



# Meaningful Use (MU): Gap Analysis

Gordon Wright, BA

Health Informatics Specialist II

Health Services Advisory Group

# Health Services Advisory Group

- Quality Innovation Network- Quality Improvement Organization (QIN-QIO) for Arizona, California, Ohio Florida and US Virgin Islands
- Local Extension Center (LEC) for California Health Information Partnership & Services Organization (CalHIPSO)
- Service Partner of HITEC-LA, REC for LA County
- Dedicated to improving quality of care delivery and health outcomes through information, education, and assistance
- Partners with physicians, health plans, nursing homes, and hospitals



# Agenda

- Assigning Roles and Responsibilities
- What is a Meaningful Use (MU) Gap Analysis?
- Why is a Gap Analysis important?
- Reviewing and Understanding MU Dashboards
- Conducting a Gap Analysis
- Q&A

# Assigning Roles and Responsibilities

- **Physician Champion:** It is imperative that there is someone in the lead that has the respect of the physicians.
- **Super User:** These individuals will be tasked with staying up-to-date on any changes and relaying them on to the team. In addition, they will be responsible for much of the new hire training.
- **Office Staff and Physicians:** Make sure all staff and physicians are engaged with Meaningful Use and any interventions or changes you implement.

# What is a Gap Analysis?

- Provides a way to track progress towards meeting the minimum threshold value of MU objectives
- Mechanism to determine gaps in both workflow and to identify barriers
- Dashboards Reports typically include the Numerator/Denominator of a measure, Performance % and in some cases, Y/N responses to measures
- Provides a way to track performance of various providers and they stage they are in
  - As new providers enter your practice, you will find that your providers may all be at different stages of MU

# MU Stage Tracking

Provider	License	NPI	Location	NLR Username	NLR Password	2011	2012	2013	2014
Dr. A	Abcde	xxxxxxx xxx	Napa			Stage 1 Year 1	Stage 1 Year 2	Stage 1 Year 3	Stage 2 Year 4
Dr. B	Abcde	xxxxxxx xxx	Napa			NA	AIU	No Data	Stage 1 Year 1
Dr. C	Abcde	xxxxxxx xxx	Napa			Stage 1 Year 1	Stage 1 Year 2	Stage 1 Year 3	Stage 2 Year 4
Dr. D	Abcde	xxxxxxx xxx	Napa			Stage 1 Year 1	Stage 1 Year 2	Stage 1 Year 3	Stage 2 Year 4
Dr. E	Abcde	xxxxxxx xxx	Napa			NA	NA	Stage 1 Year 1	Stage 1 Year 2
Dr. F	Abcde	xxxxxxx xxx	St. Helena			Stage 1 Year 1	Stage 1 Year 2	Stage 1 Year 3	Stage 2 Year 4
Dr. G	Abcde	xxxxxxx xxx	St. Helena			NA	Stage 1 Year 1	Stage 1 Year 2	Stage 2 Year 3
Dr. H	Abcde	xxxxxxx xxx	St. Helena			NA	NA	NA	Stage 1 Year 1

*Assumptions:*

*In 2014, all providers attest to 90 days.*

*AIU does not count as one of the two years of Stage 1.*

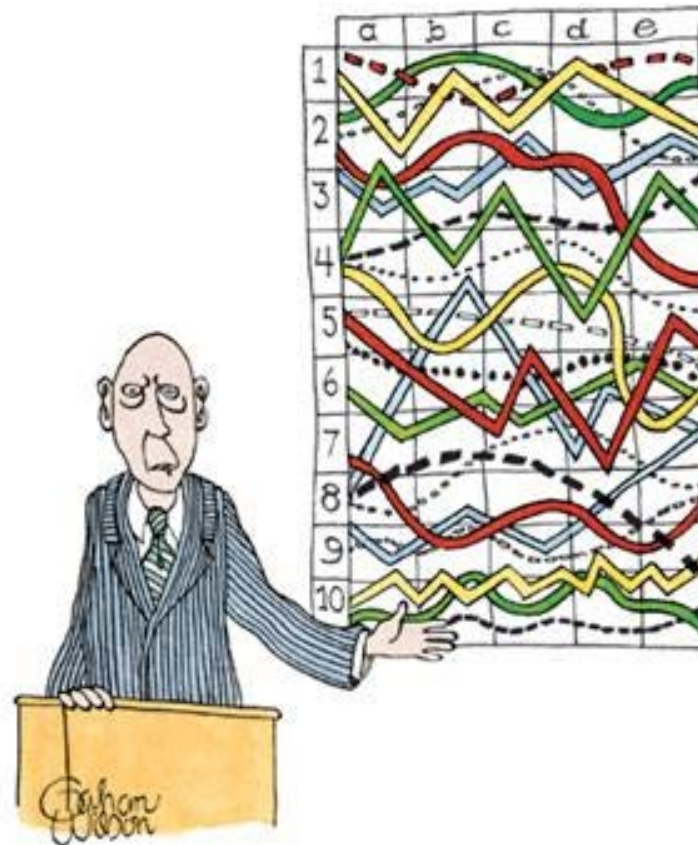
*All providers must complete 2 years of Stage 1 before entering Stage 2. However, Stage 2 does not start until 2014, therefore some providers may complete 3 years of Stage 1*

