If Quality is the New Currency, What is Your Exchange Rate on Orders?

Presented by

Presenters

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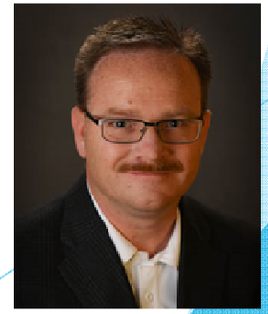


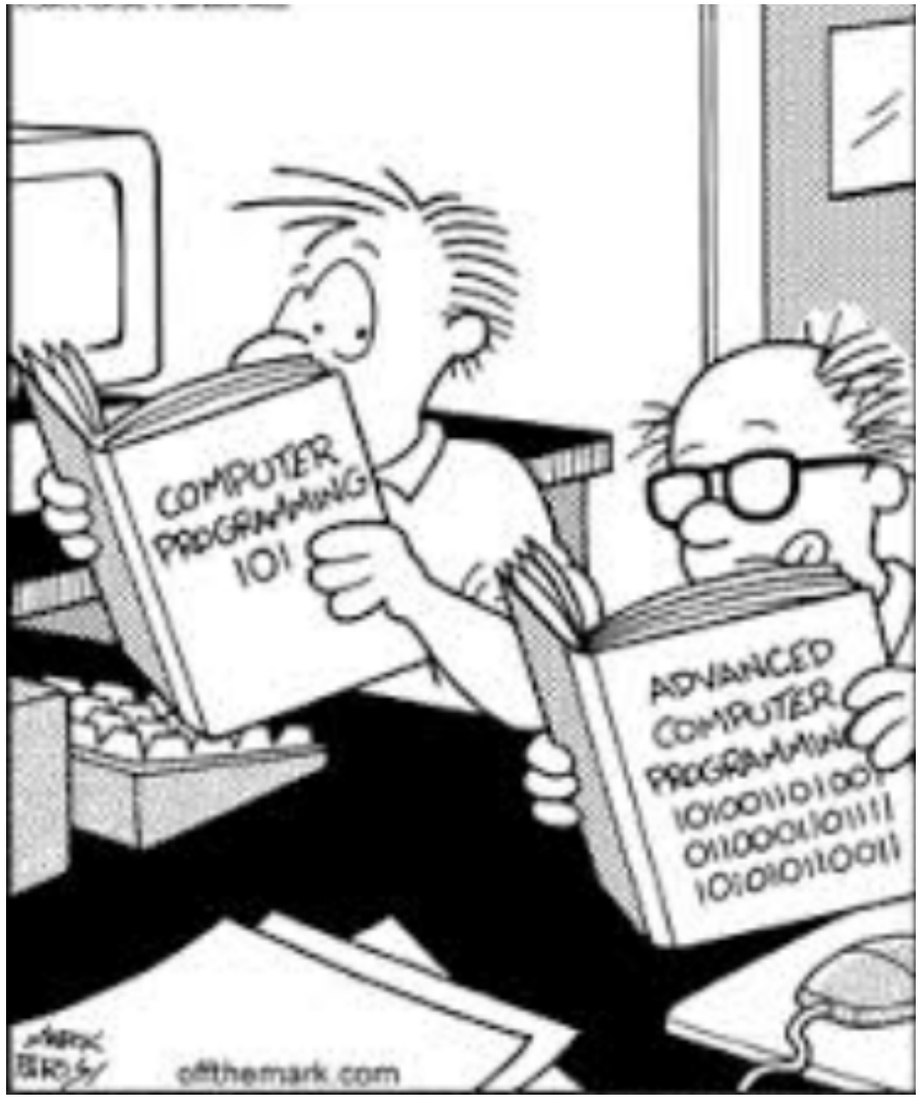
Ortho NorthEast

- Orthopaedic Practice founded in 1962
- 14 locations throughout Northeast Indiana
- 35 Physicians
- 44 Advanced Practitioners
- Part ownership of:
  - Orthopaedic hospital
  - Surgery center
  - MRI
  - PT

Objectives

- Discover techniques readily available in Centricity to optimize the ordering workflow.
- Learn how to bypass the painful orders module through advanced custom forms functionality.
- Gather tips and tricks on how to comply and make money with measures for MIPS and MACRA, along with ever changing insurance requirements.

Do You Need a Programmer?



Currently Available

- Custom Lists
- Order Sets
- Quick Text
- Dragon/C-Speak
- Inquiries

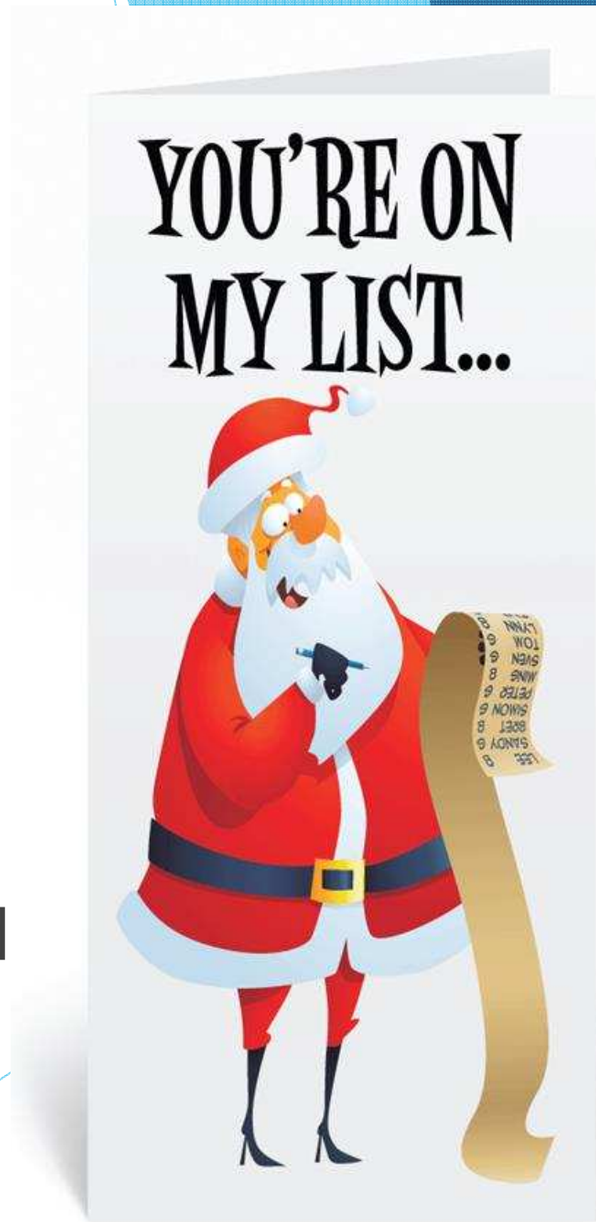
Custom Lists

- What is a Custom List?
  - A pre-arranged list of orders.
  - This can be a combination of service orders, test orders or referral orders.

- How can custom lists be organized?
  - Single Physician
  - Entire Practice
  - Single Location
  - Specialty
  - Body Part
  - Conditions
  - Test
  - Etc.

Custom Lists Continued

- Examples of Custom Lists
  - X-Rays
  - MRI
  - Injections
  - Medications
  - Casting
  - DME
  - Therapy
  - Pain Management
  - Pediatric Well Child



Custom List

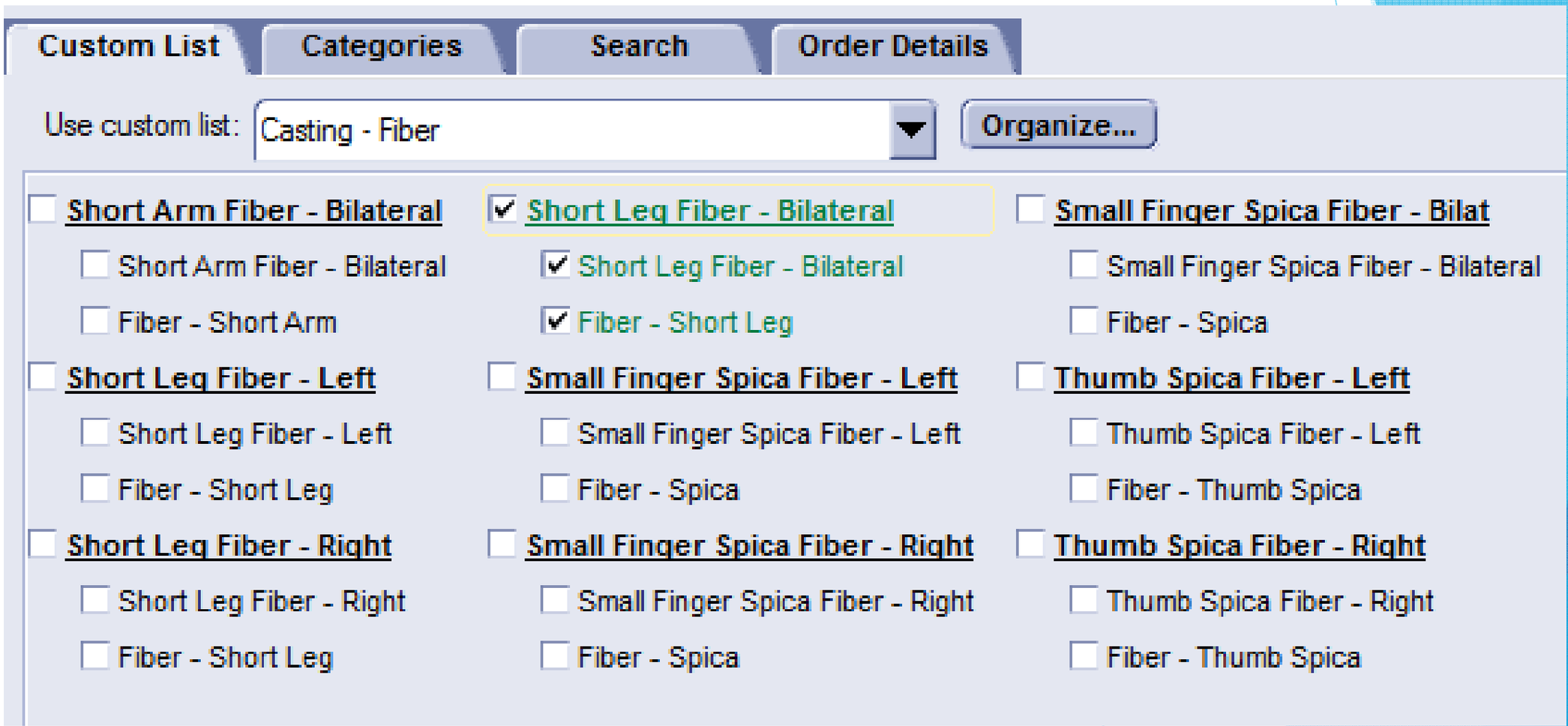
Use custom list:
X-Ray
Organize...
Head & Neck
Nasal Bones Complete Min 3 VW
Skull Complete
Skull Less than 4 VW
Chest
Chest Single VW Front
Chest 2 VW Front & Lat
Ribs Unilat 2 VW - Left
Ribs Unilat 2 VW - Right
Ribs Bilat 2 VW
Sternum
Sternum Min 2 VW
Sterno Clv
Sterno CLV Min 3 VW
Spine /Pelvis
Cervical AP / Lateral / Flexion / Extension / Right Bending / Left Bending
Spine Ent Survey Study AP & Lat
Cervical Single VW
Cervical AP & Lat VW
Cervical Min 4 VW

Order Sets

- What is an Order Set?
  - Multiple orders created by a single click

- Examples
  - Casting/Splinting
  - Injections
  - Labs
  - Quality Codes for Claims

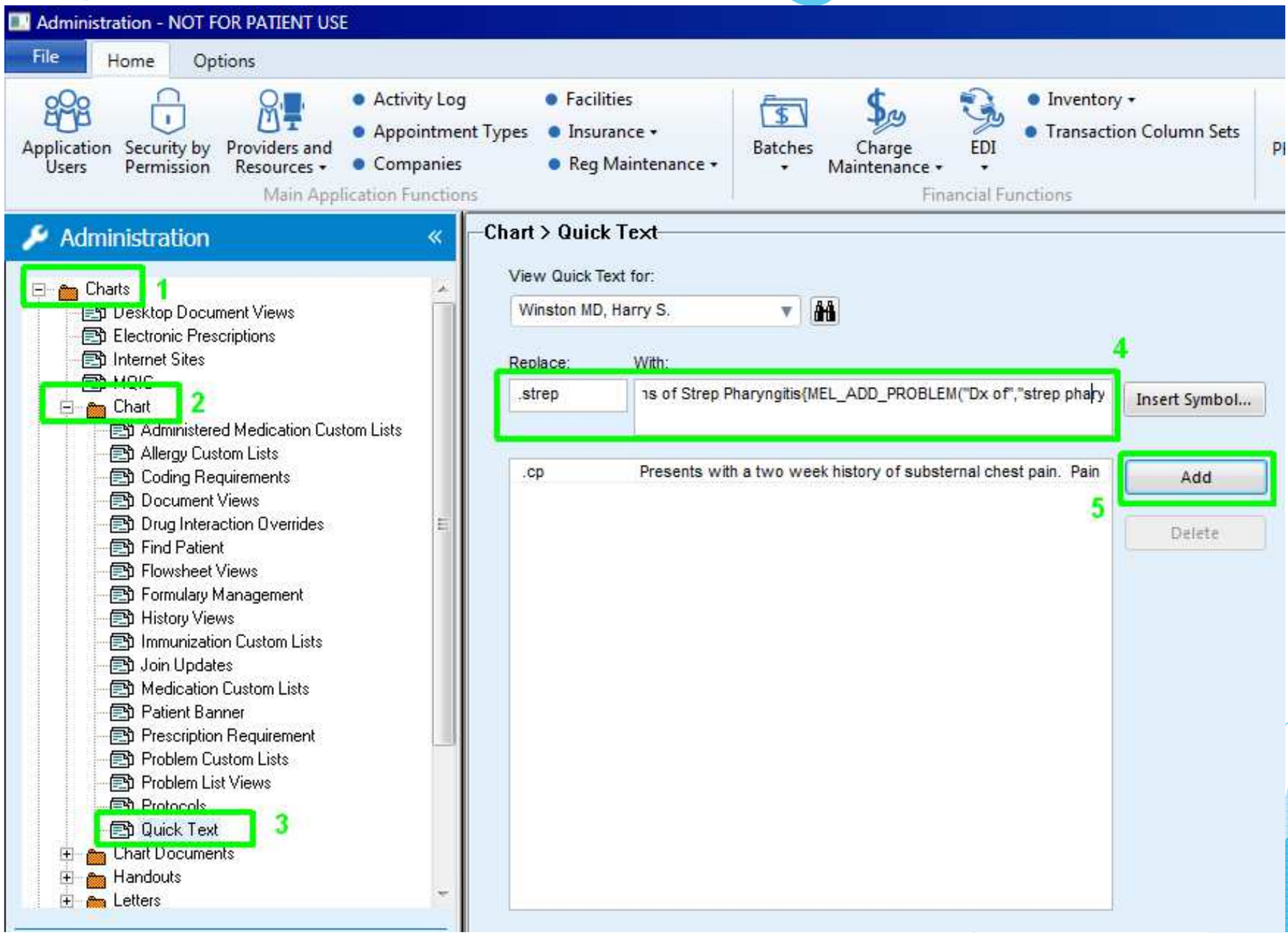
Order Set


Custom List
Categories
Search
Order Details
Use custom list:
Casting - Fiber
Organize...
Short Arm Fiber - Bilateral
Short Arm Fiber - Bilateral
Fiber - Short Arm
Short Leg Fiber - Bilateral
Short Leg Fiber - Bilateral
Fiber - Short Leg
Small Finger Spica Fiber - Bilat
Small Finger Spica Fiber - Bilateral
Fiber - Spica
Short Leg Fiber - Left
Short Leg Fiber - Left
Fiber - Short Leg
Small Finger Spica Fiber - Left
Small Finger Spica Fiber - Left
Fiber - Spica
Thumb Spica Fiber - Left
Thumb Spica Fiber - Left
Fiber - Thumb Spica
Short Leg Fiber - Right
Short Leg Fiber - Right
Fiber - Short Leg
Small Finger Spica Fiber - Right
Small Finger Spica Fiber - Right
Fiber - Spica
Thumb Spica Fiber - Right
Thumb Spica Fiber - Right
Fiber - Thumb Spica

