

The Office of the National Coordinator for
Health Information Technology



Regional Extension Center Reported Practice-Level Challenges to Achieving Meaningful Use November 2011 – June 4, 2012

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Putting the **I** in **HealthIT**
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- In November, 2011, RECs were asked to enter site-level barriers (challenges) in the CRM
- RECs are using the CRM barrier feature in varying ways
 - Some are creating a “barrier” for every site; for those sites on track, they are creating an “On Track” issue
 - Others are only creating “barrier” issues for those practices that are stuck in the process
- 4 RECs are sending files to OPAS external to the CRM. Those data are incorporated into these slides

Primary and Secondary Categories



Practice Issues

Workflow adoption

Provider engagement

Training

Vendor selection

Administrative

Financial

Staffing

Vendor Issues

Upgrade

Delays in implementation /
installation

Certification

Reports slow / not available

Training / support materials
inadequate/not available

Lack of vendor support

Technical

Inaccurate reports
and/or data

Attestation Process Issues

Calculating patient
volume

Medicaid program not
up yet

Medicaid technical/
administrative

Medicare technical/
administrative

MU Measures

Core CQMs

Alternate Core CQMs

Additional CQMs

Each of the Core /
Menu Set measure

Complete list of barrier categories, including tertiary categories and descriptions of the categories, is available upon request.

Resolved Issues: Site Level



- Issues can be resolved with at the site level or provider level
- At the site level, an issue would be resolved if:
 - the REC indicates the issue is “Completed”
 - a new issue is created to indicate the site is now on track
 - An “on track” issue is resolved if a new issue is created

Resolved Issues: Provider Level



- At the provider level, all barriers are resolved if the provider receives an MU payment from CMS.
- Other ways a provider may have a barrier resolved:
 - Attestation Process issues are resolved when a payment is received from CMS
 - AIU issues are resolved if an AIU payment is received by CMS
 - Vendor selection issues are resolved if a provider reaches M2 and the issue was created before the M2 date
 - All issues except Attestation Process are resolved if a provider reaches M3
 - All AIU Vendor Issues when the provider reaches M2, provided the issue was created before the M2 date

Top Ten Overall Challenges Categories by Number of Providers Impacted



Rank	Secondary Category	Rank Last Month	Total Providers Impacted (% resolved)	New reports this month by number of providers (% of total monthly reports)
1	MU Measures	2	3,032 (11%)	531 (10%)
2	Provider engagement	3	2,773 (10%)	693 (13%)
3	Vendor selection	1	2,631 (21%)	268 (5%)
4	Administrative practice issues	4	2,198 (10%)	238 (6%)
5	Vendor delays in implementation/ installation	7	1,751 (8%)	480 (9%)
6	Workflow adoption	5	1,715 (10%)	269 (5%)
7	Medicaid Program not up yet	8	1,547 (30%)	232 (4%)
8	Vendor upgrades	6	1,322 (14%)	68 (1%)
9	Vendor EHR reports slow/ not available	9	1,306 (18%)	149 (3%)
10	Practice financial issues	10	1,212 (15%)	153 (3%)



Data as of June 4, 2012, pulled from the ONC CRM. A total of 15,946 Issues have been reported by RECs, impacting 45,863 providers. A total of 2,968 Issues were created between May 1 and June 4, 2012, affecting 9,150 providers. 1,226 providers had issues resolved between May 1 and June 4, 2012.

Challenges Activity For The Month



Top Ten New Issues

Secondary Category	Number of Providers (% new reports)
Provider engagement	705 (7%)
MU Measures	555 (6%)
Vendor delays in implementation / installation	471 (5%)
Medicaid Program not up yet	376 (4%)
Workflow adoption	271 (3%)
Vendor selection	268 (3%)
Administrative practice issues	247 (2%)
Practice staff training	233 (2%)
Vendor technical issues	230 (2%)
Practice financial issues	166 (2%)



Top Ten Resolved Issues

Secondary Category	Number of Providers (% of all issue reports)
Vendor EHR reports slow/ not available	71 (6%)
Vendor selection	68 (6%)
Vendor delays in implementation / installation	66 (5%)
Practice staffing issues	52 (4%)
Provider engagement	46 (4%)
Workflow adoption	46 (4%)
MU Measures	39 (3%)
Practice financial issues	35 (3%)
Vendor upgrades	34 (3%)
Practice administrative	32 (3%)

Data as of June 4, 2012, pulled from the ONC CRM. A total of 2,968 Issues were created between May 1 and June 4, 2012, affecting 9,150 providers. 1,226 providers had issues resolved between May 1 and June 4, 2012. The green circle represents the issue with the most movement this month.

