Recommendations to the ONC Task Force:
Improving Decision Making when Selecting an EHR Specific to Small and Mid-Sized Practices
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Accountability for Team-based Care Continuity
- Empanelment functionality for multi-provider practices to enable team building and to enhance continuous longitudinal relationship continuity for patients and provider teams.
- Customizable disease management and health maintenance features with role-specific assignment functionality for planned care components for empaneled populations.
- Team-based, provider-specific and practice level reporting functionality for care delivery process compliance and population health outcomes accountability.

Population Management
- Easy to utilize and understand "Alert" functionality, dashboards, registries and exception reports.
- Reporting capabilities at user level vs. EMR vendor level and a collaborative provider-vendor dynamic cannot be overestimated. We strongly encourage consideration of the larger regional healthcare delivery system of the practice. For example consideration should be given to which EMRs are utilized in the practices medical village? Which EMRs are most prevalent in the established provider referral network? Which of these EMRs are at the table of regional and state HIE conversations.
- Report functionality to measure percentage of data that is entered as structured vs. free text

Care Management
- Multidimensional risk stratification functionality incorporating objective and self-assessed health status outcomes and socioeconomic determinants of health metrics
- Trackable care management modules including interventions and time tracking activities
- Functional integration of active and recent care management interventions within point of care clinical workflow.

Portal Functionality
- Patient portal capabilities for pre-visit contributions (Kiosk, *patients as scribes*, *patients as proofreaders*, etc.)
- Ability to pre-populate and send pre-visit/post-visit patient demographic validation, preventative screenings information with functionality to track the upcoming date of the actual visit and time spent answering questions and reviewing this information.
- Ability to update self- management and support goals
- Integration of validated patient satisfaction surveys for post-visit completion

Referral Tracking
- Functionality to ask the clinical question in a trackable manner for specialty referrals and metrics to document the clinical question was answered.
- Ability to close loops for open orders, x-rays, labs and referrals by tracking the time frame plus open and closed items.

Interoperability
- Integration with office telephone and messaging systems
- Predictive modeling capabilities to target population level outreach improvements
- Integration with HISP, HL7-based interfaces and eRx capabilities
- Interoperability with other EMRs and HIEs.

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- Integration with self-management tools such as FitBit, Smart Watches, Smart Phone Apps that are widely used by the customers (patients) and could be used for effective documentation of activity achievements and barriers meeting atmosphere, before and after the visit
- Natural speech recognition
- Deep integration with the information technology world that is still alien to health industry such as use of Google Search, Google Maps, Google Translate and Microsoft Office
- Integration with inventory management systems
- Integration with non-verbal/non-written documentation, such as use of Google Glasses, etc.
- E-Visit/Video Conference/Telemedicine capabilities

Interface of Practice Management and Electronic Health Record (EHR) System
- Ability to track visit cycle time metrics with easy reporting functionality to determine workflow redesign
- Meaningful integration of financial and care delivery metrics (i.e., venue/payor-specific per visit reimbursement, venue-specific utilization rates)
- EMR Meaningful Use provider report cards
- ICD 10 compliance

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