Quick Text

- How is Quick Text helpful in Order Entry?
  - It can create standard verbiage in relationship to the order
  - It can add a diagnosis, attach that diagnosis to lab order & generate verbiage
    - Example: .strep
      - Adds strep pharyngitis (ICD10-J02.0)
      - Adds order for culture
      - Adds text to impression & plan
  - MEL_ADD_PROBLEM ()
    - Generates the diagnosis/problem
  - MEL_ADD_ORDER()
    - Generates the order automatically

Quick Text Configuration



Quick Text Example

Patient shows signs of Strep Pharyngitis. A culture has been sent out for confirmation{

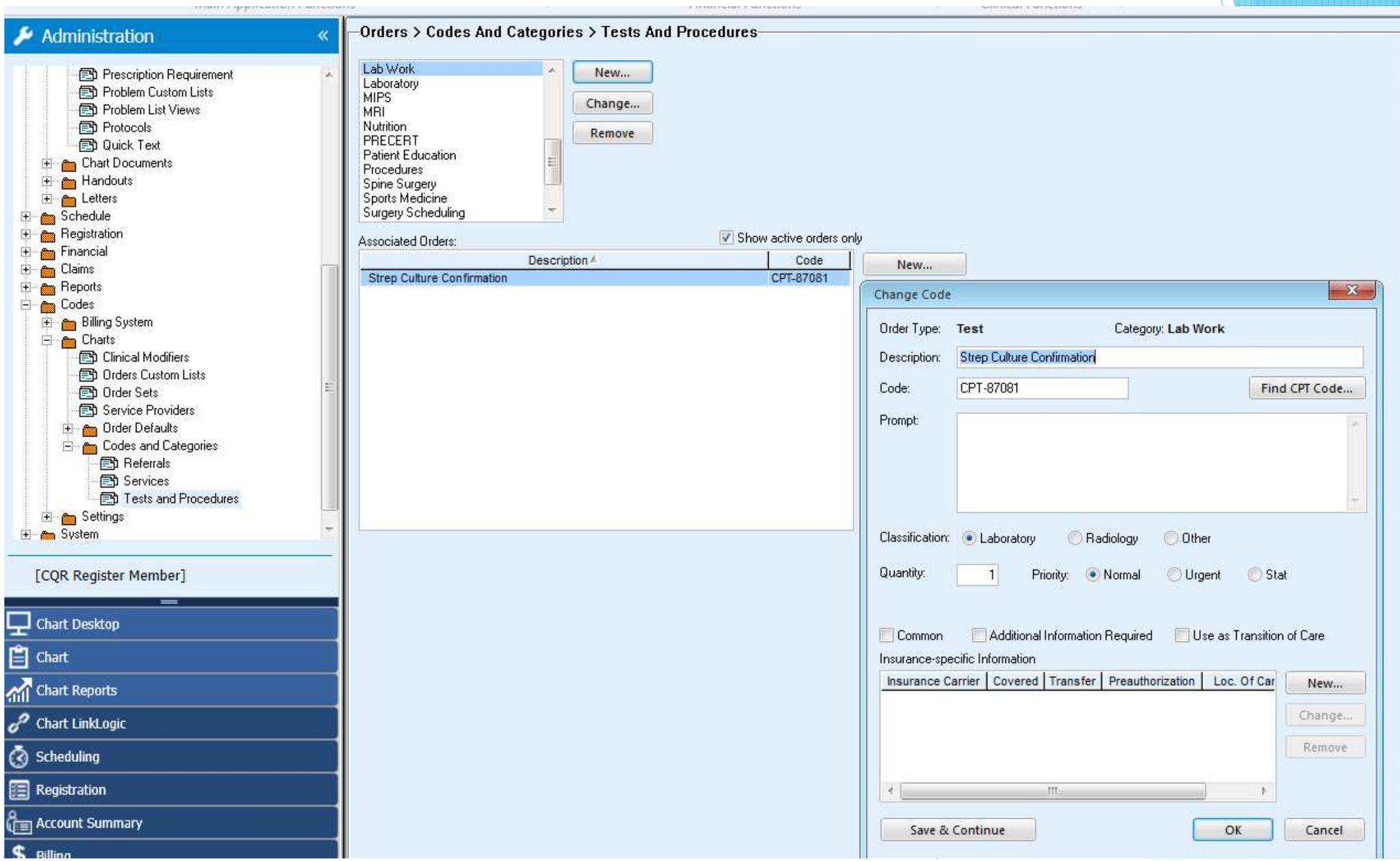
MEL_ADD_PROBLEM("Dx of","Strep Pharyngitis","ICD10-J02.0")

MEL_ADD_ORDER("T", "Lab Work", "Strep Culture Confirmation", "", "ICD10-J02.0", "Strep Pharyngitis", "", "", "", "", "")

""

}

Orders Module Configuration



Dragon/C-Speak

- How is Dragon/C-Speak beneficial in Order Entry?
  - Creates a Macro
  - A Macro is a verbal command that initiates certain automations
    - Much like quick text using a single word or phrase
- Example: Left Distal Radius Fracture, Initial Visit
  - Adds distal radius fracture (ICD10-S52.592A)
  - Adds fracture care order (CPT-25605)
  - Adds casting charges (HCPCS-Q4010)
  - Adds text to impression & plan

Inquiries

- Reports can be generated to track billing orders based on provider, orders, codes, and dates.
- Allows you to see trends/patterns in ordering
- Can be refined by:
  - Authorizing provider
  - Code
  - Date range
- Count vs Search
  - Example: Recall on Visco injection

**"What if we don't change at all ...
and something magical just happens."**

Custom Encounter Forms

- Action Buttons
  - Easy Buttons
  - Previous
  - Navigation
  - Help Buttons
- Pop Ups
- Clinical Decision Support Rules
- Mandatory/Required Questions
- Auto Preferences
- Auto Flagging Notifications
- Educational Handouts
- Insurance Carriers
- Calculating Units
- X-Ray Order Counter
- Modifiers

Custom Encounter Forms

Action Buttons

- Action button is a single click that can perform multiple activities
  - Create translation
  - Bill service orders
  - Create test orders
  - Send flags
  - Print documents

Action Buttons Continued

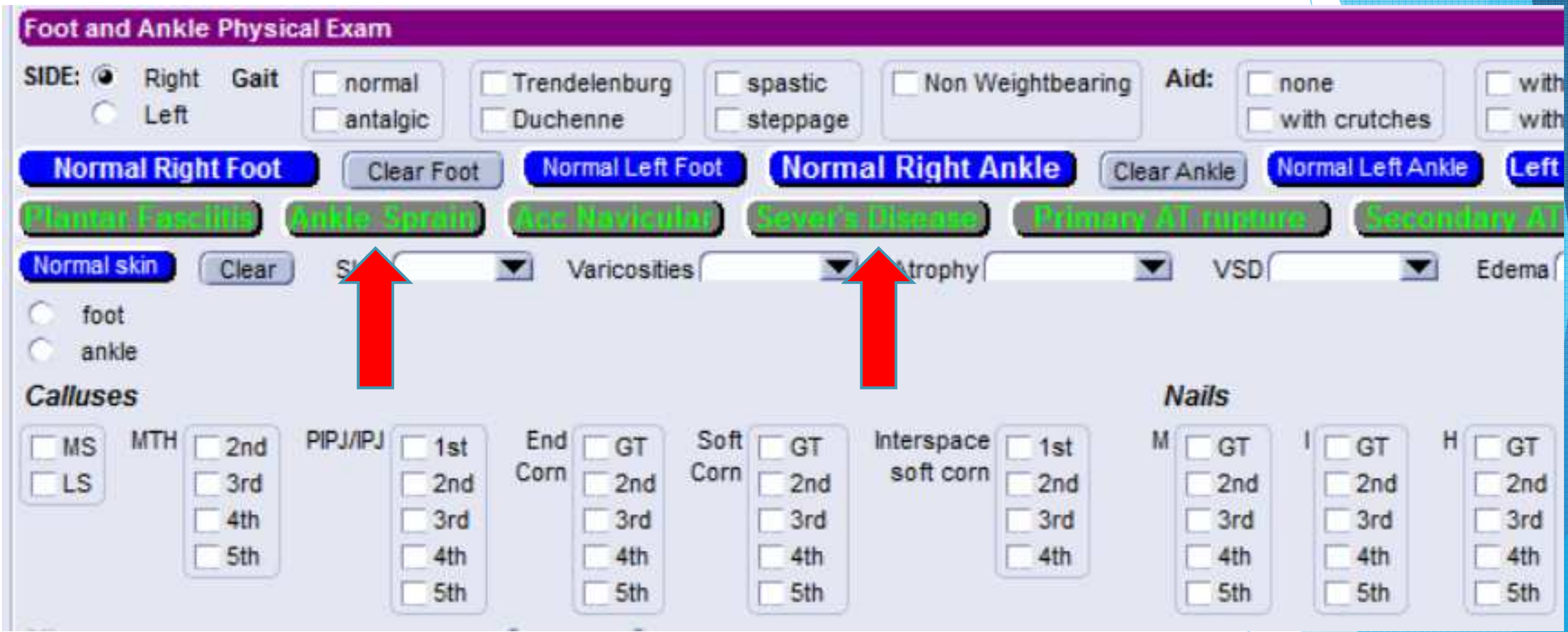
- Allows direct navigation between forms
- Used to view previous values
- Dynamically pulls in new forms (without searching for it)

Easy Buttons

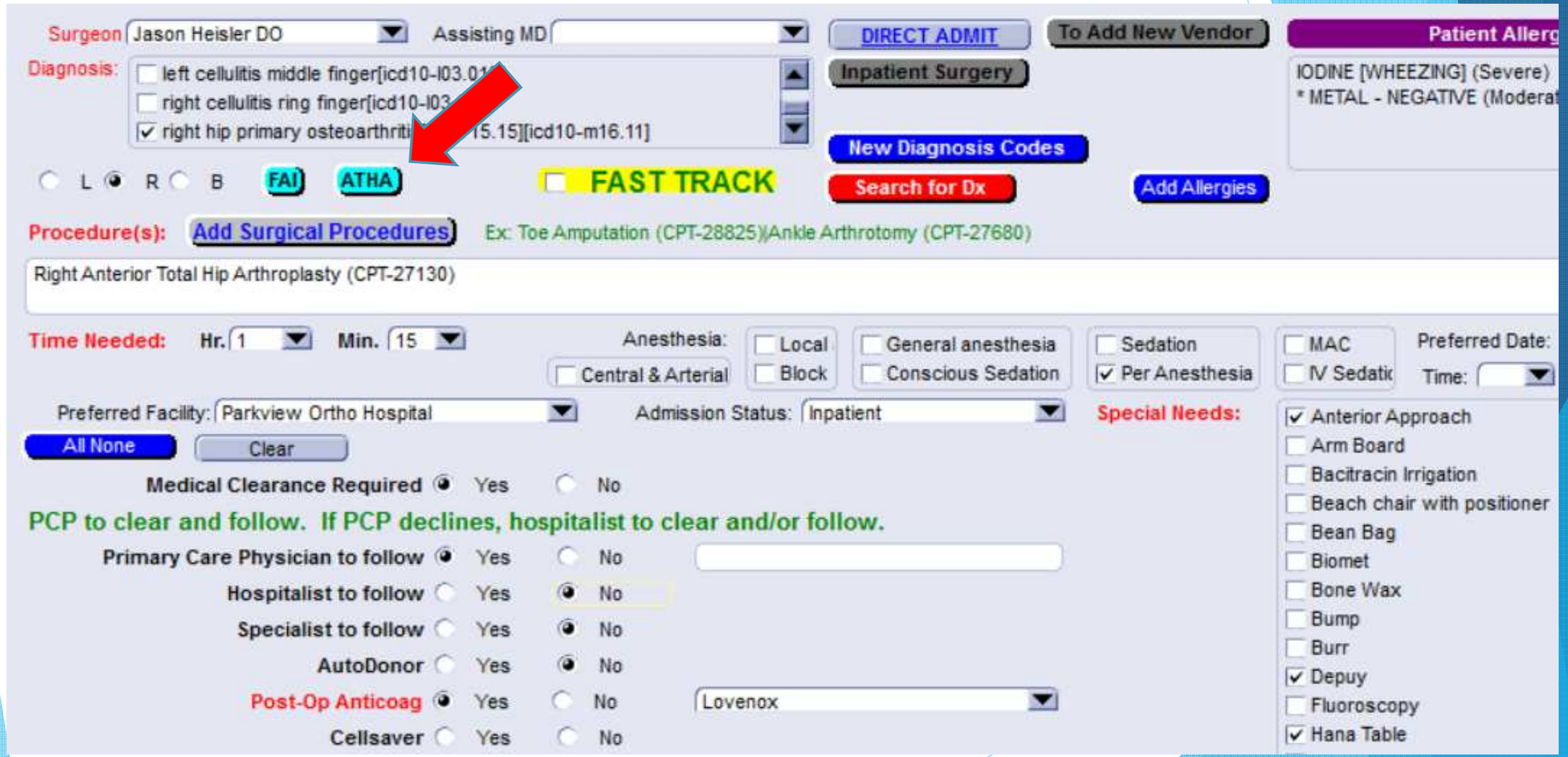
- Using action button functionality to create a launching point for a typical scenario/condition

