

Accelerating Meaningful Use in Maryland: Strategies Aimed at Eligible Providers

Commission Brief

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The MARYLAND
HEALTH CARE COMMISSION

Background

- **The American Recovery and Reinvestment Act of 2009 established an incentive program for Medicare and Medicaid eligible professionals (EPs) who are meaningful users of certified electronic health records (EHRs)**
- **Meaningful Use (MU) is the use of technology to improve health care delivery, public health, and engage patients and families in their care while maintaining the privacy and security of patient health information**
- **In the spring of 2013, MHCC worked in collaboration with stakeholders to:**
 - **Assess the challenges of EP participation in the Medicare and Medicaid EHR Incentive Program (incentive program) and achieving MU**
 - **Develop strategies aimed at mitigate the challenges and accelerate MU**

Why Accelerate Meaningful Use?

- EHRs are considered a critical tool for advancing high quality patient centered care and are essential to practice transformation
- Achieving efficiencies in clinical practice and in quality requires using EHRs in a meaningful way
- MU is aligned with the national health care triple aim effort to improve patient care quality and satisfaction, increase population health, and reduce health care costs
- MU supports national quality strategies to:
 - Increase patient safety
 - Ensure patient engagement and care coordination, and
 - Promote prevention, healthy living and treatment best practices

Assessing Meaningful Use in Maryland

*Current Meaningful Use Status and
Challenges Experienced by Eligible Providers*

Achieving MU - A Multi-Step Process

- Successfully obtaining MU can be challenging for EPs as it requires implementing changes designed to promote a more efficient practice with the goal of controlling costs and improving quality

Summary of the Processes for Eps to Achieve MU

Preparation

- Become aware of the program
- Determine eligibility
- Decide to participate
- Evaluate EHR products
- Purchase an EHR system

Implementation

- Register online with CMS
- Register online with Maryland Medicaid, if participating in the Medicaid incentive program
- Implement EHR per MU specification
- Redesign practice workflows
- Utilize EHR correctly for 90 or 365 days for MU measures

Attestation

- Produce MU reports from the EHR system
- Submit attestation to CMS or Maryland Medicaid
- Receive payment after CMS or Maryland approval of MU attestation

Maryland's Meaningful Use

- Approximately 25 percent of Maryland EP who have adopted an EHR have not achieved MU
- While Maryland has kept pace with the national average for those registered, the State is slightly behind in the number of providers achieving MU and receiving payment

Incentive Program EP Registration and Payments <i>June 30, 2013</i>			
	Maryland Actual	National Average	National Actual
Registered (#)	8,170	6,913	400,960
Paid (#)	5,290	6,270	357,416
Incentive Payment Amounts (\$M)	91.8	105	5,988.5

Meaningful Use Challenges

- The following challenges were identified through interviews with providers, hospital liaisons, and other stakeholders
 - Lack of clarity regarding calculating Medicaid patient volume
 - Difficulty with selecting an EHR system
 - Modifying workflows to appropriately use an EHR system to meet MU measures
 - Utilizing the online CMS and Maryland registration and attestation system
 - Finding the right source of information to assistance in navigating the registration and MU attestation process

Meaningful Use Strategies

*Initiatives Aimed at Acceleration
Meaningful Use*

Strategy Development

- Developed with the aim of lessening the most frequently reported challenges experienced by EPs that often inhibit them from completing the MU process
- Developed with the input from:
 - DHMH leaders implementing the Maryland Medicaid incentive program
 - EPs who plan to seek an incentive payment and EPs that have been paid under the incentive program
 - Hospital liaisons working with community physician practices to assist them in achieving MU
 - The Maryland Regional Extension Center, which assists practices in achieving MU
 - Interviews with representatives from other states that are exceeding Maryland in the percentage of EPs attesting to MU

Key Strategies

- **Conduct Biannual MU Registration and Attestation Webinars**
 - **Two Medicare and Medicaid incentive program webinars**
 - **MedChi, the Maryland Hospital Association and CRISP to advertise the webinars**
 - **Use data from CMS, DHMH, CRISP and MedChi to perform targeted outreach**
- **Engage Hospitals in Outreach Activities**
 - **Provide technical assistance to hospitals for education and awareness outreach activities**

Key Strategies

- **Develop a Virtual MU Resource Center**
 - **To include general MU information and Maryland Medicaid specific information**
- **Establish a Statewide Incentive Program Single Point of Contact**
 - **Develop and promote the availability of online contact page**
 - **Create an organization escalation plan**
 - **Determine response timeframes**
- **MHCC staff plans to assess the implementation and value of the strategies and make necessary changes in coordination with stakeholder to accelerate MU among Maryland providers**

Discussion