Overall Top Ten MU Measure-Specific Issues



Rank	Meaningful Use Measure	Number of Providers Impacted	New Reports this month by number of providers impacted
1	Core 13: Clinical Summary	985	286 (17%)
2	Core 15: Security Review	760	115 (7%)
3	Menu 9: Immunization	547	50 (3%)
4	Core 14: Electronic Exchange	516	39 (2%)
5	Menu 4: Patient Reminders	417	152 (9%)
6	Core CQMs	416	21 (1%)
7	Menu 7: Medication Reconciliation	405	159 (9%)
8	Core 4: eRx	399	87 (5%)
9	Core 12: Electronic Copy	393	71 (4%)
10	Core 9: Smoking Status	374	39 (2%)



Data as of June 4, 2012, pulled from the ONC CRM. Users may select multiple measure-specific issues as challenges within one report, therefore, these numbers may overestimate the total number of reports for Measure-specific issues. The blue ribbon indicates the top reported issue for the month. The green circle represents the issue with the most movement this month.

Measure to watch:
 Menu 8 (summary care record) is #4 this month in new reports with 129 (8%) new reports.

Top Ten Newly Reported MU Measure-Specific Issues: May 1-June 4, 2012



Rank	Meaningful Use Measure	New Reports this month, by number of providers impacted	Percent of total monthly providers impacted
1	Core 13: Clinical Summary	286	17
2	Menu 7: Medication Reconciliation	159	9
3	Menu 4: Patient Reminders	152	9
4	Menu 8: Summary Care Record	129	8
5	Core 15: Security Review	115	7
6	Menu 6: Educational Resources	88	5
7	Core 4: eRx	87	5
8	Core 3: Problem List	86	5
9	Core 12: Electronic Copy	71	4
10	Menu 5: Electronic Access	60	4

Data as of June 4, 2012, pulled from the ONC CRM. Users may select multiple measure-specific issues within one report, therefore, these numbers may overestimate the total number of reports for Measure-specific issues.

Top Ten Top Ten Categories for Providers Trying to Reach MU



Rank	Secondary Category	Rank Last Month	Total Providers Impacted (% resolved)	Reports this month (% of total monthly reports)
1	MU Measure-specific issues	1	2,240 (11%)	447 (16%) 
2	Provider engagement	3	1,265 (14%)	384 (14%)
3	Vendor reports slow/not available	5	1,072 (17%)	120 (4%)
4	Workflow adoption	6	978 (10%)	149 (5%)
5	Practice administrative issues	4	963 (13%)	124 (4%)
6	Vendor delays in implementation / installation	12 	909 (0.8%)	252 (9%)
7	Practice financial issues	9	480 (19%)	110 (4%)
8	Vendor reports and/or data inaccurate	7	476 (7%)	72 (2%)
9	Practice staff training	10	466 (11%)	167 (6%)
10	Vendor training/support materials	8	424 (18%)	0 (0%)

Data as of June 4, 2012, pulled from the ONC CRM. MU refers to the implementation phase the site is at for their EHR. A total of 11,991 providers have MU Issues. The green circle represents the issue with the most movement this month; the blue ribbon indicates the top reported issue for the month.

Top Ten Newly Reported Categories for Providers Trying to Reach MU



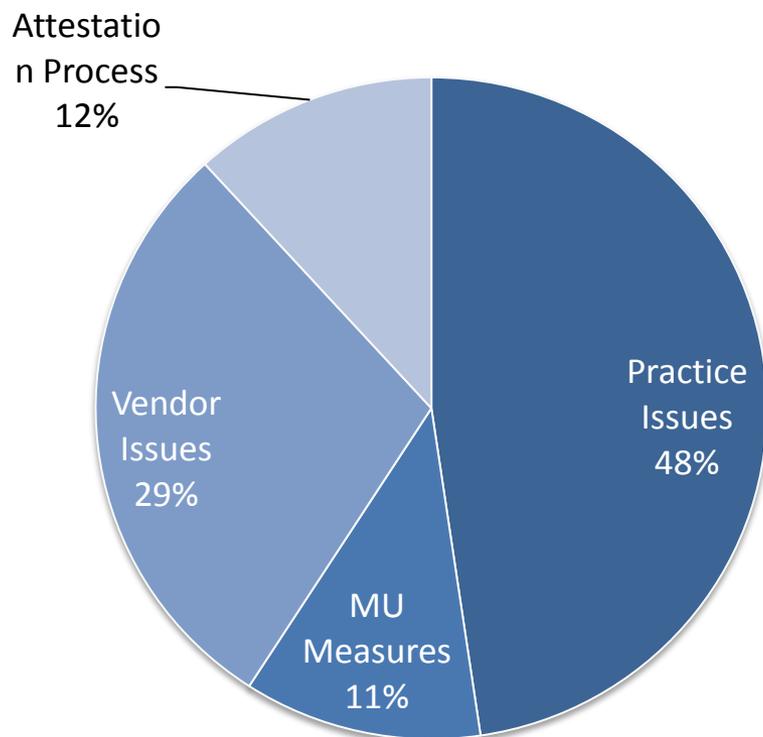
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3	Vendor delays in implementation / installation	9 	252	14
4	Practice staff training	4	167	9
5	Workflow adoption	3	149	6
6	Practice administrative issues	5	124	5
6	Practice staffing issues	7	123	4
8	Vendor selection	6	122	4
9	Vendor reports slow / not available	10	120	4
10	Practice financial issues	12	110	4