Easy Button: Normal PE

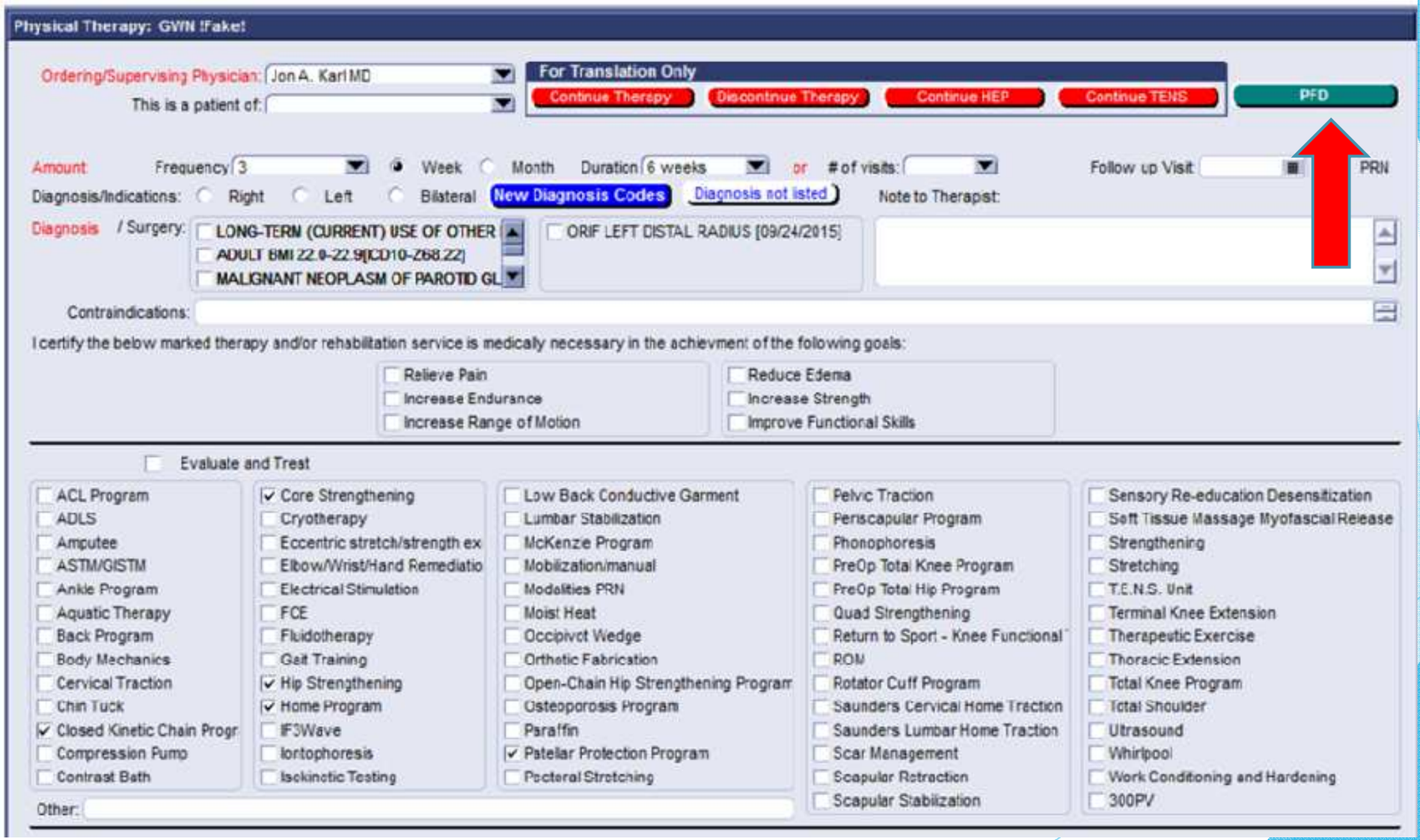
Easy Button: Conditions



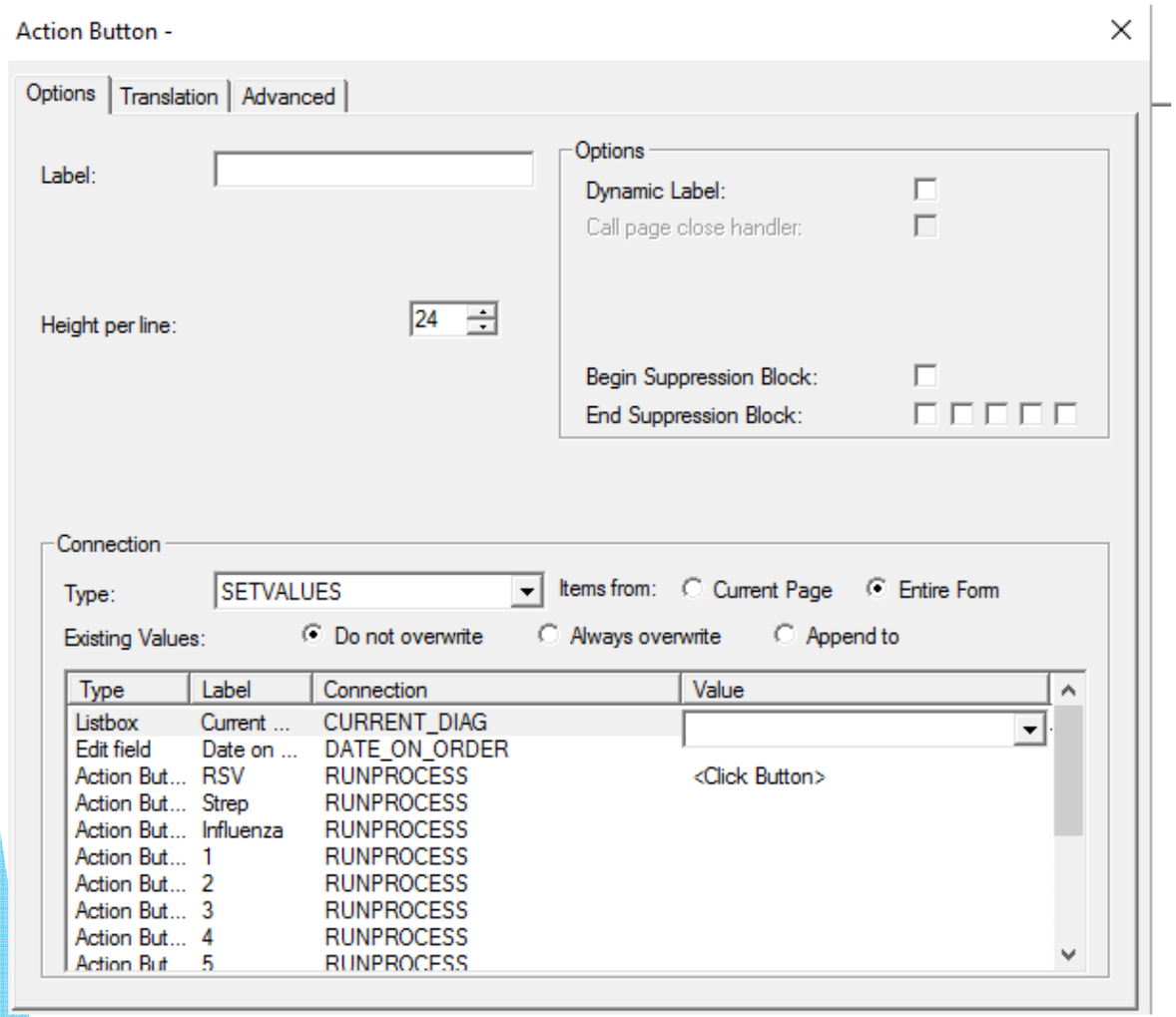
Easy Button: Surgery Order

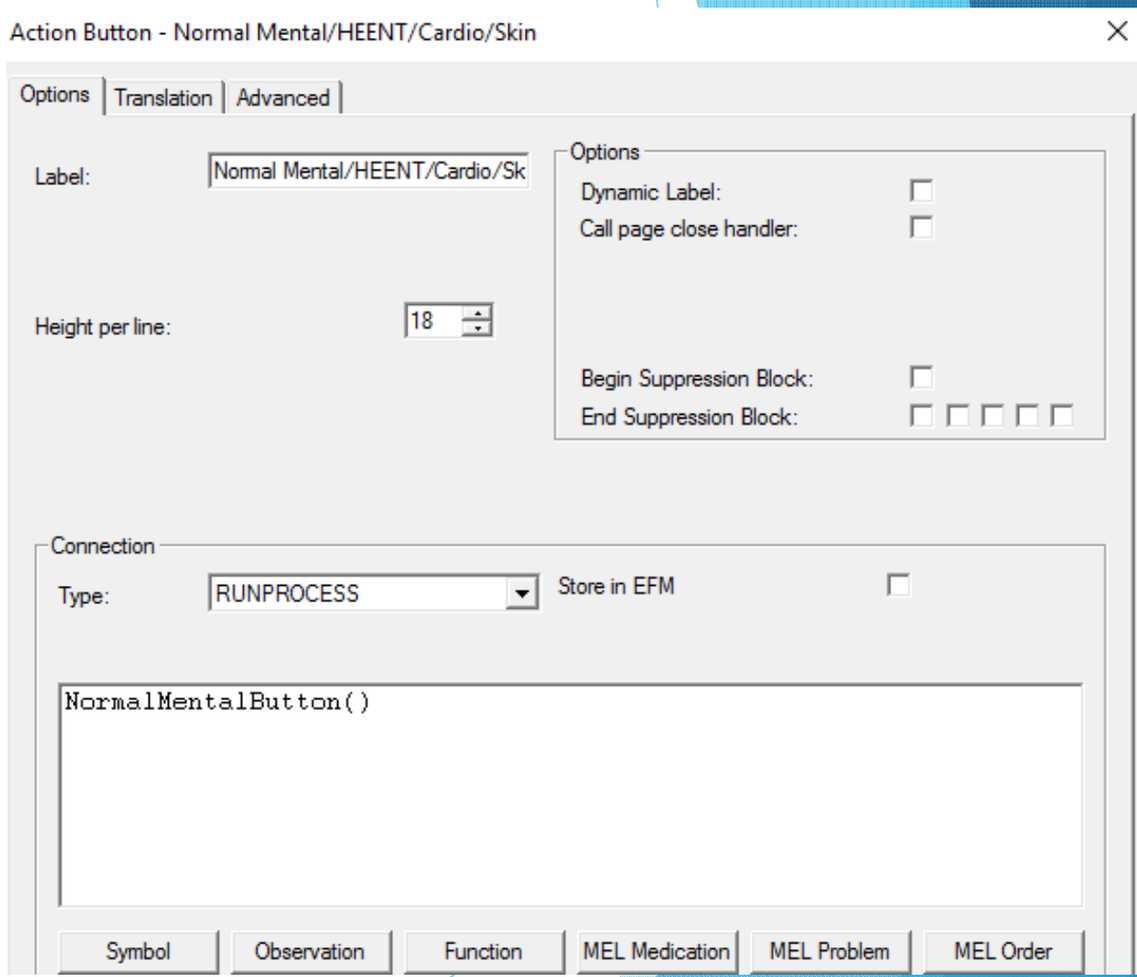


Easy Button: PT/OT Order



Easy Button: Configuration





Easy Button: Configuration

SetValue

+ Easiest to configure on a small scale
+ Can click other buttons
- Harder to manage as more values are set
- Limited functionality

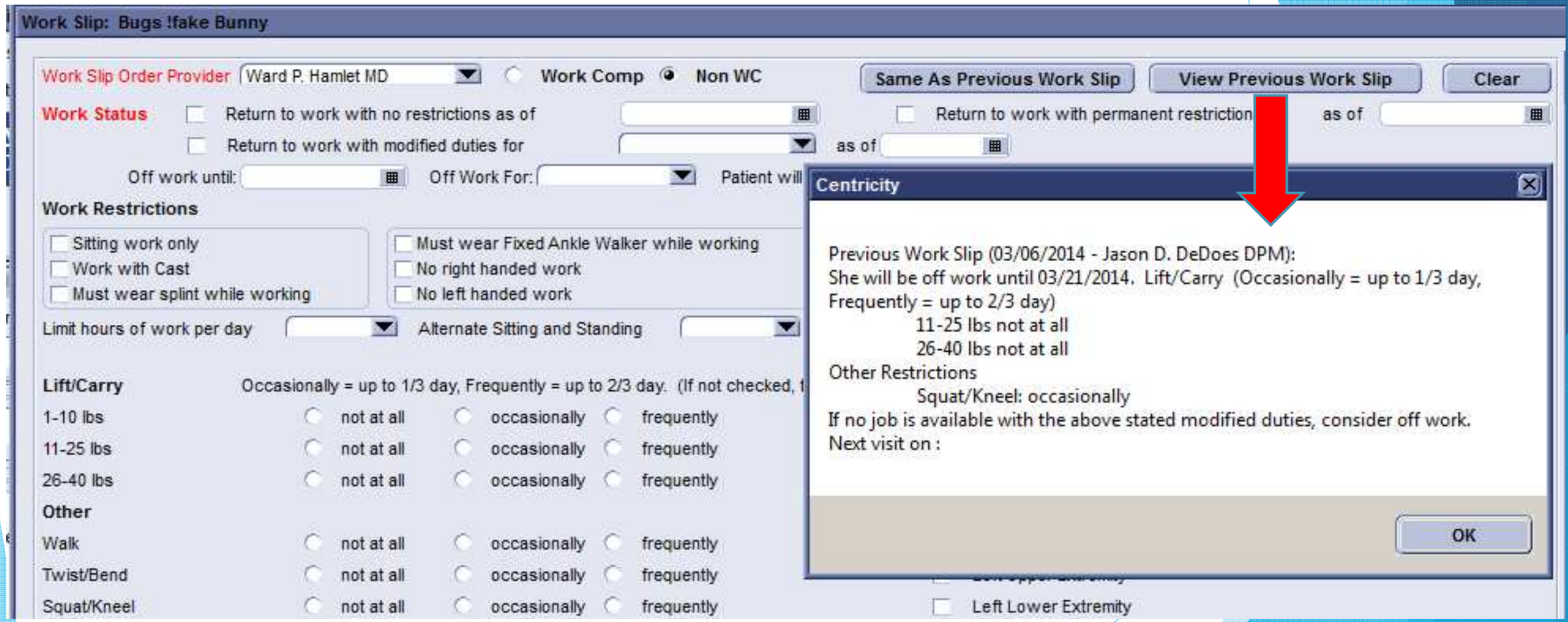
RunProcess

+ Easier to manage when setting values to many different objects on multiple tabs
+ Can perform multiple actions, like generating problems, orders, and handout
- Requires MEL coding expertise
- Cannot click other buttons

Previous Button

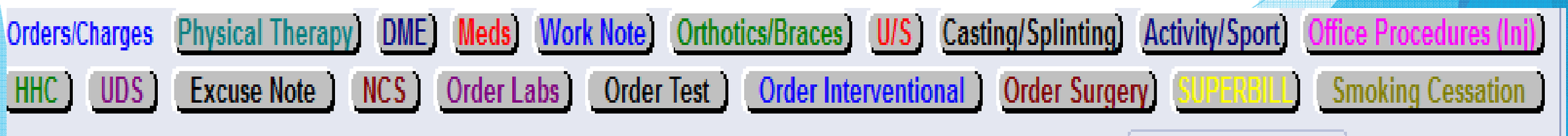
- Using action button functionality to show or pull forward a previous value.
- Can pull previous value by user, provider or date

Previous Button



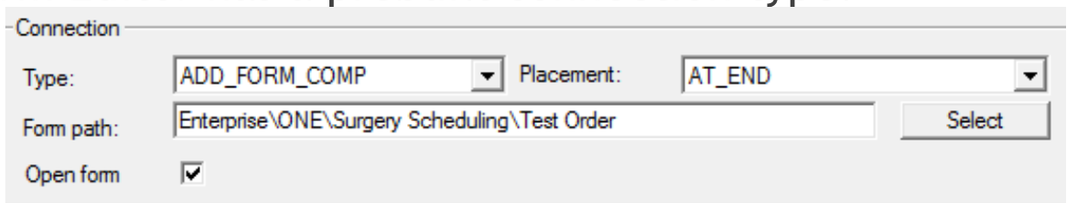
Navigation Button

- Using action button functionality to take the user directly from one screen to the next.
- Allows the action to have a different function specific to the user/provider.