*All providers must complete 2 years of Stage 2 before entering Stage 3. However, Stage 3 does not start until 2017, therefore some providers may complete 3 years of Stage 2.*

*Stage 3 has not yet been determined as of October 2014.*

*It has not yet been determined what/if providers will be required to meet MU after their 5 years of attestations (as of October 2014)*

# Running Dashboard Reports Core and Menu



*"I'll pause for a moment so you can let this information sink in."*

# Run an Organizational Dashboard Report First

**Practice Analytics - [Main]**

File Options View Setup Help

**Operational**

Criteria Summary Measure Details Scorecard Help

**Current Selections**

Fields	Values
Stage1Measure	Core 5 Active Medication List
MeasureStage	Stage1

Clear Selections

**Core 5 Active Medication List**

Patients Overall: Numerator: 2,289 Denominator: 2,431 Percent: 94%

0% 25% 50% 75% 100%

**Meaningful Use Stage**

Stage1 Stage2

**Measures**

- Core 1 Computer Physician Order Entry (2013)
- Core 1a CPOE Stage 1 Alternate
- Core 3 Problem List
- Core 4 Prescriptions Sent Electronically
- Core 5 Active Medication List**
- Core 6 Active Medication Allergy List
- Core 7 Demographics Recorded
- Core 8 Vitals Recorded
- Core 9 Smoking Status Recorded
- Core 12 Electronic Health Info On Request (2013)
- Core 12a Patient Electronic Access (2014)
- Core 13 Clinical Summaries Provided
- Menu 2 Electronic Lab Results
- Menu 4 Patient Reminders
- Menu 5 Electronic Health Info Access (2013)
- Menu 6 Access to Patient Education Resources
- Menu 7 Medication Reconciliation Performed
- Menu 8 Summary of Care Record Provided

**Measure Criteria**

[Click here for additional help](#)

Reporting Period: 09/17/2014 - 10/16/2014

Percentage of unique patients in Intergy EHR with an active medication or an indication of "none" if there are no currently prescribed medications.

Note: Unlike many measures, this one does not use a reporting period when calculating the numerator. Instead, patient records are examined for numerator criteria as of the most recent Practice Analytics data base load. However, the visit period is used to define the time period when searching for patients that meet the denominator criteria.

Reporting Period: 10/16/2014  
End Date: 10/16/2014  
Duration: 1 Month

Patient Age: Age From: 0, Age End: 999

Gender: Gender: Both

Include Exempt Patients?: Include?: No

Warehouse Updated 10/16/2014 User: nvfmg Info 10/16/2014 12:57 PM

12:57 PM



# Organizational Dashboard Parameters

The screenshot displays the 'Practice Analytics - [Main]' application window. The interface is divided into several sections:

- Operational Tab:** Contains sub-tabs for 'Criteria', 'Summary', 'Measure Details', 'Scorecard', and 'Help'. The 'Scorecard' tab is active.
- Current Selections:** A table with two columns: 'Fields' and 'Values'.

