

E-Prescribing Implementation Review

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Presentation Objective

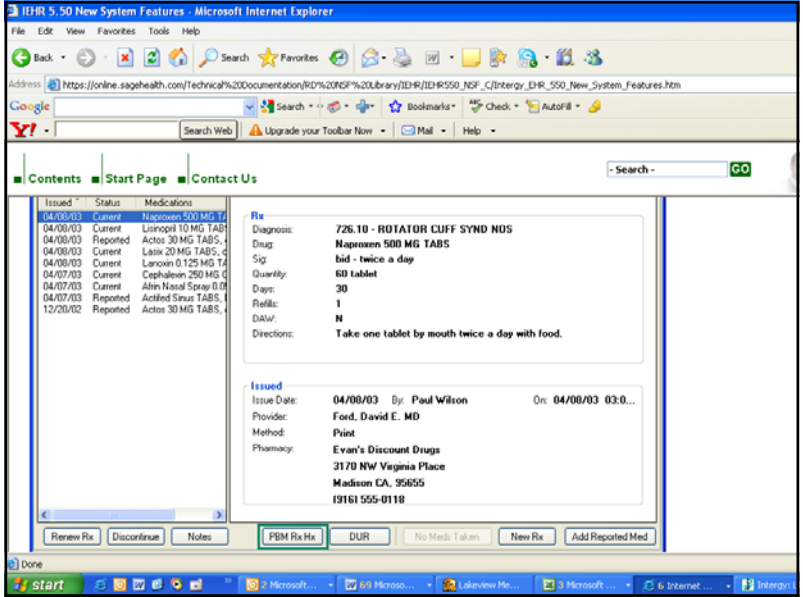
Present our current perspectives and lessons learned in the e-prescribing process

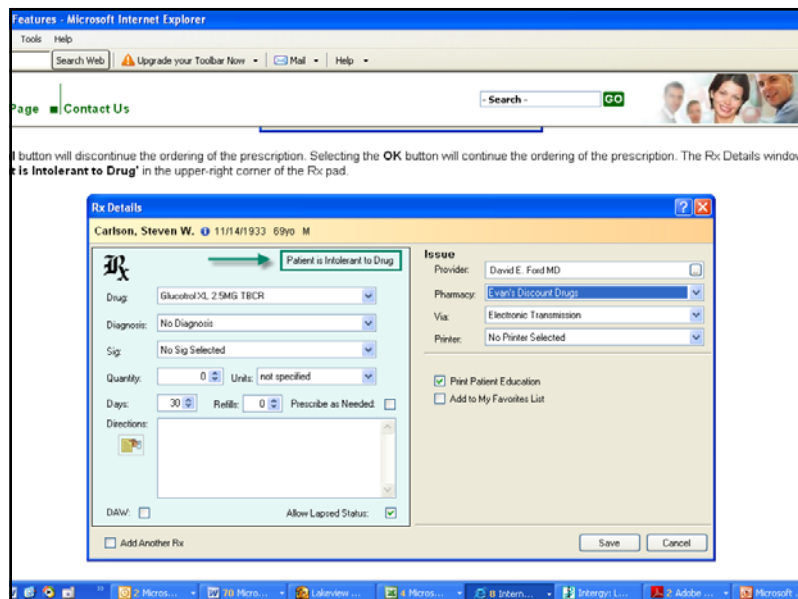
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Our 'request process'

- The importance of assigned 'Tasks'
- Rx is one Task type of many including: Lab, Phone Call, etc.
- From the Prescriber's Perspective:
How will this impact my daily routine?

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Features of our e-Rx solution

- Tailored to our unique needs
Six Family Practice Physicians – One P.A.
- Wide range of primary care services with
Urgent Care, ER, and outreach specialists
- Real time modification of specific user needs

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What motivated us

1. Real time access to medication list
2. Improved Rx-refill process
3. Carrots & Sticks

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Regarding Motivation.....

Motivation evolves into decisions to act...

Motivation does not equal
Successful Implementation

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Critical Factors preceding action

1. Comparable successes of team, vendor and process.
Examples: A/R, phone messaging, lab reporting, duplicate patient process, etc.
2. Clearly defined patient benefit
Different success measure than "no problems"

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Nine months post-install

What we can measure / monitor / improve

- Patients by Diagnosis
- Medications by Diagnosis
- Medications by Prescriber
- The 'request process' – Discussion point

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Costs

Monthly Fee per prescriber

Time/Total Cost
Whose time is measured in the process
Examples

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Lessons Learned

1. **Project Management is critical**
Examples

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Lessons Learned

2. **Pre-Planning process of what prescribers really need is on-going**
Examples

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Lessons Learned

3. **Include perspective of retail pharmacist**
Benefits

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Lessons Learned

4. **Database management**
Local data management
National data management

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Next Steps

1. **Enhanced access to more patient history**
Recognition of Medical Home
and/or patient registries

2. **Patient Access on-line**
Define reasons

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