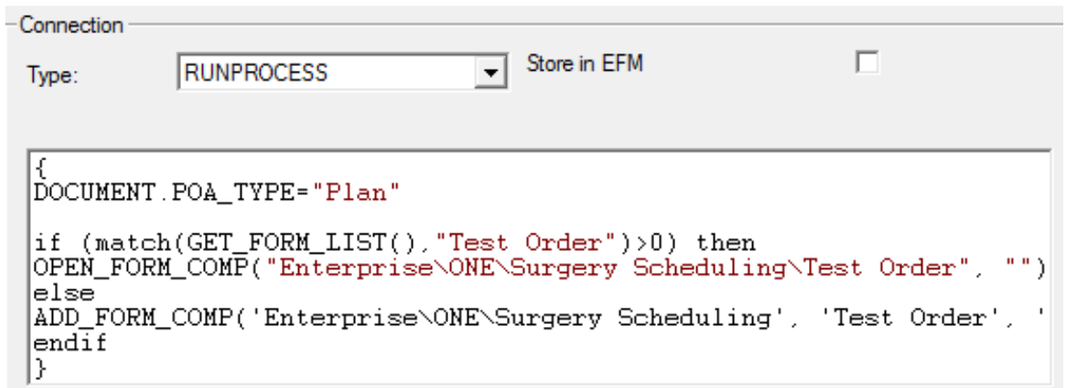


Navigation Button Configuration

- The Visual Form Editor has a prebuilt connection type:



or MEL coding can be used and potentially perform other actions at the same time:



OPEN_FORM_COMP() can jump to a specific tab and avoid concurrent user issues

ADD_FORM_COMP() can insert a form that is not already in the update

Help Buttons

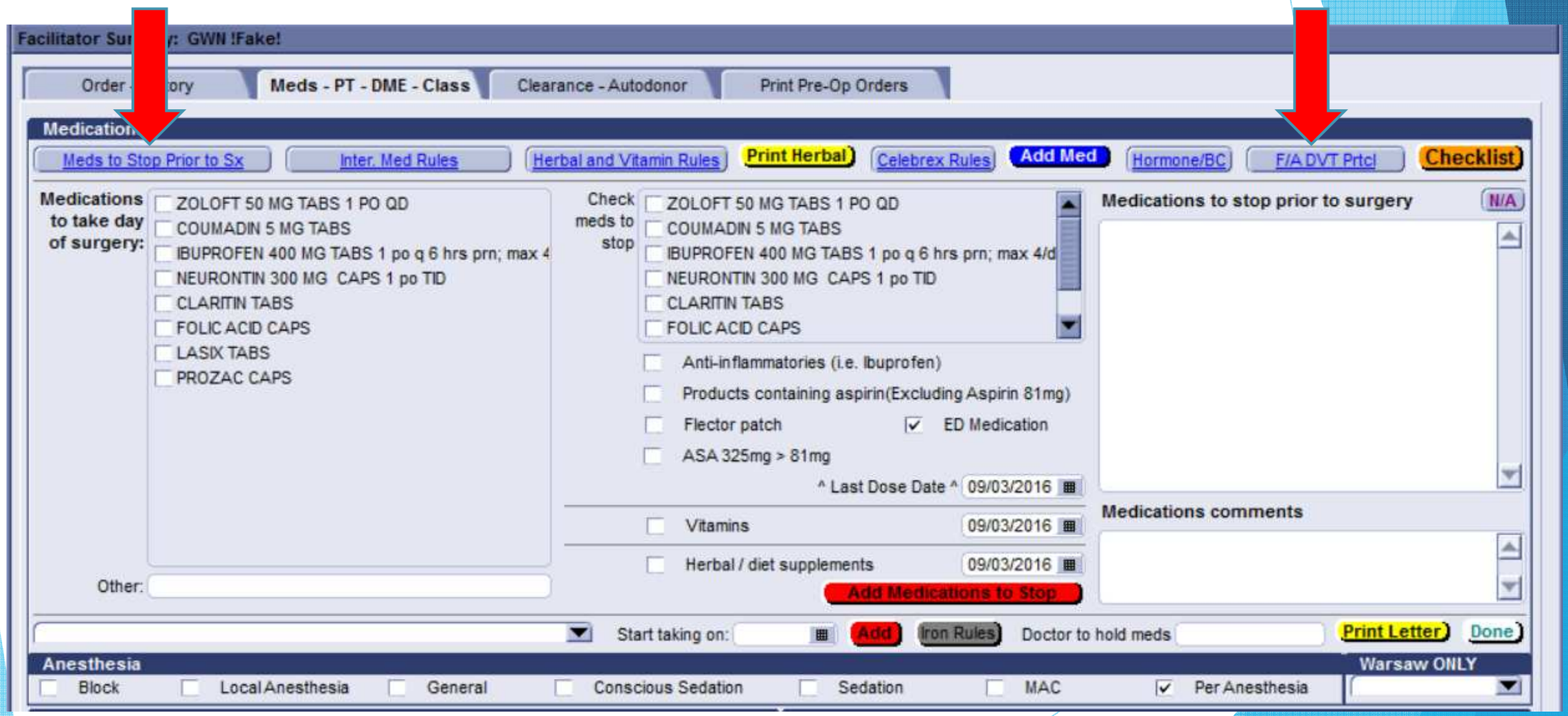
- Using action button functionality to provide reference material to the user.

- Examples:
  - Hyperlink

  - Video

  - Informational

Hyperlinks


Facilitator Su y: GWN !Fake!
Order ory
Meds - PT - DME - Class
Clearance - Autodonor
Print Pre-Op Orders
Medication
Meds to Stop Prior to Sx
Inter. Med Rules
Herbal and Vitamin Rules
Print Herbal
Celebrex Rules
Add Med
Hormone/BC
F/A DVT Prtcl
Checklist
Medications to take day of surgery:
ZOLOFT 50 MG TABS 1 PO QD
COUMADIN 5 MG TABS
IBUPROFEN 400 MG TABS 1 po q 6 hrs prn; max 4
NEURONTIN 300 MG CAPS 1 po TID
CLARITIN TABS
FOLIC ACID CAPS
LASIX TABS
PROZAC CAPS
Other:
Check meds to stop
ZOLOFT 50 MG TABS 1 PO QD
COUMADIN 5 MG TABS
IBUPROFEN 400 MG TABS 1 po q 6 hrs prn; max 4/d
NEURONTIN 300 MG CAPS 1 po TID
CLARITIN TABS
FOLIC ACID CAPS
Anti-inflammatories (i.e. Ibuprofen)
Products containing aspirin(Excluding Aspirin 81mg)
Flector patch
ED Medication
ASA 325mg > 81mg
^ Last Dose Date ^ 09/03/2016
Vitamins 09/03/2016
Herbal / diet supplements 09/03/2016
Add Medications to Stop
Medications to stop prior to surgery
N/A
Medications comments
Start taking on:
Add
Iron Rules
Doctor to hold meds
Print Letter
Done
Anesthesia
Warsaw ONLY
Block
Local Anesthesia
General
Conscious Sedation
Sedation
MAC
Per Anesthesia

Hyperlink Document

Policy & Procedure

TITLE: **DVT PROPHYLAXIS PROTOCOL FOR FOOT AND ANKLE SURGERY**

PURPOSE: To identify foot and ankle surgery patients at risk for DVT (Deep Vein Thrombosis) and outline steps that will be taken to reduce this risk.

POLICY: Foot and Ankle ONE surgeons, in collaboration with the ONE Medical Director, will establish DVT prophylaxis protocols that will be followed by Nurse Educators and Nursing staffs at ONE and POH.

PROCEDURE:

Definition: High Risk for DVT (patients having one or more of the following):

1. History of DVT or Pulmonary Embolus.
2. Hypercoagulable Blood Diseases (See list).
3. BMI > 40.
4. Birth Control Pills (or hold BCP's one month prior to surgery)

Hypercoagulable Diseases:

- Acquired Conditions:
  - Cancer patients taking the following drugs: Tamoxifen, Bevacizumab, Thalidomide, Lenalidomide)
  - Preoperative prolonged bed rest or immobility
  - Antiphospholipid Syndrome
  - Polycythemia Vera or Essential Thrombocytosis
  - Paroxysmal Nocturnal Hemoglobinuria

Video

Global Period has Expired
Date on Order: 09/12/2017
This date needs to match the day it was ordered/given to the patient.
Est. Pt. Level 1
Est. Pt. Level 2
Est. Pt. Level 3
Est. Pt. Level 4
Est. Pt. Level 5
Consult Level 1
Consult Level 2
Consult Level 3
Consult Level 4
Consult Level 5
New Pt. Level 1
New Pt. Level 2
New Pt. Level 3
New Pt. Level 4
New Pt. Level 5
Independent Medical Exam Level 1
Independent Medical Exam Level 2
Independent Medical Exam Level 3
Independent Medical Exam (+30 min)
OMT 1-2
OMT 3-4
OMT 5-6
Today's Orders:
?

Video

RunShellOpen

- RunShellOpen() can launch outside applications, files, and websites
  - RUNSHELLOPEN("http://youtu.be/EF1PbgdSWsA")
  - RUNSHELLOPEN("\\\onenas05\Clinical\Physician Protocols\Surgical Protocols\Medication Protocols\Medication Stop prior to surgery protocol.docx")
  - RUNSHELLOPEN("Email.vbs",sender+" "+recipient+" "+submitSubject+" "+submitBody,"\\\onenas05\one\VBScripts")

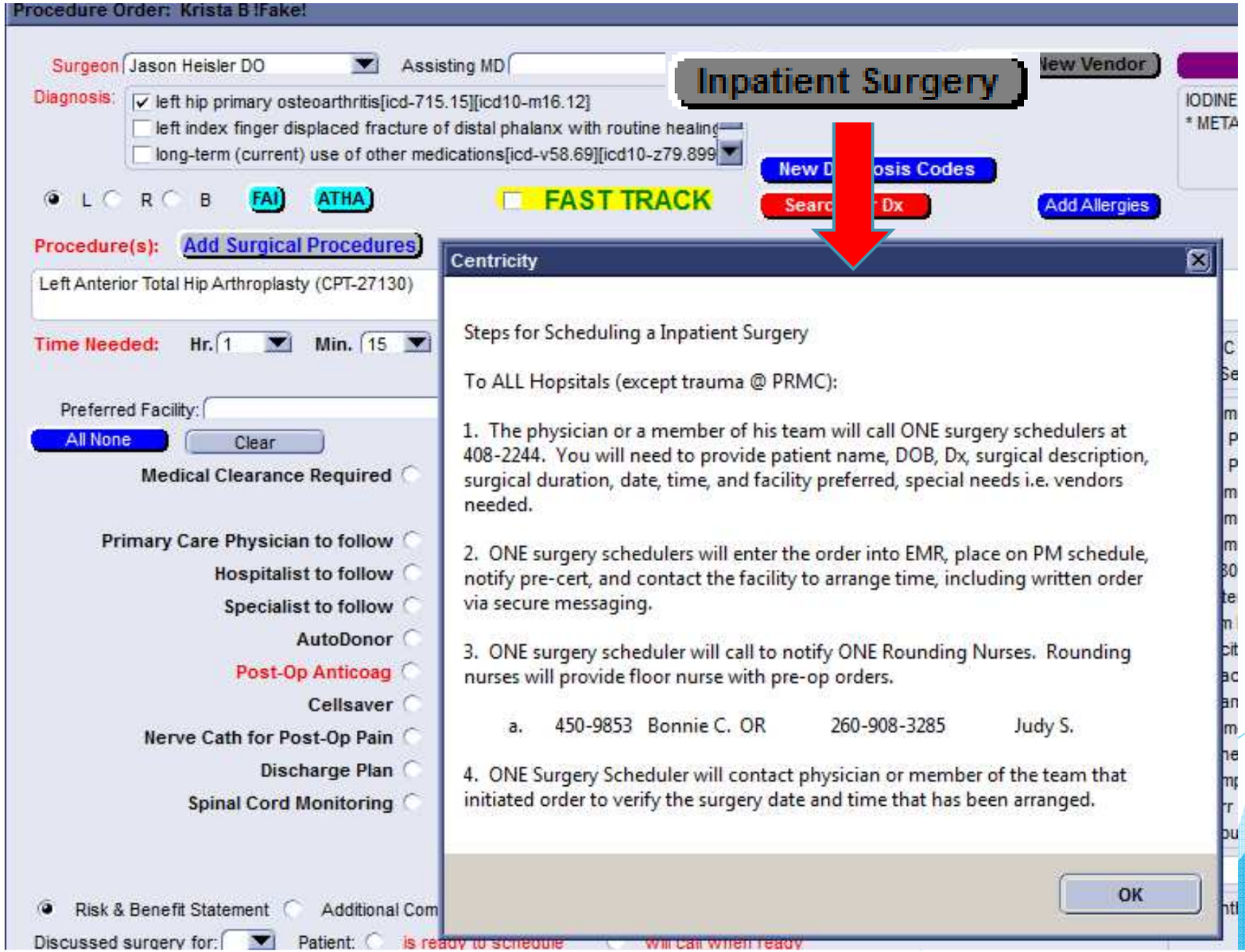
syntax

retStr = RUNSHELLOPEN(file, argStr, dirStr)

arguments

file	Required – the file to be opened or name of program to execute
argStr	Optional – If the file to be opened is an executable, this parameter can be used to specify application parameters. Otherwise, it should be null. The parameters are separated by spaces. To include parameters that have embedded spaces or are quoted strings you must escape the quotes with a backslash ('\').
dirStr	Optional – The name of the working directory. If not specified, the current working directory is used
retStr	the returned string