Fields	Values
MeasureStage	Stage1
Practice	Napa Valley Family Medical (YLDB)

A 'Clear Selections' button is located below this table.
- Reporting Period:** Fields for 'End Date' (10/16/2014) and 'Duration' (1 Month).
- Practice Name:** A dropdown menu with 'Napa Valley Family Medical (YLDB)' selected.
- Measure Provider:** A dropdown menu with options: (-Empty-), Brown, Barry A M.D. (BBMD), and Chic, Jane PA-C (JC).
- Measure Specialty:** A dropdown menu with options: (-Empty-), Family, and Family Practice.
- Service Center:** A dropdown menu with options: (-Empty-), Arwen Mohr, M.D. (AMMD), and Benjamin Jewell, M.D. (BJMD).
- Main Content Area:** Two large panels, both titled 'Measures by Provider - Stage1 - 90 Days reporting period ending on 10/16/2014'. Both panels contain the text: 'Please click the Prepare Scorecard button to view results.'
- Operational Summary:** A panel titled 'Operational Summary - Stage1 - 90 Days reporting period ending on 10/16/2014' also containing the text: 'Please click the Prepare Scorecard button to view results.'
- Action Buttons:** Four buttons are located at the bottom: 'Prepare Scorecard', 'Export Audit Scorecard', 'Save Audit Scorecard', and 'Audit Scorecard History'.
- Footer:** A status bar at the bottom right shows 'Warehouse Updated 10/16/2014', 'User: nvfmg', 'Info', '10/16/2014 12:56 PM', and a system clock showing '12:56 PM'.

# Organizational Dashboard Results/ Look For Patterns

Practice Analytics - [Main]

File Options View Setup Help

Operational

Criteria Summary Measure Details Scorecard Help

Operational Summary - Stage1 - 1 Month reporting period ending on 10/16/2014

Measure	Numer	Denom	Goal	Performance
Core 1a CPOE Stage 1 Alternate	3816	3902	30%	98%
Core 3 Problem List	2311	2431	80%	95%
Core 4 Prescriptions Sent Electronically	3244	3404	40%	95%
Core 5 Active Medication List	2289	2431	80%	94%
Core 6 Active Medication Allergy List	2377	2431	80%	98%
Core 7 Demographics Recorded	1990	2431	50%	82%
Core 8 Vitals - BP Only	2336	2425	50%	96%
Core 8 Vitals - Height/Weight Only	2162	2431	50%	89%
Core 8 Vitals - Height/Weight/BP	2140	2431	50%	88%
Core 9 Smoking Status Recorded	2168	2398	50%	90%
Core 12a Electronic Access - Online Access	2269	2431	50%	90%
Core 13 Clinical Summaries Provided	2286	2848	50%	80%
Menu 2 Electronic Lab Results	60	329	40%	18%
Menu 4 Patient Reminders	16	5709	20%	0%
Menu 6 Access to Patient Education Resources	1496	2431	10%	62%
Menu 7 Medication Reconciliation Performed	904	920	50%	98%
Menu 8 Summary of Care Provided	171	267	50%	64%

# Running a Provider Specific Dashboard Report

**Practice Analytics - [Main]**

File Options View Setup Help

**Operational**

Criteria Summary Measure Details Scorecard Help

**Current Selections**

Fields	Values
Stage1Measure	Core 1 Computer Physician Order Entry (2013)
MeasureStage	Stage1

Clear Selections

**Meaningful Use Stage**

Stage1 Stage2

**Measures**

- Core 1 Computer Physician Order Entry (2013)
- Core 1a CPOE Stage 1 Alternate
- Core 2 Prescriptions Sent Electronically
- Core 5 Electronic Health Info On Request (2013)
- Core 6 Clinical Summaries Provided
- Core 7 Electronic Health Information (2014)
- Core 8 Demographics Recorded
- Core 9 Problem List
- Core 10 Active Medication List
- Core 11 Active Medication Allergy List
- Core 12 Vitals Recorded
- Core 13 Smoking Status Recorded
- Menu 2 Electronic Lab Results
- Menu 4 Patient Reminders
- Menu 5 Electronic Health Info Access (2013)
- Menu 6 Access to Patient Education Resources
- Menu 7 Medication Reconciliation Performed
- Menu 8 Summary of Care Record Provided

**Core 1 Computer Physician Order Entry (2013) - All Patients**

Patients Overall: Numerator: 5,140 Denominator: 5,682 Percent: 90%

0% 25% 50% 75% 100%

**Measure Criteria**

[Click here for additional help](#)

Reporting Period: 10/15/2013 - 10/14/2014

Percentage of unique patients who had a prescription entered at the practice through Intergy EHR.