Data as of June 4, 2012, pulled from the ONC CRM. MU refers to the implementation phase the site is at for their EHR. A total of 2,773 providers have newly reported MU Issues between May 1-June 4, 2012. The green circle represents the issue with the most movement this month.

Proportion of Providers Impacted by Issue Type as Reported in CRM



Unresolved Issues



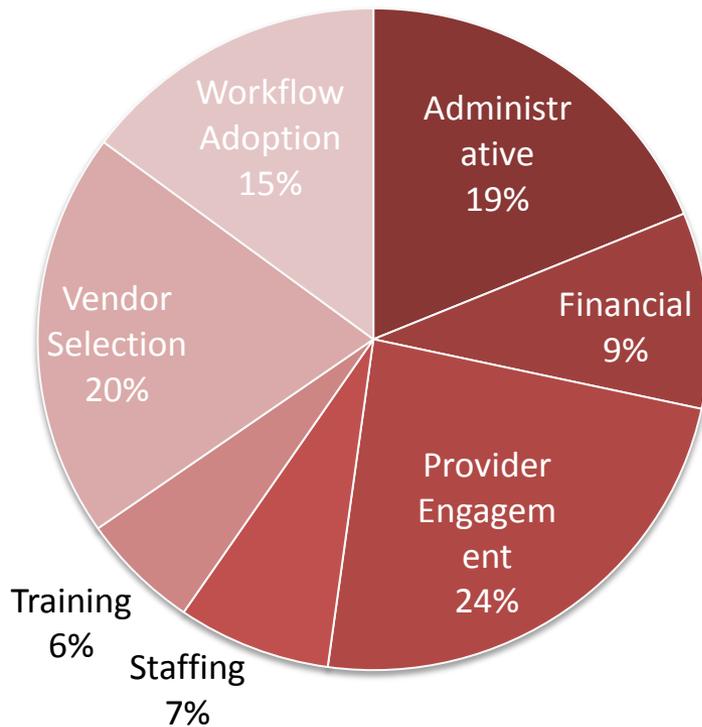
Resolved Issues

Issue Type	Percent Resolved
Attestation Process	24.2
MU Measures	10.5
On Track	18.9
Practice Issues	12.9
Vendor Issues	12.7