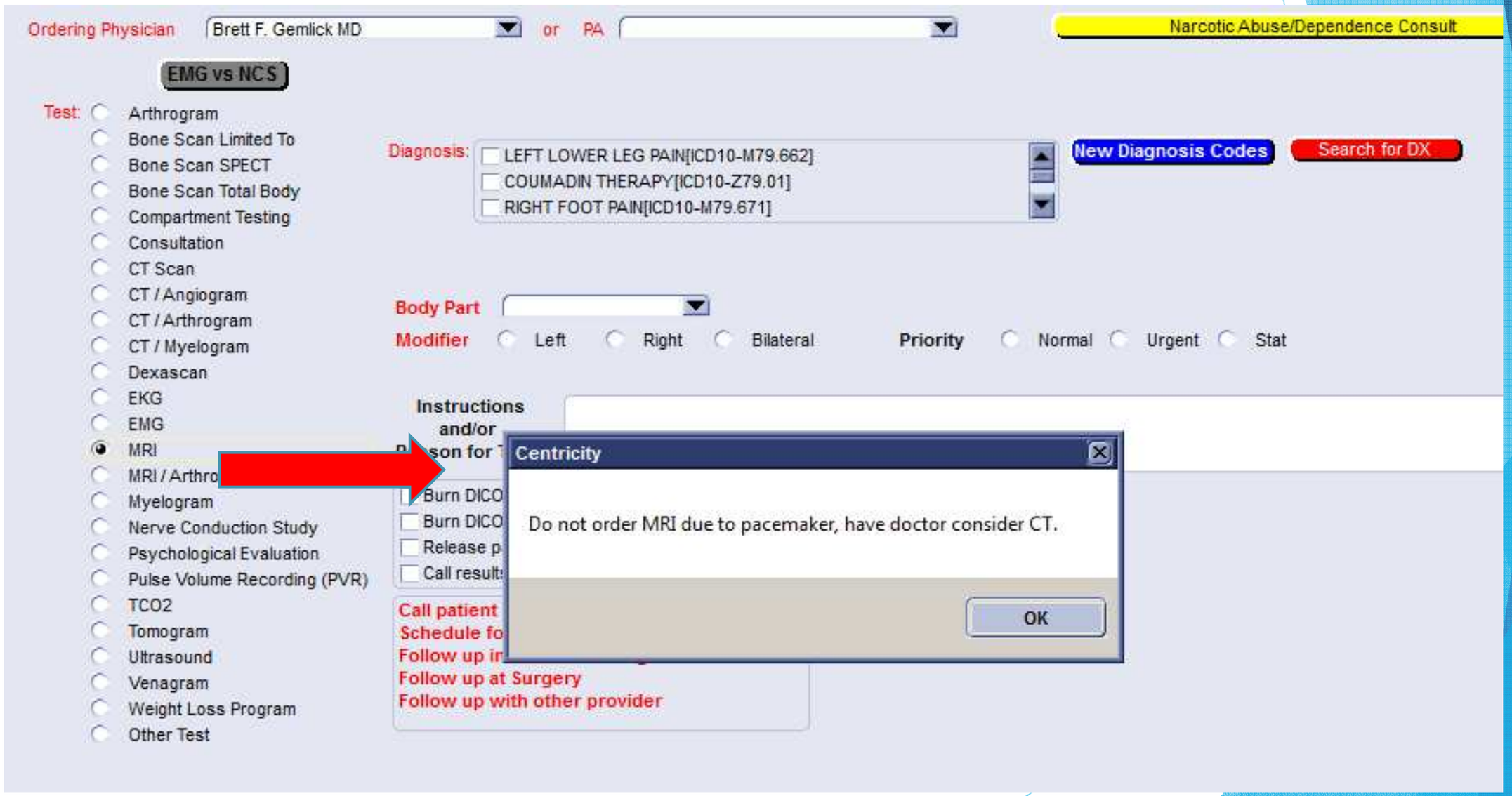
Informational



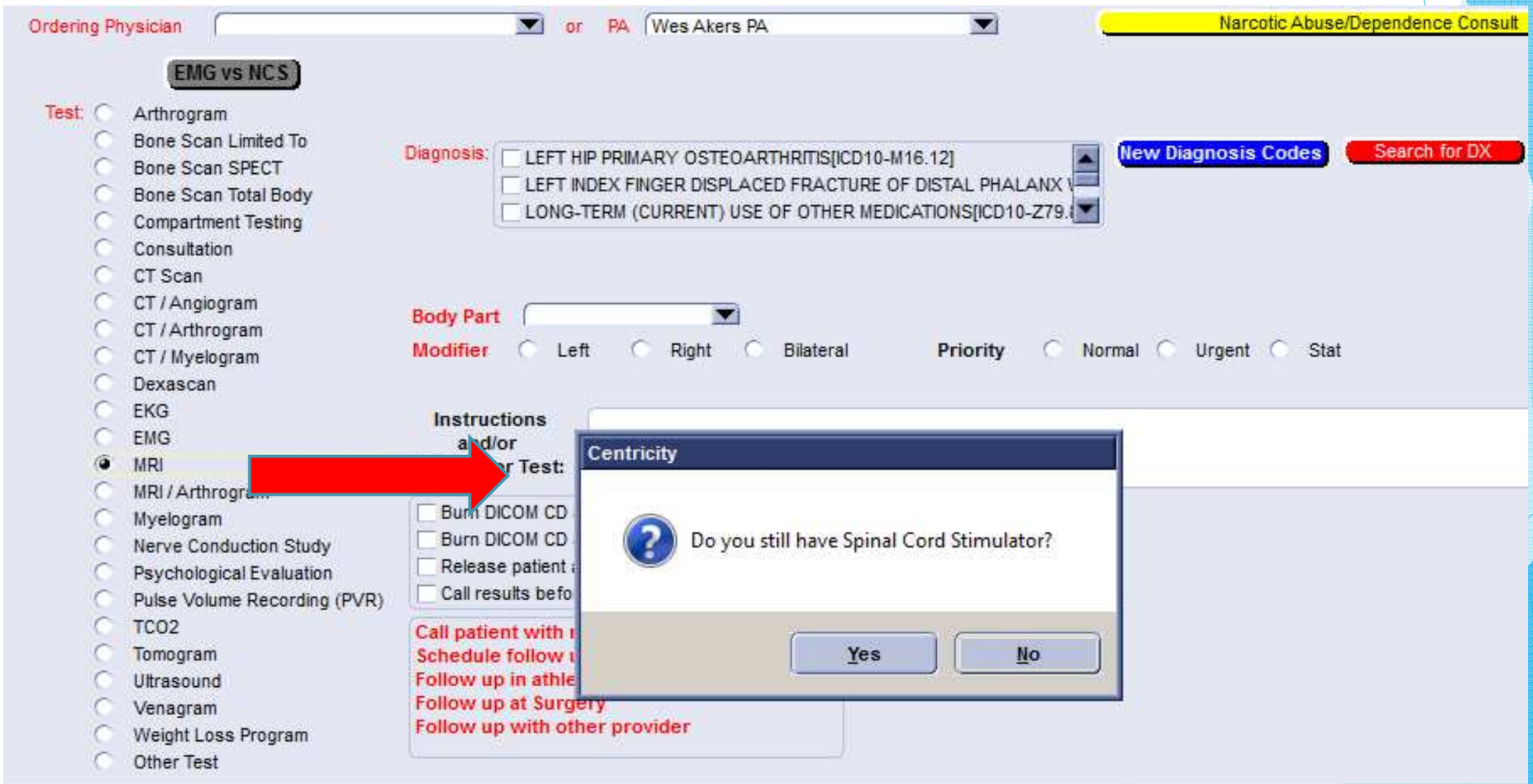
Types of Pop Ups

- User ok
  - Showing information to the user
- Yes No
  - Getting direct feedback from the user
  - Can trigger different actions accordingly
- Both types can be event driven

User OK Pop Up



Yes-No Pop Up

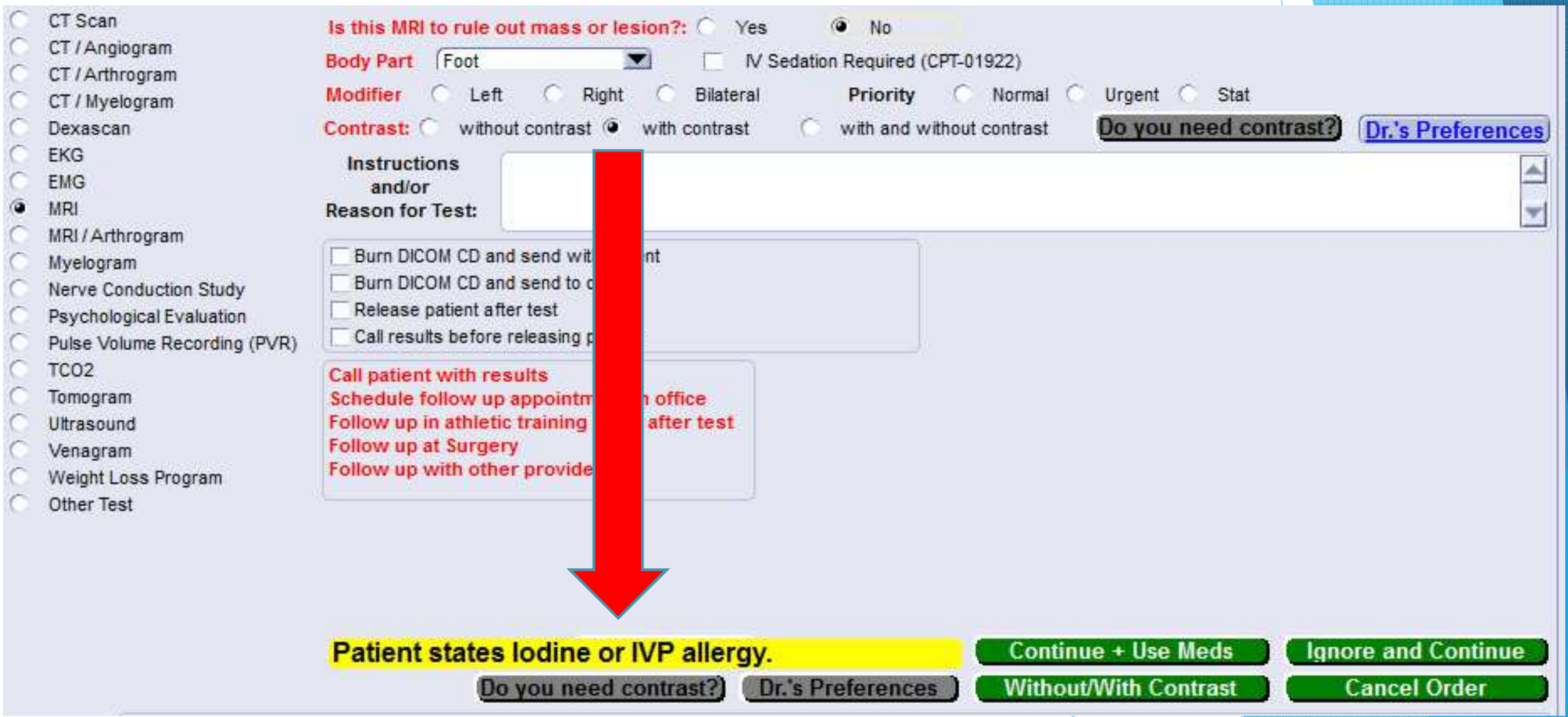

Ordering Physician
or
PA
Wes Akers PA
Narcotic Abuse/Dependence Consult
EMG vs NCS
Test:
Arthrogram
Bone Scan Limited To
Bone Scan SPECT
Bone Scan Total Body
Compartment Testing
Consultation
CT Scan
CT / Angiogram
CT / Arthrogram
CT / Myelogram
Dexascan
EKG
EMG
MRI
MRI / Arthrogram
Myelogram
Nerve Conduction Study
Psychological Evaluation
Pulse Volume Recording (PVR)
TCO2
Tomogram
Ultrasound
Venagram
Weight Loss Program
Other Test
Diagnosis:
LEFT HIP PRIMARY OSTEOARTHRITIS[ICD10-M16.12]
LEFT INDEX FINGER DISPLACED FRACTURE OF DISTAL PHALANX
LONG-TERM (CURRENT) USE OF OTHER MEDICATIONS[ICD10-Z79.
New Diagnosis Codes
Search for DX
Body Part
Modifier
Left
Right
Bilateral
Priority
Normal
Urgent
Stat
Instructions
Burn DICOM CD
Burn DICOM CD
Release patient
Call results befo
Call patient with
Schedule follow
Follow up in athle
Follow up at Surgery
Follow up with other provider
Centricity
Do you still have Spinal Cord Stimulator?
Yes
No

Pop Up Configuration

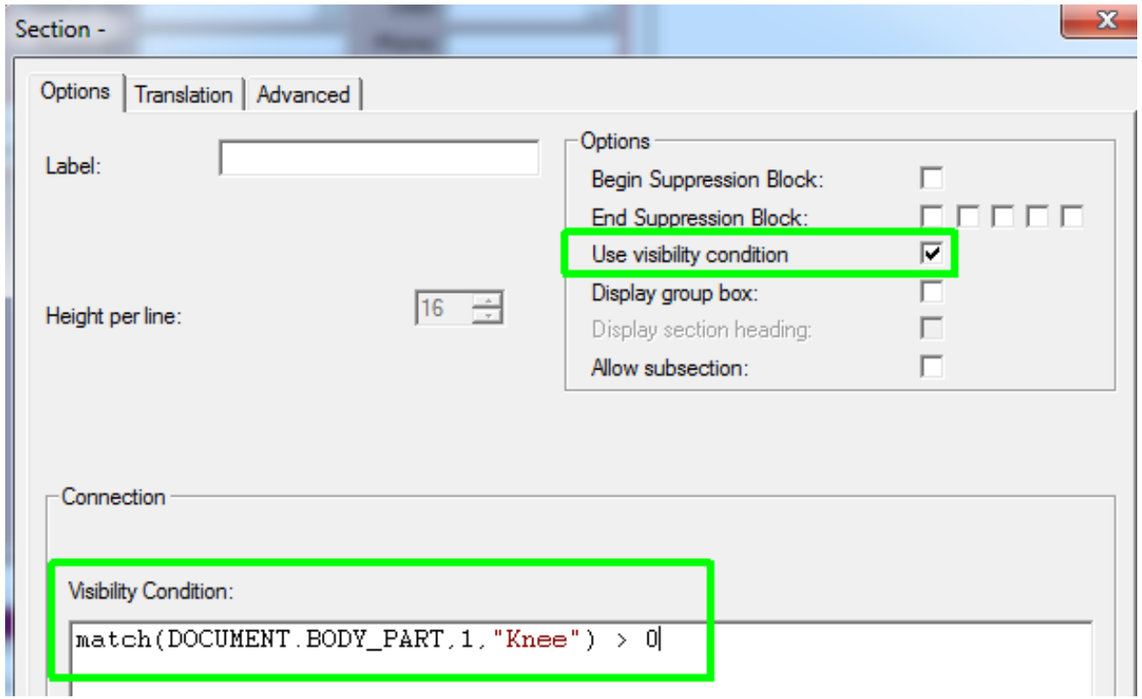
- Userok() function will trigger the corresponding ok message
  - Example: Userok("Do not order MRI due to pacemaker")
- UserYesNo() function will display a question and get a “Yes” or “No” response
  - Example:

```
if( useryesno("Do you still have Spinal Cord Stimulator?") == "Yes" ) then
    if( useryesno("Is it MRI safe?") == "No" ) then
        userok("Consider ordering a different test.")
    else
    endif
else
endif
```

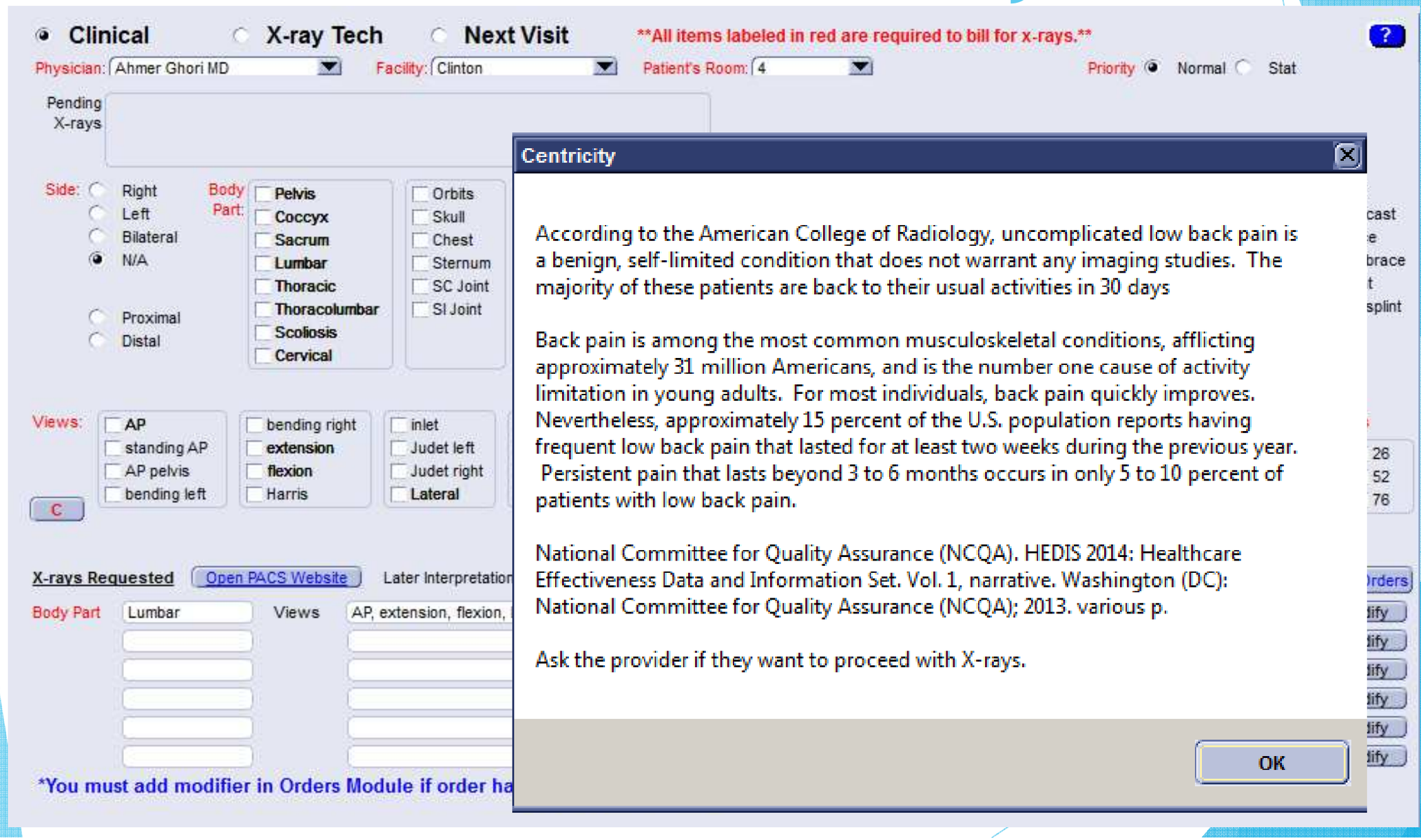
Clinical Decision Support Rules



Visibility Regions / Sections



CDSR-MIPS/Quality



Mandatory Questions

- Guides the user in obtaining required details
- Tip: Make the required fields a different color so it “sticks out”