Note: As of 2014, this measure is no longer a valid Stage 1 measure.

Reporting Period: 10/14/2014 8:45 AM

Warehouse Updated 10/14/2014 Admin User: system Info 10/14/2014 8:45 AM

8:45 AM 10/14/2014

# Choosing a Provider and Date Range

The screenshot displays the 'Practice Analytics - [Main]' application window. The interface is divided into several sections:

- Operational Panel (Left):**
  - Current Selections:** Shows 'MeasureStage' set to 'Stage1' and 'MeasureProvider' set to 'Brown, Barry A M.D. (BBMD)'. A 'Clear Selections' button is located below.
  - Reporting Period:** 'End Date' is '10/16/2014' and 'Duration' is '90 Days'.
  - Practice Name:** 'Napa Valley Family Medical (NLD6)'.
  - Measure Provider:** A list with 'Brown, Barry A M.D. (BBMD)' selected and highlighted in green. Other options include '(Empty)' and 'Zinc, Jane PA-C (JC)'.
  - Measure Specialty:** A list with 'Family Practice' selected. Other options include '(Empty)' and 'Family'.
  - Service Center:** A list with 'Upper Valley (UV)' selected. Other options include '(Empty)' and 'Green Valley, H.O. (AMMD)'.
- Main Content Area (Right):**
  - Measures by Provider - Stage1 - 90 Days reporting period ending on 10/16/2014:** A large empty area with the text 'Please click the Prepare Scorecard button to view results.'
  - Operational Summary - Stage1 - 90 Days reporting period ending on 10/16/2014:** Another large empty area with the text 'Please click the Prepare Scorecard button to view results.'
- Bottom Panel:** Contains four buttons: 'Prepare Scorecard', 'Export Audit Scorecard', 'Save Audit Scorecard', and 'Audit Scorecard History'.
- Status Bar (Bottom Right):** Shows 'Warehouse Updated 10/16/2014'.

# Individual Provider Dashboard Results

Practice Analytics - [Main]

File Options View Setup Help

Operational

Show Navigation Pane

Criteria Summary Measure Details Scorecard Help

Operational Summary - Stage1 - 90 Days reporting period ending on 10/16/2014

Measure	Numer	Denom	Goal	Performance
Core 1a CPOE Stage 1 Alternate	1907	1907	30%	100%
Core 3 Problem List	678	684	80%	99%
Core 4 Prescriptions Sent Electronically	1536	1626	40%	94%
Core 5 Active Medication List	612	684	80%	89%
Core 6 Active Medication Allergy List	648	684	80%	95%
Core 7 Demographics Recorded	573	684	50%	84%
Core 8 Vitals - BP Only	668	684	50%	98%
Core 8 Vitals - Height/Weight Only	537	684	50%	79%
Core 8 Vitals - Height/Weight/BP	535	684	50%	78%
Core 9 Smoking Status Recorded	649	679	50%	96%
Core 12a Electronic Access - Online Access	673	684	50%	98%
Core 13 Clinical Summaries Provided	986	1138	50%	87%
Menu 2 Electronic Lab Results	72	543	40%	13%
Menu 4 Patient Reminders	0	321	20%	0%
Menu 6 Access to Patient Education Resources	488	684	10%	71%
Menu 7 Medication Reconciliation Performed	0	0	50%	0%
Menu 8 Summary of Care Provided	115	116	50%	99%

# Gap Analysis for Clinical Quality Measures

- Although the CQMs do not require a threshold, this area is where many providers see the value and consider “Meaningful”.
- Proper documentation of CQM’s can, and will have an impact on clinical workflow.
- Not all systems are certified for all CQM’s and are somewhat limited, so you will want to know what measures you CAN report on.

