

ONC CERTIFIED TECHNOLOGY COMPARISON TESTIMONY

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If a comparison tool was established, would you use it? If you were to use it, is there a form or format that you would find most helpful?

- 1) If a tool was established, and was easy to use, and was up to date
 - a. Would use at least once a year for strategic planning evaluation
 - b. Would use to evaluate changes in attestation requirements and quality reimbursement programs established by various government and private insurance entities
- 2) Format that would be helpful
 - a. Focus on smaller practices, smaller EHR
 - i. Large practices will have IT/CIT departments that will be able to do much of the research on their own, more in depth, more focused using current resources
 - ii. Lack of resources small offices have, temptation to go for a “cheaper” product
 - iii. Smaller EHRs, which would be more accessible to small practices, would also not have as large a user group to reference, less ability to advertise/reach out
 - iv. Smaller EHRs also tend to be slightly more specialized (? focused) , with more significant advantages/disadvantages, that is still spread mostly word of mouth
 - v. Cost, ease of installation, ease of maintenance, customizability, all important issues for small practice (often ease is at odds with customizability/flexibility/adaptability)
 - vi. Given the added level of complexity, small practices are struggling to keep up with the needed expertise to make these decisions. A simple tool to help provide that expertise would help practices keep up with the larger practices, also could go far to maintain the diversity in the EHR market.
 - vii. Remember that “Top Rated” might not be the best EHR for a particular practice depending on what the practice needs
 - b. Emphasize comparison not just for shopping but knowing when it is time to change
 - i. Given small / medium practices lack of manpower, keeping abreast of the market and when the EHR they are using has fallen behind the standard would not be easy to evaluation without a comparison tool
 - ii. Many physicians suffer from the Grass is always greener syndrome – factual information about what is better can help providers in small to medium practices make better change and perchance decisions.
 - c. Set up to evaluate Modular components, FHIR , APPS

- i. Current Modules
 - 1. EHR
 - 2. Portal / Patient Experience
 - 3. Population Health
 - 4. Practice Management / Revenue Cycle

How important is it for you to know whether the product can be integrated with the hospital or other health care environments?

- 1) Given the requirements of interoperability for MU and potential for reimbursement issues , this seems very important
- 2) However, given the number of customized installs this could be difficult to eval

Current users of health IT:

- **If you are currently using health IT and contemplating making a change, what are the factors you would entertain to accomplish that and what resources would be necessary?**
 - **What information did you wish you had known when comparing certified health IT products?**
 - **Did you use any comparison tools to help you select an EHR? If yes, comment on the efficacy of those tools. If no, why not?**
- 3) Questions need answered prior to acquiring new software
 - a. What are my current EHR needs
 - i. Clinical Needs
 - 1. Inpatient/outpatient nursing home, midlevels, learners
 - 2. Specialties/subspecialties
 - ii. Regulatory Needs (would be nice if tool could educate on both)
 - 1. What programs do you plan to participate
 - iii. Office management needs (number of personnel, qualifications)
 - b. What resources do I have
 - i. Financial
 - ii. Clinical IT personnel (for set up and workflow dev)
 - iii. IT personnel (for hardware, network)
 - iv. Timeframe
 - v. Internet speeds and access
 - 4) What info did we wish we had known
 - a. That EHR companies do NOT provide clinical IT implementation support
 - b. Customizability vs Ease of use index
 - c. Specific Advantages vs Limitations to each EHR
 - 5) Did we use a comparison tool
 - a. AAFP user/member survey of EHR
 - b. No other tools available/easily accessible

- *Non-adopters:*
 - What comparative information would you need that might remove the barrier to you to make the decision to adopt?
 - What information do you need to make your decision about which product(s) to purchase?

N/A

There will be two virtual hearing sessions that include the following panels across the two sessions.

- Session 1 - [Thursday, January 7, 2016 from 10:00 AM– 2:00 PM/ET](#)
 - Panel 1: Primary care providers
 - Panel 2: Specialty care providers
- Session 2 - Friday, January 15, 2016, from 11:00 AM – 5:00PM/ET
 - Panel 3: Certified health IT developers
 - Panel 4: Comparison and informational tool vendors
 - Panel 5: Quality improvement and alternate payment capabilities

“Filters” to use on EHR evaluation tool (to thin down list)

Practice Size	Intrinsic IT Support (need for) “Physical IT” “Clinical It”	
Practice Locations (multi-site)	Specialty Individual Specialty Include PT/OT/ST	Midlevel Management Ability
Scope <ul style="list-style-type: none"> • Inpatient/Outpatient • Long Term Care Facility • Home Visit • Tele-health 		Student/Resident/Learner Providers Medical Student Residents PA/NP student etc