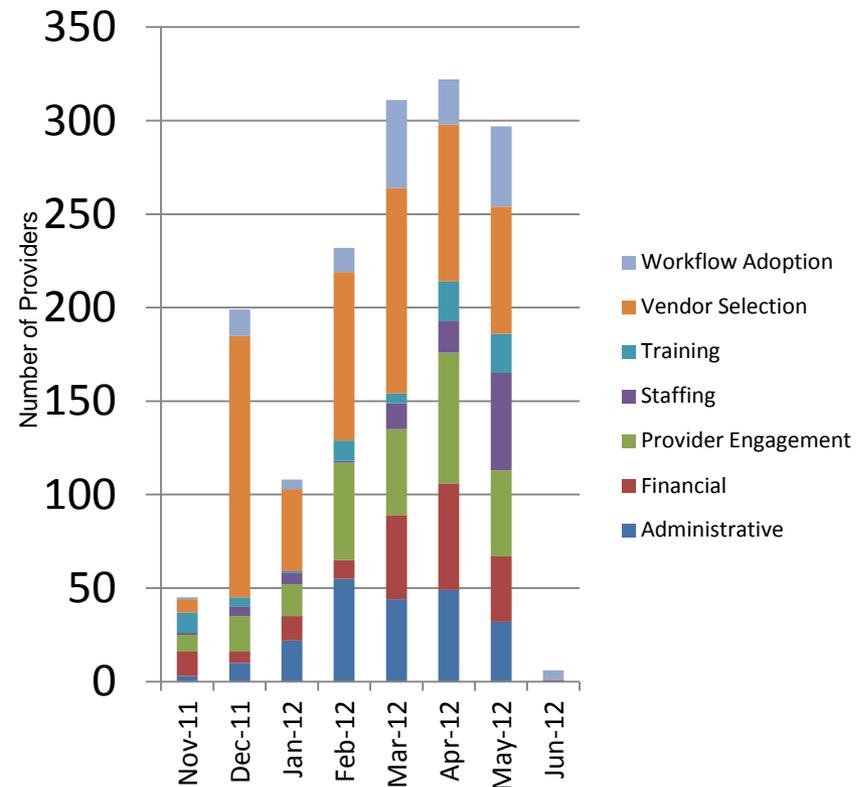
Data as of June 4, 2012, pulled from the ONC CRM. 38,528 providers have unresolved issues; 39% (14,883) of those are on track. 7,335 providers have resolved issues.



Unresolved Practice Issues



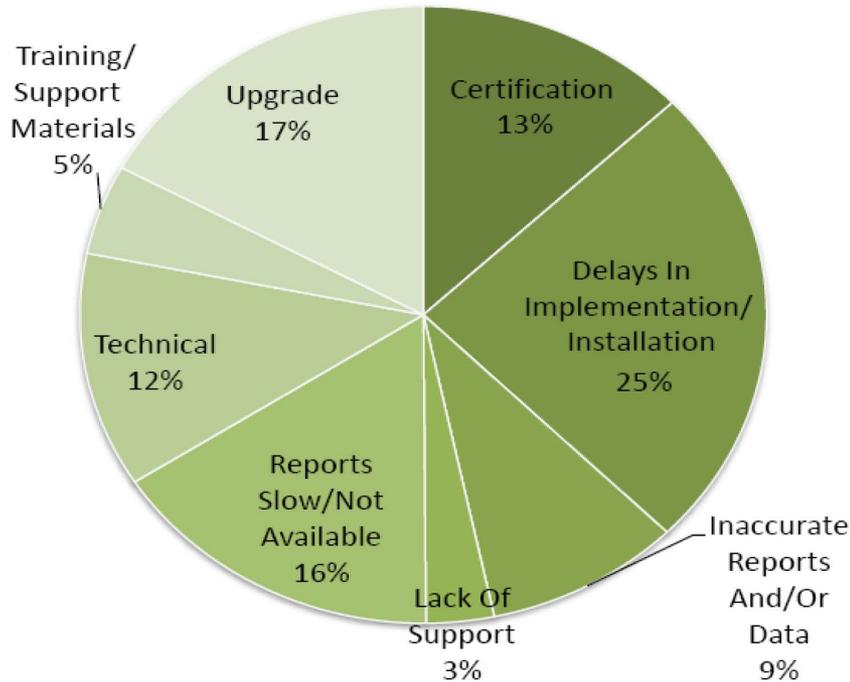
Resolved Practice Issues by Number of Providers