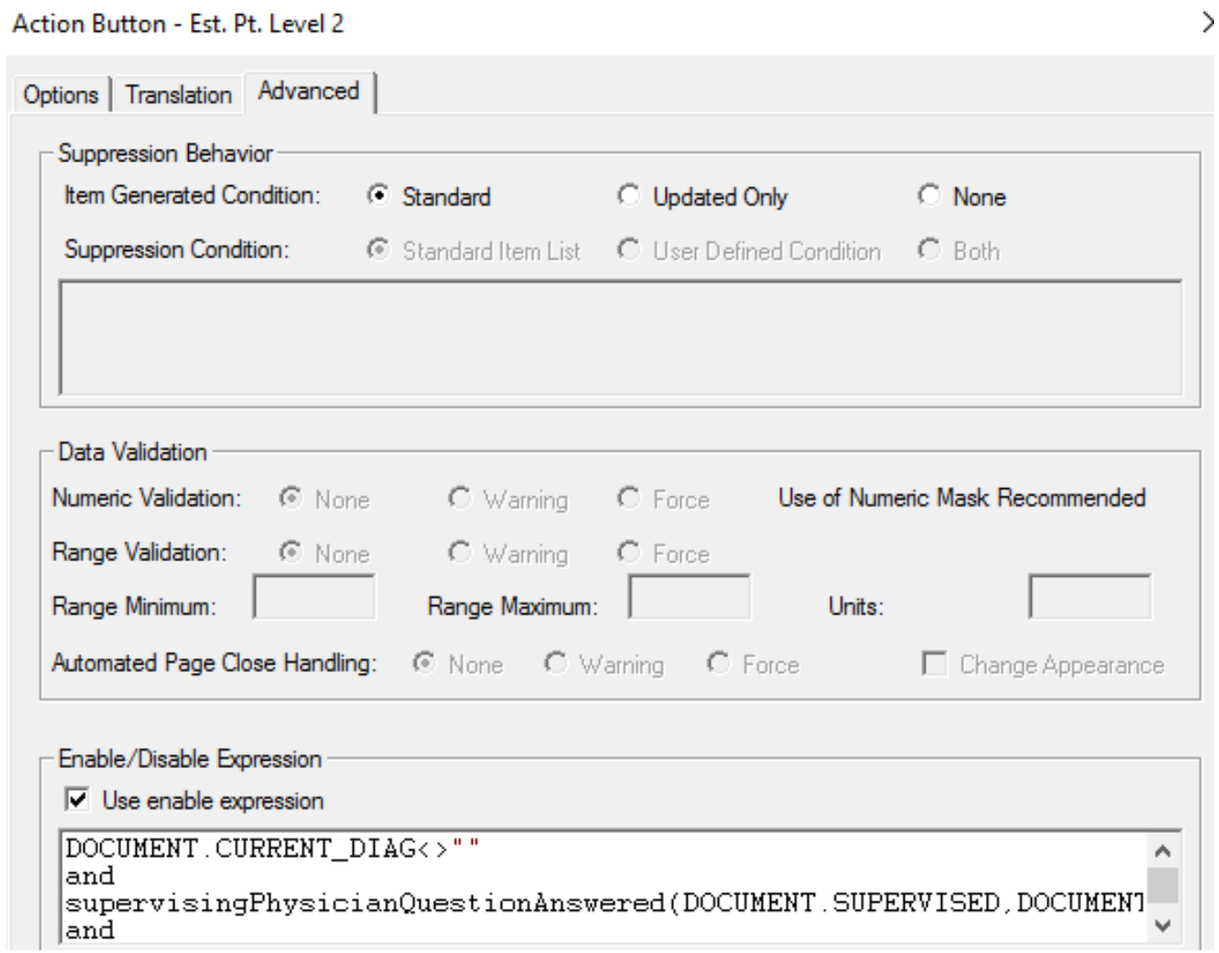
Have you fallen in the last 12 months?
Fallen in the last 12 months yes no
Fallen more than once or been injured in fall yes no
Do you have a living will or power of attorney? Yes No Declined
Last pneumonia vaccine? Never
Are you a previous or current smoker?
Tobacco use: current prev. never
Do you smoke everyday? Yes No
Comments:
We see that you have diabetes...
Have you had an A1C in 2017? Yes No
A1C: 7.2 Unknown
Save

MIPS Measures

- #1 A1C mandatory for diabetic patients between 18 and 75
- #47 power of attorney mandatory for patients 65 or older
- #110 Influenza details mandatory for date range between August and March
- #111 Pneumonia details mandatory for patients 65 or older
- #154, #155 mandatory for patients 65 or older
- #226 mandatory for patients 18 and over for MIPs (13 and over for practice)

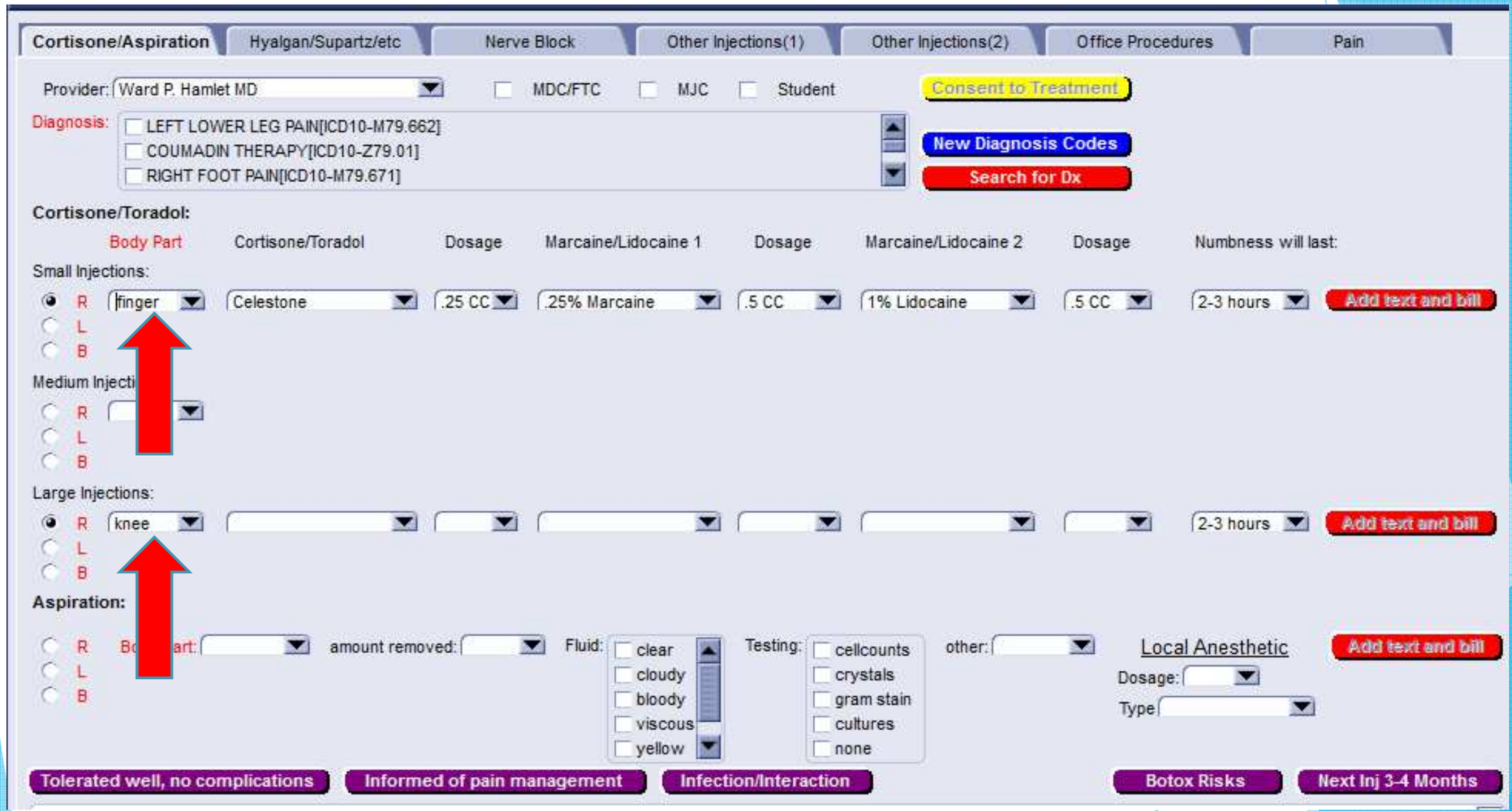
Enable Expressions

- Can disable buttons / document objects based on conditions



Auto Preferences

- Providers have their own set of rules that their team must memorize.
- Custom forms never forget those rules.
- These preferences pull information automatically based on provider


Cortisone/Aspiration
Hyalgan/Supartz/etc
Nerve Block
Other Injections(1)
Other Injections(2)
Office Procedures
Pain
Provider: Ward P. Hamlet MD
MDC/FTC
MJC
Student
Consent to Treatment
Diagnosis:
LEFT LOWER LEG PAIN[ICD10-M79.662]
COUMADIN THERAPY[ICD10-Z79.01]
RIGHT FOOT PAIN[ICD10-M79.671]
New Diagnosis Codes
Search for Dx
Cortisone/Toradol:
Body Part
Cortisone/Toradol
Dosage
Marcaine/Lidocaine 1
Dosage
Marcaine/Lidocaine 2
Dosage
Numbness will last:
Small Injections:
R
L
B
finger
Celestone
.25 CC
.25% Marcaine
.5 CC
1% Lidocaine
.5 CC
2-3 hours
Add text and bill
Medium Injecti
Large Injections:
knee
Aspiration:
amount removed:
Fluid:
clear
cloudy
bloody
viscous
yellow
Testing:
cellcounts
crystals
gram stain
cultures
none
other:
Local Anesthetic
Dosage:
Type
Tolerated well, no complications
Informed of pain management
Infection/Interaction
Botox Risks
Next Inj 3-4 Months

Event Driven Coding

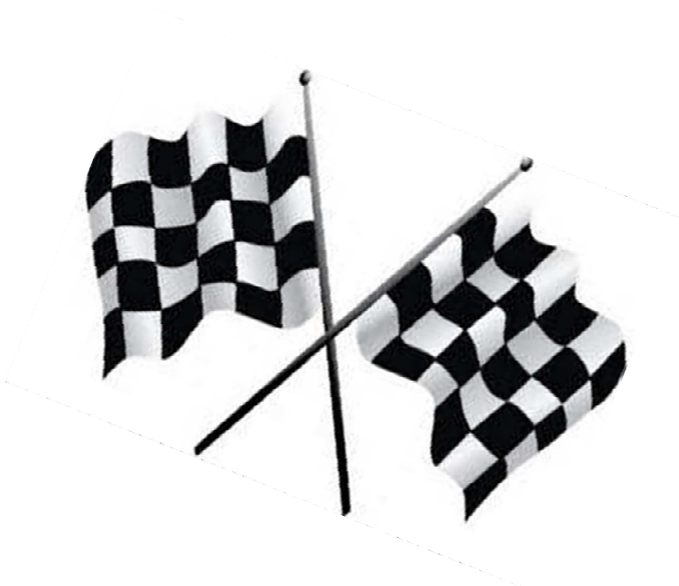
- Automated events can be triggered by watcher statements, which are control structures with an ! in front of it.
- Objects in the condition statement will trigger an evaluation every time the object is touched

```
{
    !if( DOCUMENT.BOTOX_BODY_PART == "muscle extremity" and DOCUMENT.BOTOX_EXTREMITY == "" ) then
       DOCUMENT.BOTOX_EXTREMITY = "1"
    else
    endif
}
```

```
case obsnow("ORD PROVIDER")=="Christopher W. LaSalle MD" or obsnow("ORD PROVIDER") == "Cindy Didrick MA" or obsnow("ORD PROVIDER") == "Alex Nehls PA"
        if (DOCUMENT.CARPAL_TUNNEL_BODY_PART<>"" AND (DOCUMENT.CARPAL_TUNNEL_AUTO_FILLED=="" OR DOCUMENT.CARPAL_TUNNEL_AUTO_FILLED<>"COMPLETE")) then
           DOCUMENT.CARPAL_TUNNEL_MED="Depo-Medrol 80 mg"
           DOCUMENT.CARPAL_TUNNEL_MED_DOSE="1 CC"
           DOCUMENT.CARPAL_TUNNEL_MIX="1% Lidocaine"
           DOCUMENT.CARPAL_TUNNEL_MIX_DOSE="2 CC"
           DOCUMENT.CARPAL_TUNNEL_AUTO_FILLED="COMPLETE"
        else
        endif
```