# Your Gap analysis Tool (Basic)

Meaningful Use Gap Dashboard 2012-2014: Stage 1				
	Current Status %	MU Target	Notes	Business Owner
<b>Meaningful Use Stage I Objectives and Certification Criteria - CORE SET</b>				
Use of CPOE for Medication Orders		30%		
Implement Drug-drug and drug-allergy interaction checks		Yes / No		
Record Demographics		50%		
Maintain Problem List		80%		
Maintain Active Medication List		80%		
Maintain Active Medication Allergy List		80%		
Record and Chart Changes in Vital Signs		50%		
Record Smoking Status		50%		
Implement Clinical Decision Support		1 Rule		
EHI – Online Access		50%		
EHI – View/Download/Transmit		5%		
Clinical Visit Summaries		50%		
Prescriptions sent electronically		40%		
Security and Risk Assessment		Yes / No		
<b>Meaningful Use Stage I Objectives and Certification Criteria - MENU SET (Select 5/10 Criteria)</b>				
Implement Drug-formulary Checks		Yes / No		
Incorporate Clinical Lab Results into Electronic Health Record		40%		
Generate Lists of Patients by Specific Conditions		Yes / No		
Use Technology to Identify Patient Specific Education Resources		10%		
Perform Medication Reconciliation		50%		
Electronic Lab Results		40%		
Patient Specific Education		10%		
Patient Reminders		20%		
Summary of Care Provided		50%		
Capability to Submit electronic Data to Immunization Registries		Yes / No		
Capability to Submit Syndrome Surveillance Data to Public Health Agencies		Yes / No		

# Completing your Gap Analysis

Meaningful Use Gap Dashboard 2012-2014: Stage 1				
Meaningful Use Stage I Objectives and Certification Criteria - CORE SET	Current Status %	MU Target	Notes	Business Owner
Use of CPOE for Medication Orders	100%	30%		
Implement Drug-drug and drug-allergy interaction checks	No	Yes / No	Check with IT/Is it turned on?	Shane IT
Record Demographics	51%	50%		
Maintain Problem List	35%	80%	Dr. X is a Ped, he is probably overlooking this	Dr. X
Maintain Active Medication List		80%		
Maintain Active Medication Allergy List		80%		
Record and Chart Changes in Vital Signs		50%		



# Common MU Barriers

- Monetary
  - Patient portal
  - 2014-certified EHR
  - Interfaces (labs, registries, etc.)
- Patient engagement
  - Patients using the patient portal
- Health Information Exchange
  - Electronic Transition of Care Summaries (Stage 2)
- EHR vendors releasing 2014 edition
- Broadband access
- Implementing and training of new measures

# Resources!

- **Stage 2 Toolkit:** [http://www.cms.gov/Regulations-and-Guidance/Legislation/EHRIncentivePrograms/Downloads/Stage2\\_Toolkit\\_EHR\\_0313.pdf](http://www.cms.gov/Regulations-and-Guidance/Legislation/EHRIncentivePrograms/Downloads/Stage2_Toolkit_EHR_0313.pdf)
- **Certified HIT Product List:** <http://oncchpl.force.com/ehrcert?q=chpl>
- **eCQMs Table (EPs):** [http://www.cms.gov/Regulations-and-Guidance/Legislation/EHRIncentivePrograms/Downloads/2014\\_EP\\_MeasuresTable\\_June2013.pdf](http://www.cms.gov/Regulations-and-Guidance/Legislation/EHRIncentivePrograms/Downloads/2014_EP_MeasuresTable_June2013.pdf)
- **Adult Recommended CQMs (EPs):** [http://www.cms.gov/Regulations-and-Guidance/Legislation/EHRIncentivePrograms/Downloads/2014\\_CQM\\_AdultRecommend\\_CoreSetTable.pdf](http://www.cms.gov/Regulations-and-Guidance/Legislation/EHRIncentivePrograms/Downloads/2014_CQM_AdultRecommend_CoreSetTable.pdf)
- **Patient Engagement Fact Sheet**  
[http://www.healthit.gov/sites/default/files/key\\_considerations\\_for\\_health\\_information\\_organizations\\_vdt.pdf](http://www.healthit.gov/sites/default/files/key_considerations_for_health_information_organizations_vdt.pdf)
- **Payment Adjustments and Hardship Exceptions**  
[http://www.cms.gov/Regulations-and-Guidance/Legislation/EHRIncentivePrograms/Downloads/PaymentAdj\\_HardshipExceptionTipSheetforEP.pdf](http://www.cms.gov/Regulations-and-Guidance/Legislation/EHRIncentivePrograms/Downloads/PaymentAdj_HardshipExceptionTipSheetforEP.pdf)
- **Stage 2 Measures, Sample Workflows and Best Practices**  
<http://www.healthit.gov/providers-professionals/step-5-achieve-meaningful-use-stage-2>



# Thank you!

Gordon Wright

[gwright@hsag.com](mailto:gwright@hsag.com)

510-206-3792