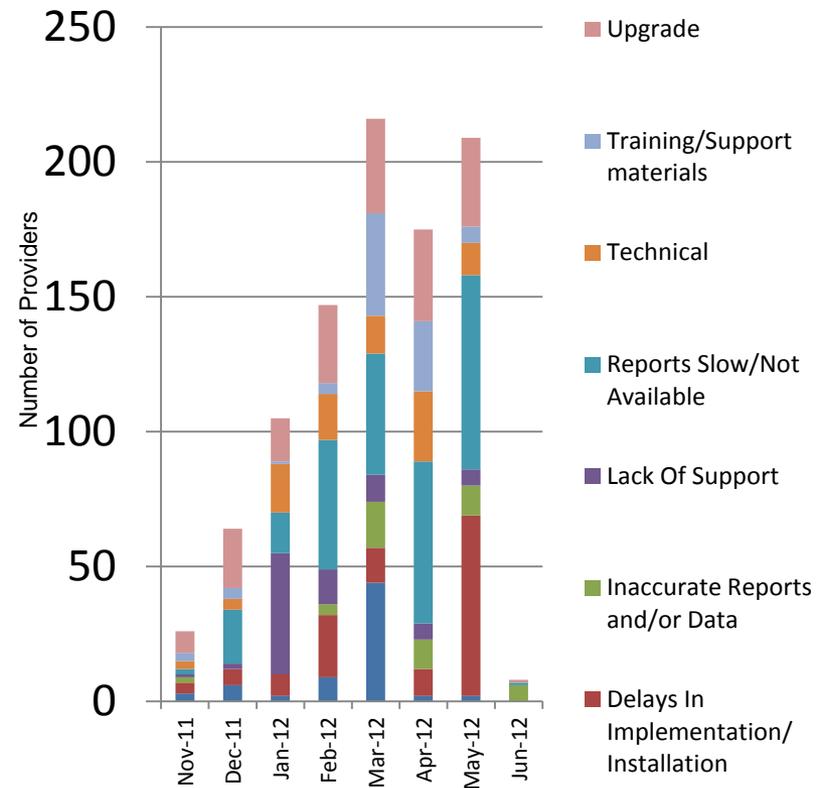
Data as of June 4, 2012, pulled from the ONC CRM. A total of 11,269 providers have a practice issues reported; 803 (6%) do not have a sub-category. 1,665 (15%) providers have practice issues that have been resolved.



Unresolved Vendor Issues



Resolved Vendor Issues

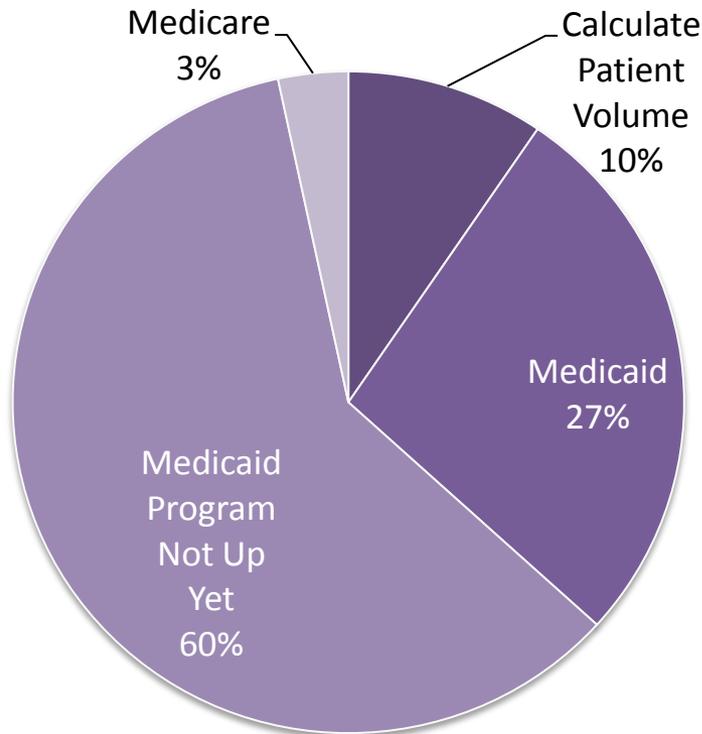


Data as of June 4, 2012, pulled from the ONC CRM. A total of 7,874 providers have a vendor issues reported ; 315 (4%) do not have a sub-category. 998 (13%) providers have resolved vendor issues.