Auto Flagging

- Default configuration
  - Limited
- MEL_SEND_FLAG()
  - Unlimited

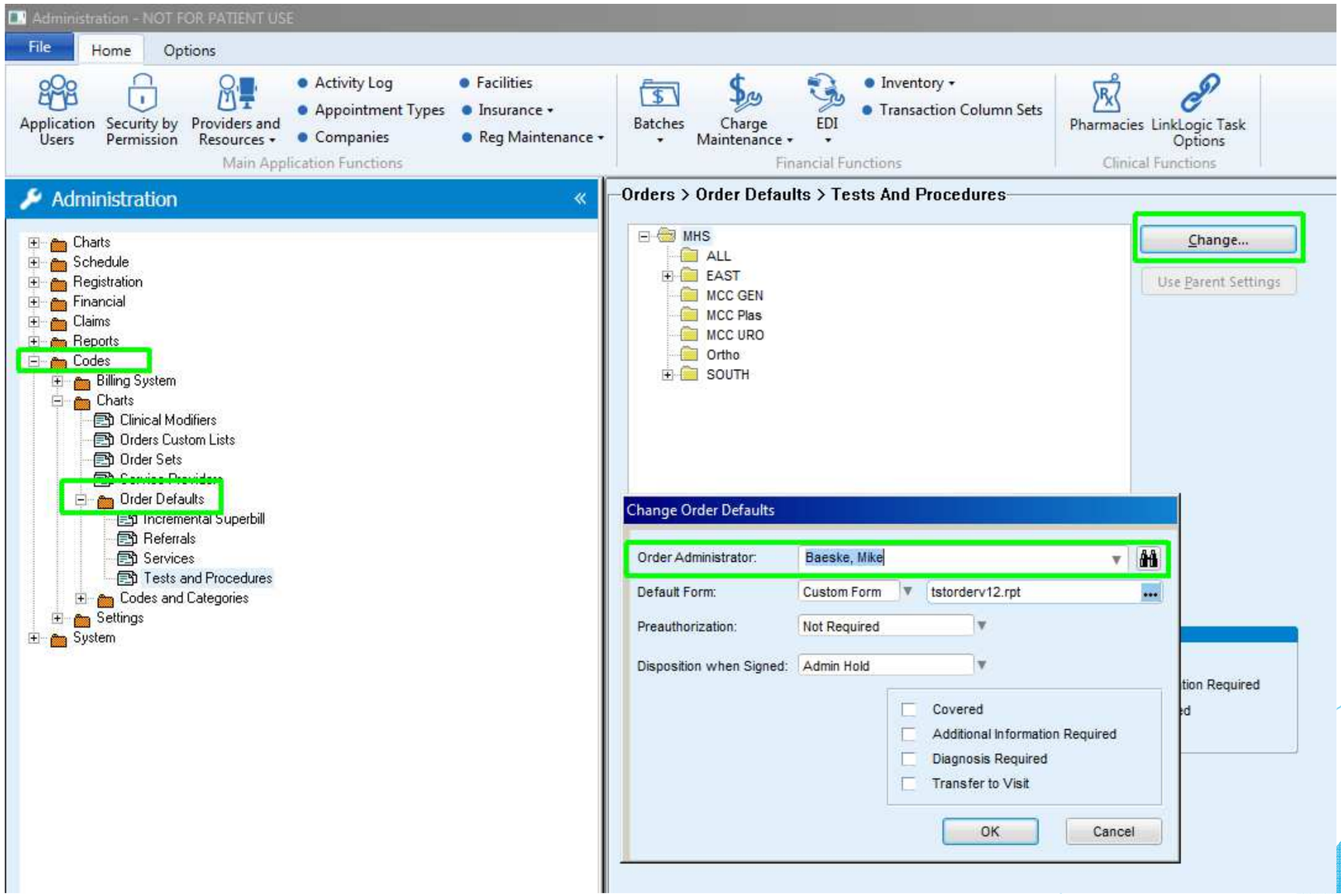


Why Auto Flags?

- Eliminates manual flags that can be forgotten
- Can provide necessary details

- Pre-Cert
- Surgery/Test Scheduling
- X-Ray
- Work Comp
- Payer Billing
- Clinical

Auto Flagging: Default Configuration Setup



Auto Flagging: MEL_SEND_FLAG()

- MEL_SEND_FLAG("Flag",<Receiving Username>, <Priority>, <Due Date>,<Title>,<Message Body>,<Chart Tab>,<Expiration Date>)
  - Example:

```
MEL_SEND_FLAG("Flag","wcomp","Normal",str(._todaysdate),"(" + PATIENT.EXTERNALID + ")"
+ " Possible Work Comp Patient","(" + PATIENT.EXTERNALID + ")" + " Possible Work Comp","Update", "")
```

- Can Send to multiple users at the same time with comma separated list
- When the user clicks on the flag, the chart tab determines where it will go
  - Example:

Summary
History
Problems
Medications
Alerts
Documents
Orders
Update
Appointment
Patient
Insurance
Contacts
Flowsheet
Prior information
Registries

Educational Handouts

- Osteoporosis
- Medications
- Vitamin D
- BMI
- Smoking & Surgery
- Home Exercise Programs
- Specific Conditions
- Casting

Printing Handouts for MIPS ACI Credit

- PRINTHANDOUT() can print any prebuilt custom handouts
- Add_MUActivity_Log() records to the database to count with CQR

```
PRINTHANDOUT("Handouts\Enterprise\ONE\Patient Information\Body Mass Index (BMI) and what it means for you")
Add_MUActivity_Log(12,getProviderUserName(),"Body Mass Index (BMI) and what it means for you")
```

Insurance Carriers

Insurance Carriers

- Rules based on patient's insurance
- Modifiers get attached to the DME based on insurance rules including the code & reason

Insurance MEL Coding

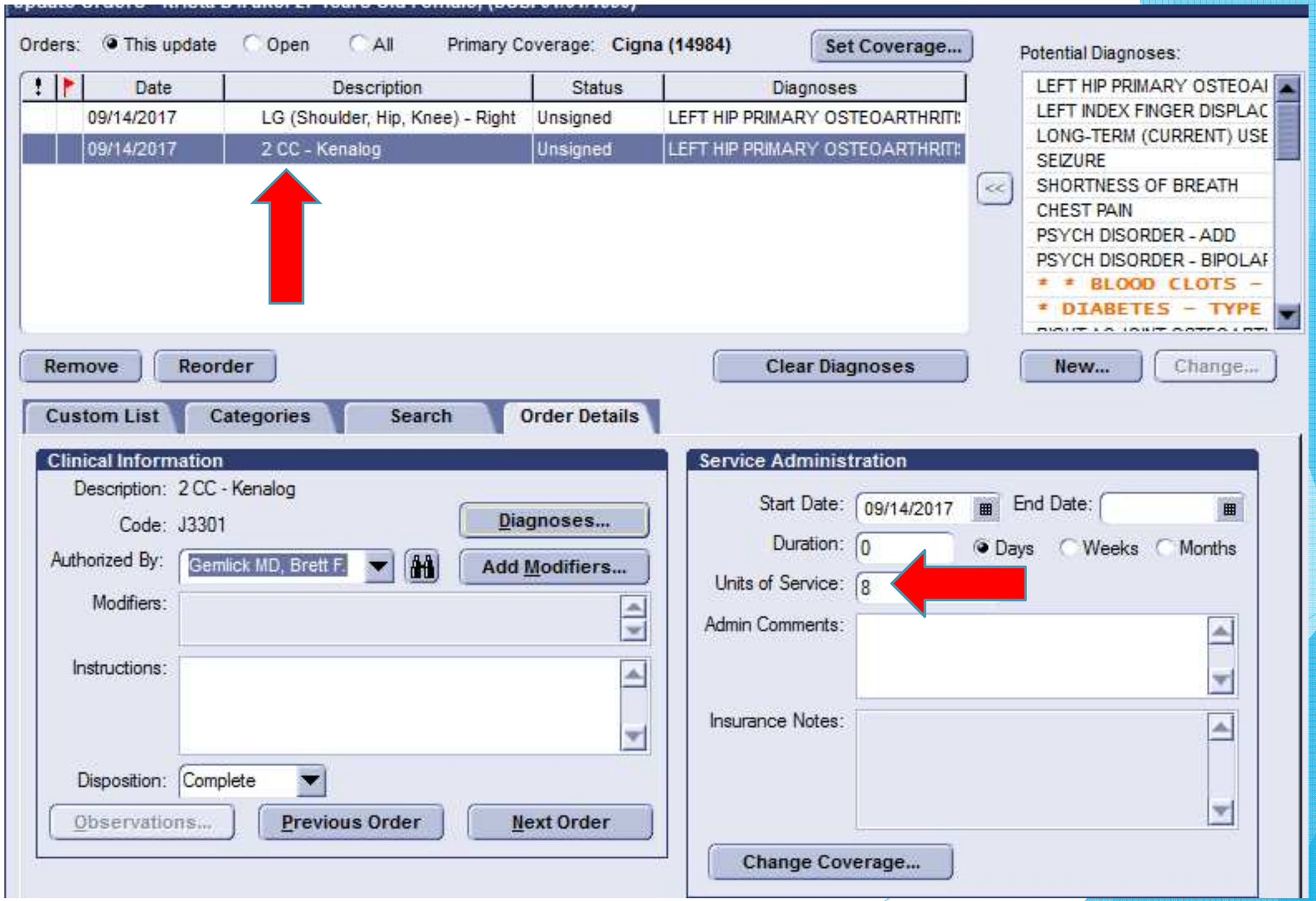
- INS_NAME(), INS_PLAN(), INS_GRP() functions pull patient insurance data
- "P" and "S“ determine if primary or secondary insurance is pulled
  - Example:

```
match(tolower(INS_NAME("P")),"medicare") > 0
```

Calculating Units

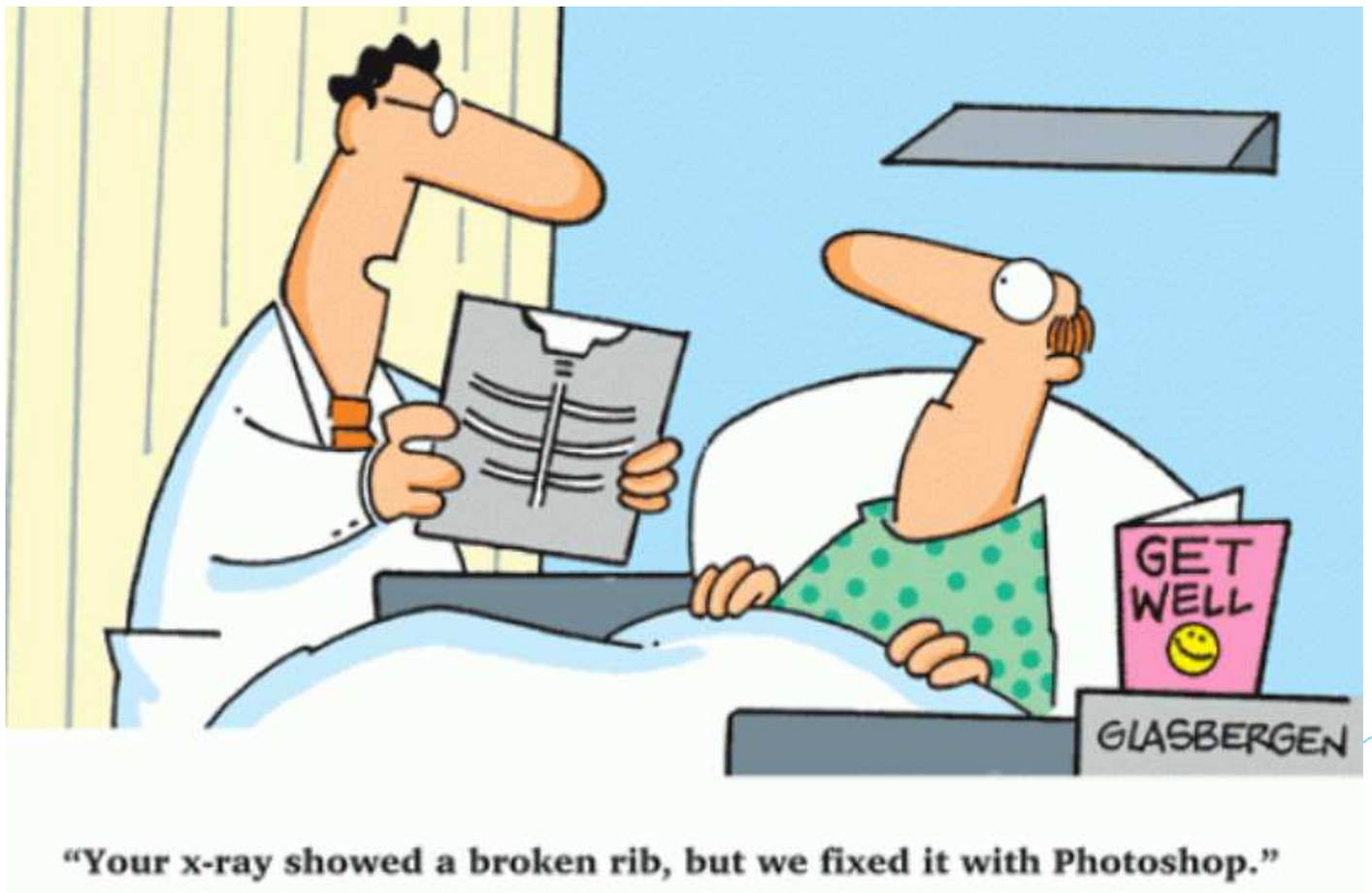
- Calculates the volume and converts it into billable units.

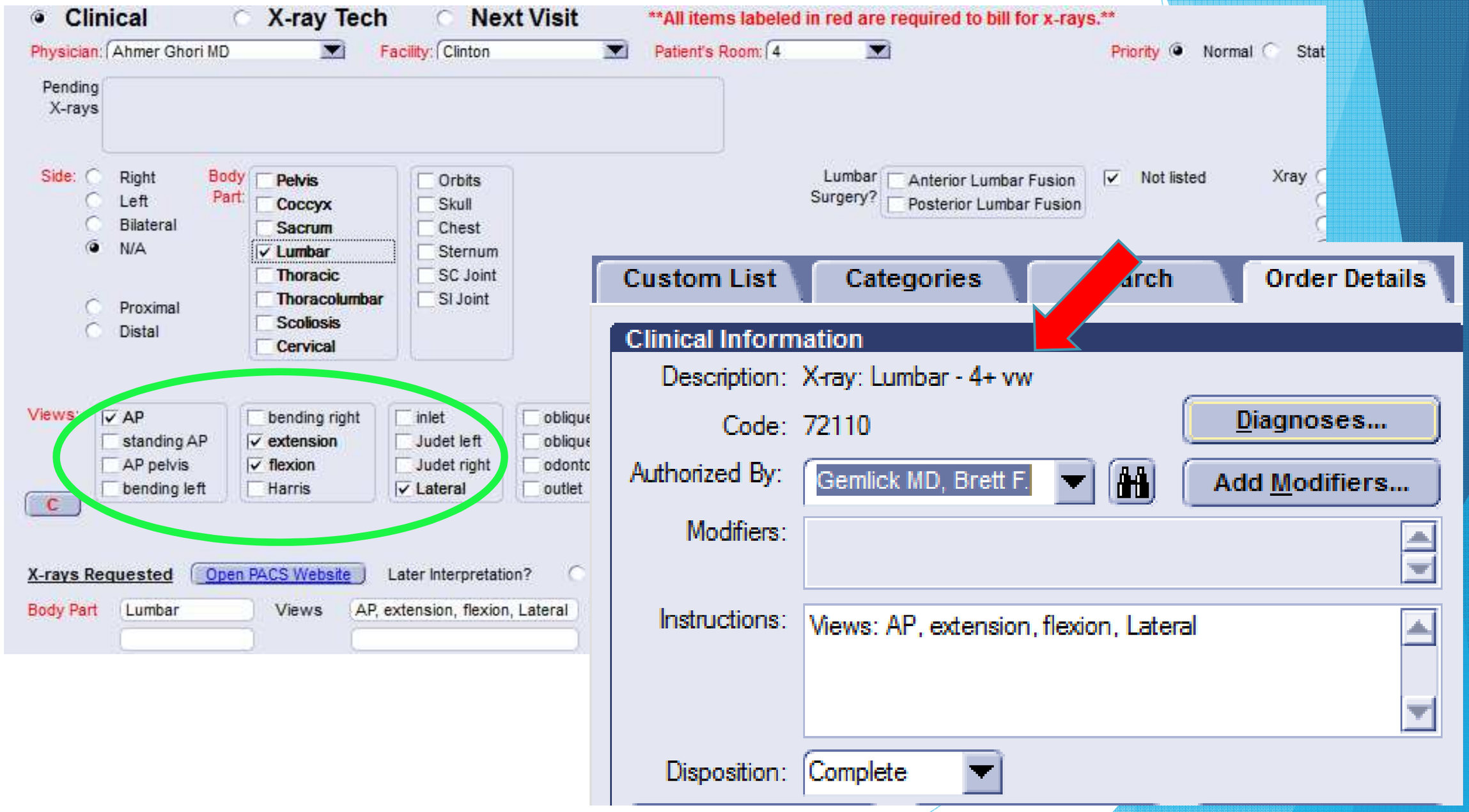
- Example:
  - Kenalog 1cc = 8 units
  - Celestone 1cc = 2 units
  - Depo Medrol 1cc = 1 unit


Orders: This update Open All Primary Coverage: Cigna (14984) Set Coverage...
Date Description Status Diagnoses
09/14/2017 LG (Shoulder, Hip, Knee) - Right Unsigned LEFT HIP PRIMARY OSTEOARTHRITI
09/14/2017 2 CC - Kenalog Unsigned LEFT HIP PRIMARY OSTEOARTHRITI
Potential Diagnoses:
LEFT HIP PRIMARY OSTEOAI
LEFT INDEX FINGER DISPLAC
LONG-TERM (CURRENT) USE
SEIZURE
SHORTNESS OF BREATH
CHEST PAIN
PSYCH DISORDER - ADD
PSYCH DISORDER - BIPOLAI
* * BLOOD CLOTS -
* DIABETES - TYPE
Remove Reorder Clear Diagnoses New... Change...
Custom List Categories Search Order Details
Clinical Information
Description: 2 CC - Kenalog
Code: J3301
Diagnoses...
Authorized By: Gemlick MD, Brett F.
Add Modifiers...
Modifiers:
Instructions:
Disposition: Complete
Observations... Previous Order Next Order
Service Administration
Start Date: 09/14/2017 End Date:
Duration: 0 Days Weeks Months
Units of Service: 8
Admin Comments:
Insurance Notes:
Change Coverage...

