e.g., chart preparation, document management)

Audit Preparation
A review of Meaningful Use attestation documentation using our exclusive Audit File Checklist to correct any issues before completing the process
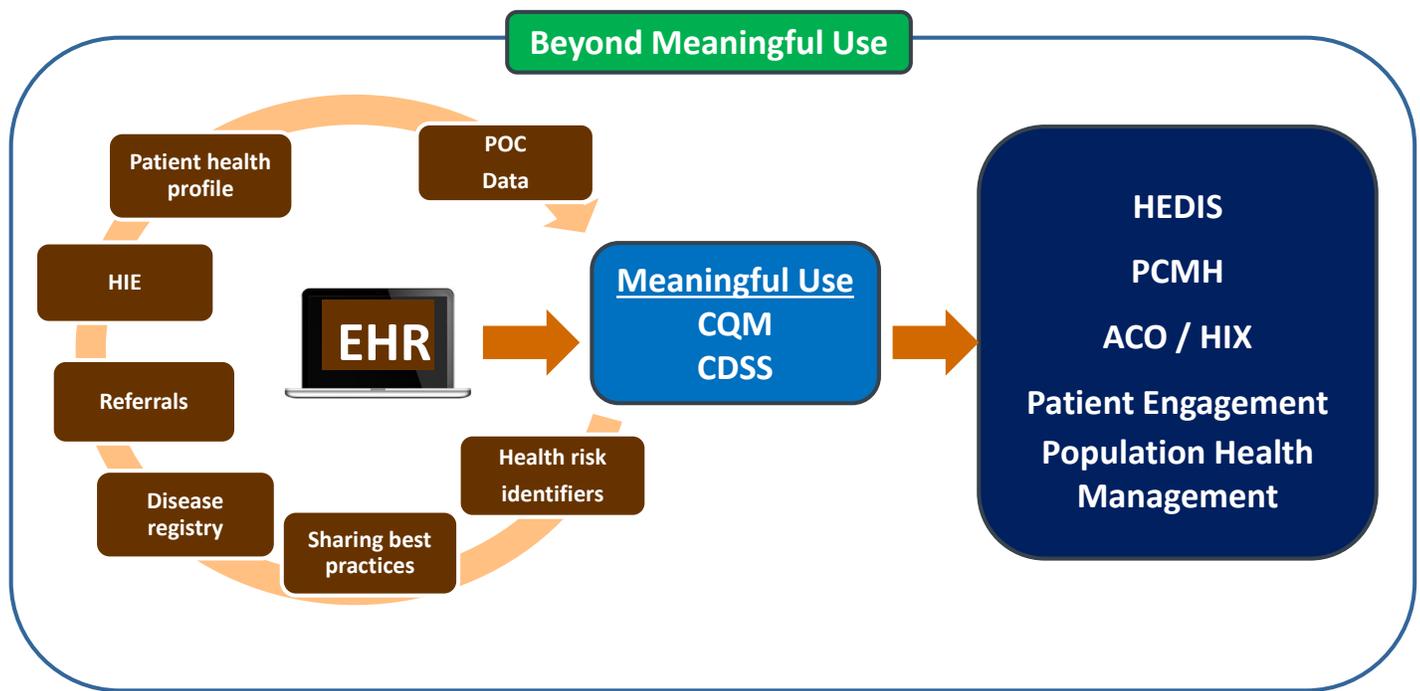
In partnership with Michigan's providers, M-CEITA promotes EHR adoption by

- ▲ Acting as a trusted agent of Michigan's providers in product selection and contract negotiations;
- ▲ Creating clear, concise resources to support informed decisions;
- ▲ Delivering support in ways that are minimally disruptive to practices;
- ▲ Decreasing the time that it takes to move a practice to meet evolving meaningful use measures;
- ▲ Promoting broad community benefit through program activities like local hiring and training of staff and fostering peer champions within communities across the state; and
- ▲ Ensuring that M-CEITA will remain a provider resource for years to come though dedication to program sustainability.

Beyond Meaningful Use

This strategic emphasis on EHR-enabled clinical workflow redesign, along with the evolving Health Information Exchange infrastructure, is changing how primary care is delivered in Michigan. Altarum is both a thought leader and an active participant in the pursuit of more accountable health care delivery. Together with RECs across the nation, we are leading the effort to assess the needs of physician offices as they participate with accountable care initiatives. We provide information strategies and technical and implementation support to improve care coordination, foster patient-centered medical homes, and enhance the effectiveness of population health improvement efforts.

Beyond Meaningful Use

| Patient health profile |
| POC Data |
| HIE |
| EHR |
| Referrals |
| Disease registry |
| Sharing best practices |
| Health risk identifiers |

Meaningful Use
CQM
CDSS

HEDIS

PCMH

ACO / HIX

Patient Engagement
Population Health
Management

The advanced functions of EHRs include structured data collection, patient registries, quality measurement, and decision support and require the creation of new workflows and roles that allow practices to develop a more patient-centric model of care delivery. Through services like targeted process optimization, M-CEITA helps physicians leverage this functionality to efficiently navigate the complex requirements placed on them by the Patient Protection and Affordable Care Act and related payment reform initiatives.