Specialty Services: Physician Content

According to the KLAS Arch Collaborative, personalization of the EHR is one of the top contributors to physician user satisfaction.[1] Streamline and customize your specialty physician workflow by tailoring your content to their specific needs. MEDITECH's Professional Services team will work with your organization to develop and build dictionary content tailored to your specific specialties.

1. Davis T, Bice C. Arch Collaborative Guidebook 2019. *KLAS Research, LLC.* https://klasresearch.com/archcollaborative/report/arch-collaborative-guidebook-2019/293

Specialty Content Optimization & Development

This program provides your organization with a dedicated Dictionary Architect to develop and optimize dictionary content tailored to specific specialties you've identified. High priority specialties include the following examples:
- OB/GYN
- Cardiology
- Orthopedics
- Rheumatology
- Endocrinology
- Nephrology
- Neurology

Impact: Streamline physician workflow and increase physician satisfaction with optimized content built specifically to support identified specialities.

Benefits:
- Dedicated Project Coordinator and Dictionary Architect
- Physician Consultant advisory support
- One-on-one, on-site workshops with each speciality to assess current workflow
- Optimization of current content and/or build of new content tailored to the specialty:
  - ROS
  - Exam
  - HPIs
  - Order Sets
  - Widgets
  - Flowsheets
  - Protocols
- Quality measure capture
- Documentation tailoring as needed
- Complete build of new widgets and widget templates as needed — tailored to the needs of individual physicians
- Increased capture of discrete speciality-specific data that can be used to drive clinical decision support throughout the EHR

Estimated Timeframe: 12 weeks

Order Set Optimization

MEDITECH resources will work with your organization to assess your current acute order sets, make build recommendations, conduct a post-build review, and lead a usability validation session targeted to order set optimization. At the close of the engagement, a detailed final report with recommendations for ongoing expansion, maintenance, and optimization will be provided.

Impact: Optimized order sets with embedded clinical decision support can streamline the physician ordering process and significantly reduce required taps, leading to increased physician satisfaction and safer patient care.

Benefits:
- Dedicated Physician Consultant and Dictionary Architect
- Assessment workshop focusing on a representative group of hospital order sets
- Optimization of existing and/or build of new order sets, including relevant clinical decision support
- Usability validation session of targeted order sets

Estimated Timeframe: 8 weeks or longer, depending upon the number of order sets

Malnutrition Documentation Improvement

Malnutrition can be a significant issue within hospitals, creating complications with treatments and increased costs. It is important that malnutrition is diagnosed and accurately documented, so appropriate coding, reimbursement, and treatment can occur. MEDITECH's resources will work with dieticians and nutritionists to optimize the data capture and workflow surrounding clinical documentation and assessments within the Physician Documentation tool.

Impact: Using shared documentation allows physicians to appropriately and precisely diagnose patients with malnutrition and other dietary-related conditions, improving the accuracy of their clinical documentation and resulting in more complete information for coding and reimbursement purposes.

Benefits:
- Dedicated Physician Consultant and CDI Subject Matter Expert/Dictionary Architect
- One-on-one workshops with dieticians and nutritionists to discuss current workflows around documenting malnutrition
- Training on new workflows and tools available for physicians, dieticians, and nutritionists
- Increased accuracy in quality reporting, physician report cards, reimbursement, public health data, and disease tracking and trending due to more specificity in diagnosis
- Recognize the benefits of clinical documentation improvement

Estimated Timeframe: 6 weeks

Testimonial

"Since implementing our Nutrition queries, we have seen an increase in reimbursement for three of our hospitals, producing a total of hundreds of thousands of dollars over a three-month period of time."

- Dr. Kang Hsu, MD, Regional CMIO at St. Joseph Health