X-Ray Order Counter

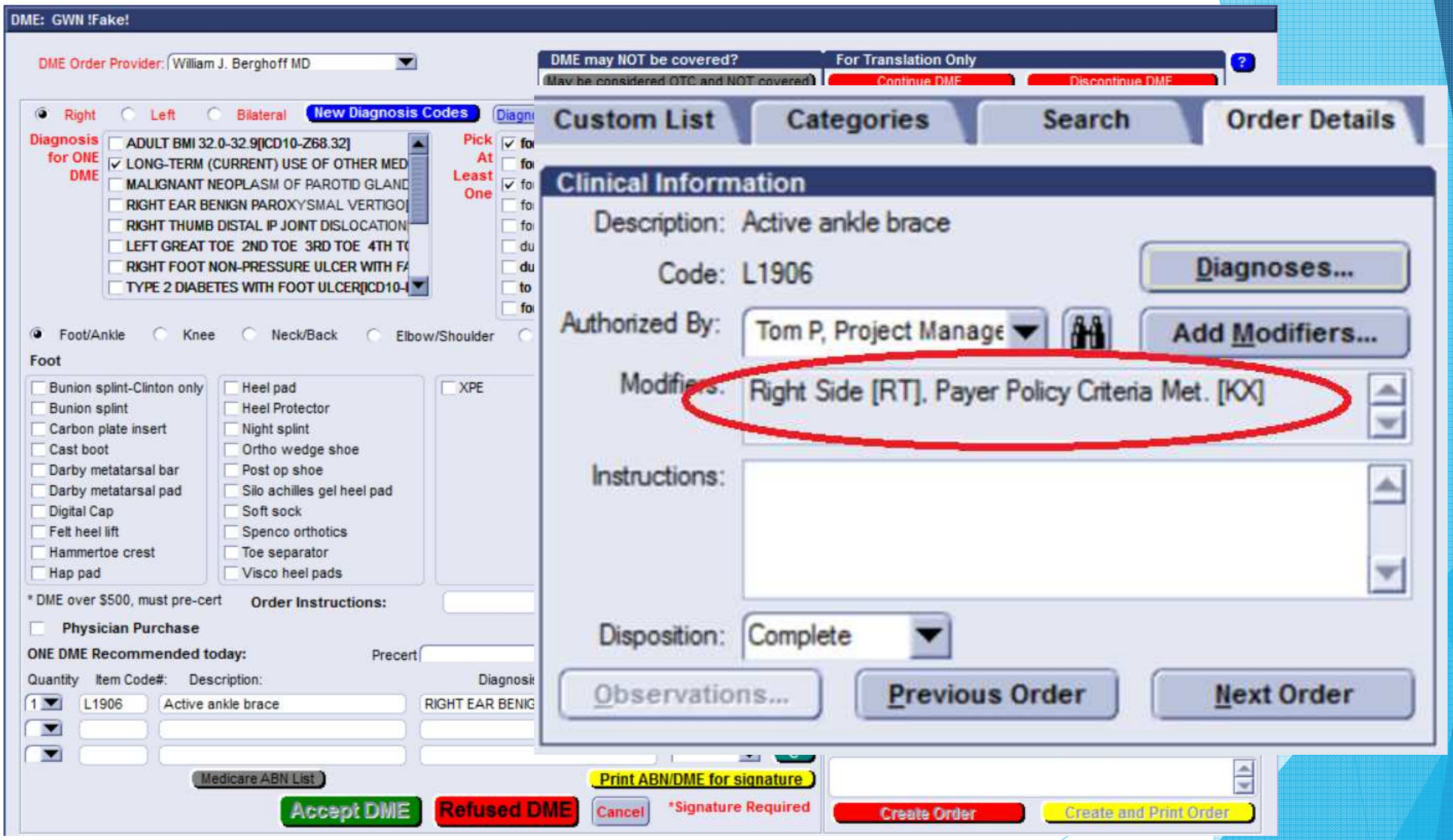
- Calculates appropriate CPT code based on body part & number of views



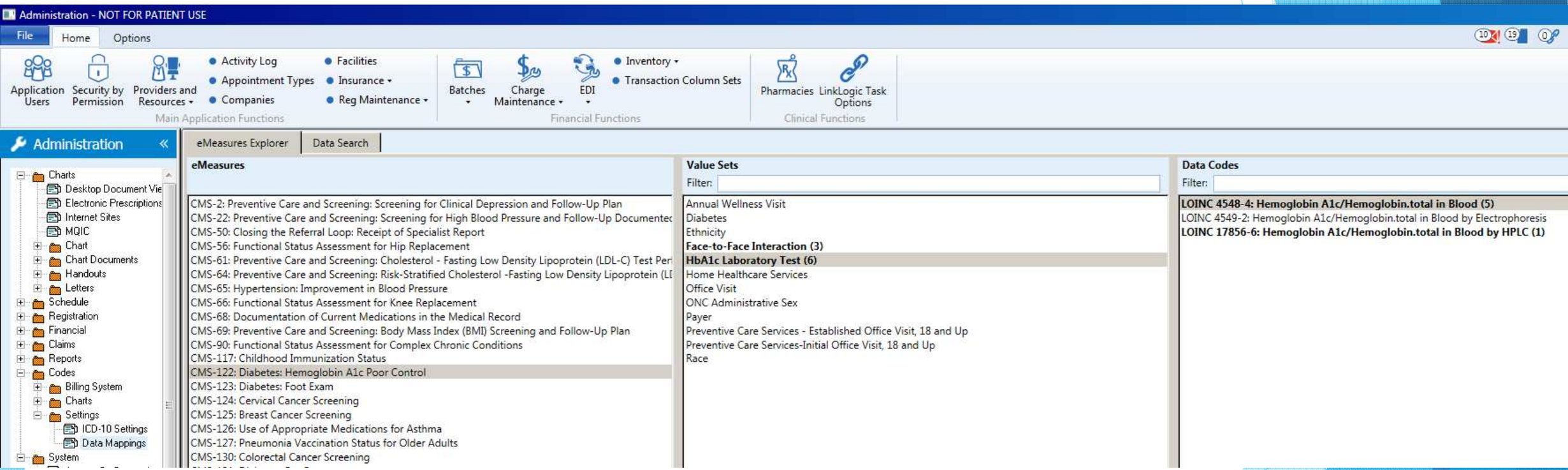

Clinical
X-ray Tech
Next Visit
All items labeled in red are required to bill for x-rays.
Physician: Ahmer Ghori MD
Facility: Clinton
Patient's Room: 4
Priority Normal Stat
Pending X-rays
Side: Right Left Bilateral N/A Proximal Distal
Body Part: Pelvis Coccyx Sacrum Lumbar Thoracic Thoracolumbar Scoliosis Cervical
Orbits Skull Chest Sternum SC Joint SI Joint
Lumbar Surgery? Anterior Lumbar Fusion Posterior Lumbar Fusion
Not listed
Xray
Views: AP standing AP AP pelvis bending left
bending right extension flexion Harris
inlet Judet left Judet right Lateral
oblique oblique odonto outlet
C
X-rays Requested
Open PACS Website
Later Interpretation?
Body Part Lumbar
Views AP, extension, flexion, Lateral
Custom List
Categories
arch
Order Details
Clinical Information
Description: X-ray: Lumbar - 4+ vw
Code: 72110
Diagnoses...
Authorized By: Gemlick MD, Brett F.
Add Modifiers...
Modifiers:
Instructions: Views: AP, extension, flexion, Lateral
Disposition: Complete

Modifiers

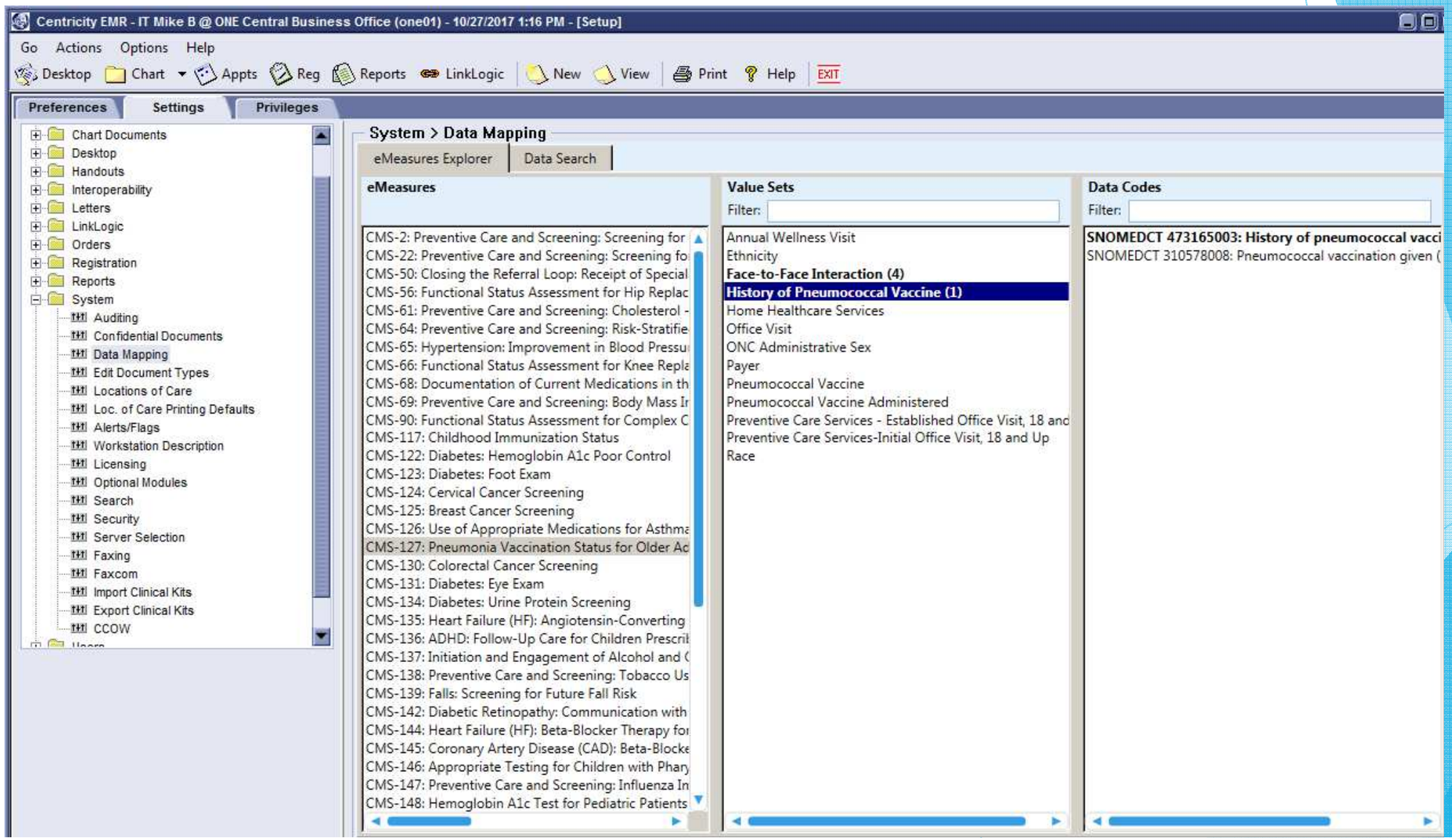
- Code that's attached to a CPT code
- Coders must remember these and enter manually
- Custom forms allow you to attach appropriate modifiers based on normal workflow
- Missing/Incorrect modifiers may result in rejected claims.


DME: GWN !Fake!
DME Order Provider: William J. Berghoff MD
DME may NOT be covered?
For Translation Only
Continue DME
Discontinue DME
Right
Left
Bilateral
New Diagnosis Codes
Diagnosis for ONE DME
ADULT BMI 32.0-32.9[ICD10-Z68.32]
LONG-TERM (CURRENT) USE OF OTHER MED
MALIGNANT NEOPLASM OF PAROTID GLAND
RIGHT EAR BENIGN PAROXYSMAL VERTIGO
RIGHT THUMB DISTAL IP JOINT DISLOCATION
LEFT GREAT TOE 2ND TOE 3RD TOE 4TH TO
RIGHT FOOT NON-PRESSURE ULCER WITH FA
TYPE 2 DIABETES WITH FOOT ULCER[ICD10-
Pick At Least One
Foot/Ankle
Knee
Neck/Back
Elbow/Shoulder
Foot
Bunion splint-Clinton only
Bunion splint
Carbon plate insert
Cast boot
Darby metatarsal bar
Darby metatarsal pad
Digital Cap
Felt heel lift
Hammertoe crest
Hap pad
Heel pad
Heel Protector
Night splint
Ortho wedge shoe
Post op shoe
Silo achilles gel heel pad
Soft sock
Spenco orthotics
Toe separator
Visco heel pads
XPE
* DME over $500, must pre-cert
Order Instructions:
Physician Purchase
ONE DME Recommended today:
Precert
Quantity
Item Code#:
Description:
Diagnosis
1
L1906
Active ankle brace
RIGHT EAR BENIG
Medicare ABN List
Print ABN/DME for signature
Accept DME
Refused DME
Cancel
*Signature Required
Create Order
Create and Print Order
Custom List
Categories
Search
Order Details
Clinical Information
Description: Active ankle brace
Code: L1906
Diagnoses...
Authorized By: Tom P, Project Manage
Add Modifiers...
Modifiers: Right Side [RT], Payer Policy Criteria Met. [KX]
Instructions:
Disposition: Complete
Observations...
Previous Order
Next Order

CPS Data Mapping



EMR Data Mapping



Questions

"Tech support says the problem is located somewhere between the keyboard and my chair."

Contact Us:

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kbennett@orthone.com

tpawlik@orthone.com