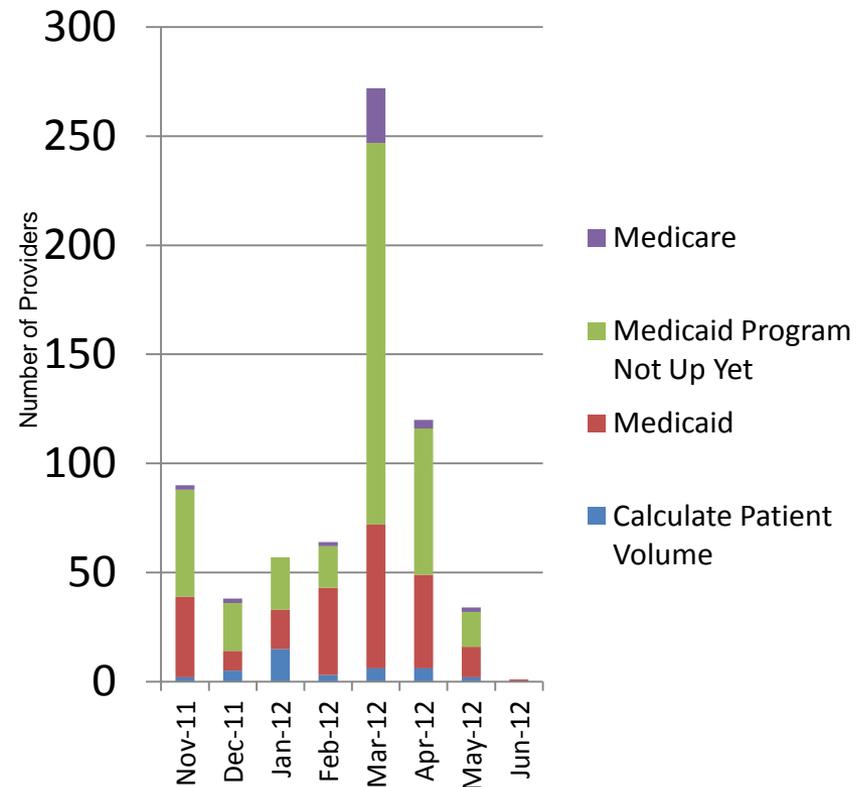
Attestation Process Issues



Unresolved Attestation Process Issues



Resolved Attestation Process Issues



Data as of June 4, 2012, pulled from the ONC CRM. A total of 3,678 providers have an attestation process issues reported; 936 (25%) do not have a sub-category. 891 (24%) providers have a resolved attestation process issue.

Top Five Issues by Practice Type



Rank	CHCs	CAHs	Other Underserved Setting	Practice Consortium	Private Practice 1-10	Private Practice 11+	Public Hospitals	Rural Health Clinic	Rural Hospital	Specialty Practice
1	MU measures	Practice staffing	MU measures	Vendor selection	Provider engagement	Practice financial issues	Vendor delays in implementation / installation	Provider engagement	Practice administrative issues	Medicaid program not up
2	Administrative	Workflow adoption	Practice administrative	Vendor upgrade	Vendor selection	Provider engagement	Medicaid program not up yet	MU measures	Vendor upgrades	Vendor selection
3	Medicaid program not up	Vendor upgrades	Vendor reports slow/not available	Vendor training/support materials	MU measures	Medicaid program not up	Vendor selection	Vendor selection	Vendor technical	Vendor upgrades
4	Vendor delays in implementation / installation	Practice financial issues	Vendor technical	MU measures	Practice administrative issues	Vendor lack of support	Workflow adoption	Workflow adoption	Medicaid calculate patient volume	MU measures
5	Vendor certification	MU measures	Vendor upgrade	Practice Administrative	Workflow adoption	Vendor selection	Practice administrative issues	Practice financial issues	Practice financial	Vendor reports and/or data inaccurate

MU Measure

Attestation Process

Practice Issue

Vendor Issue

Data as of June 4 2012, pulled from the ONC CRM. Non-priority hospitals did not report any issues.

Top Five MU Measure-Specific Issues by Practice Type



Rank	CHCs	CAHs	Other Underserved Setting	Practice Consortium	Private Practice 1-10	Public Hospitals	Rural Health Clinic	Specialty Practice
1	Core 15: Security Review	Menu 4: Patient Reminders	Core 13: Clinical Summary	Core 15: Security Review	Core 13: Clinical Summary	Core CQMs	Core 4: eRx	Core 4: eRx
2	Menu 9: Immunization	Core 13: Clinical Summary	Menu 4: Patient Reminders	Core 13: Clinical Summary	Core 15: Security Review	Core 13: Clinical Summary	Core CQMs	Core 15: Security Review
3	Core 4: eRx	Core 15: Security Review	Core CQMs	Core 14: Electronic Exchange	Menu 9: Immunization	Core 1: CPOE	Core 10: Reporting Ambulatory CQMs	Menu 2: Lab Tests
4	Core 14: Electronic Exchange	Menu 7: Medication Reconciliation 	Menu 8: Summary Care Record 	Menu 9: Immunization	Core 14: Electronic Exchange	N/A	Additional CQMs	Menu 5: Electronic Access
5	Core 12: Electronic Copy	Core 15: Security Review	Core 12: Electronic Copy	Core 9: Smoking Status	Core 9: Smoking Status	N/A	Menu 9: Immunization	N/A

Data as of June 4, 2012, pulled from ONC CRM. Rural Hospitals, Private Practices >10, and non-priority hospitals did not report any MU Measure issues.

Users may select multiple measure-specific issues as barriers within one report, therefore, these numbers may overestimate the total number of reports for Measure-specific issues.

Green arrows indicate measures with significant upward movement in the rankings.