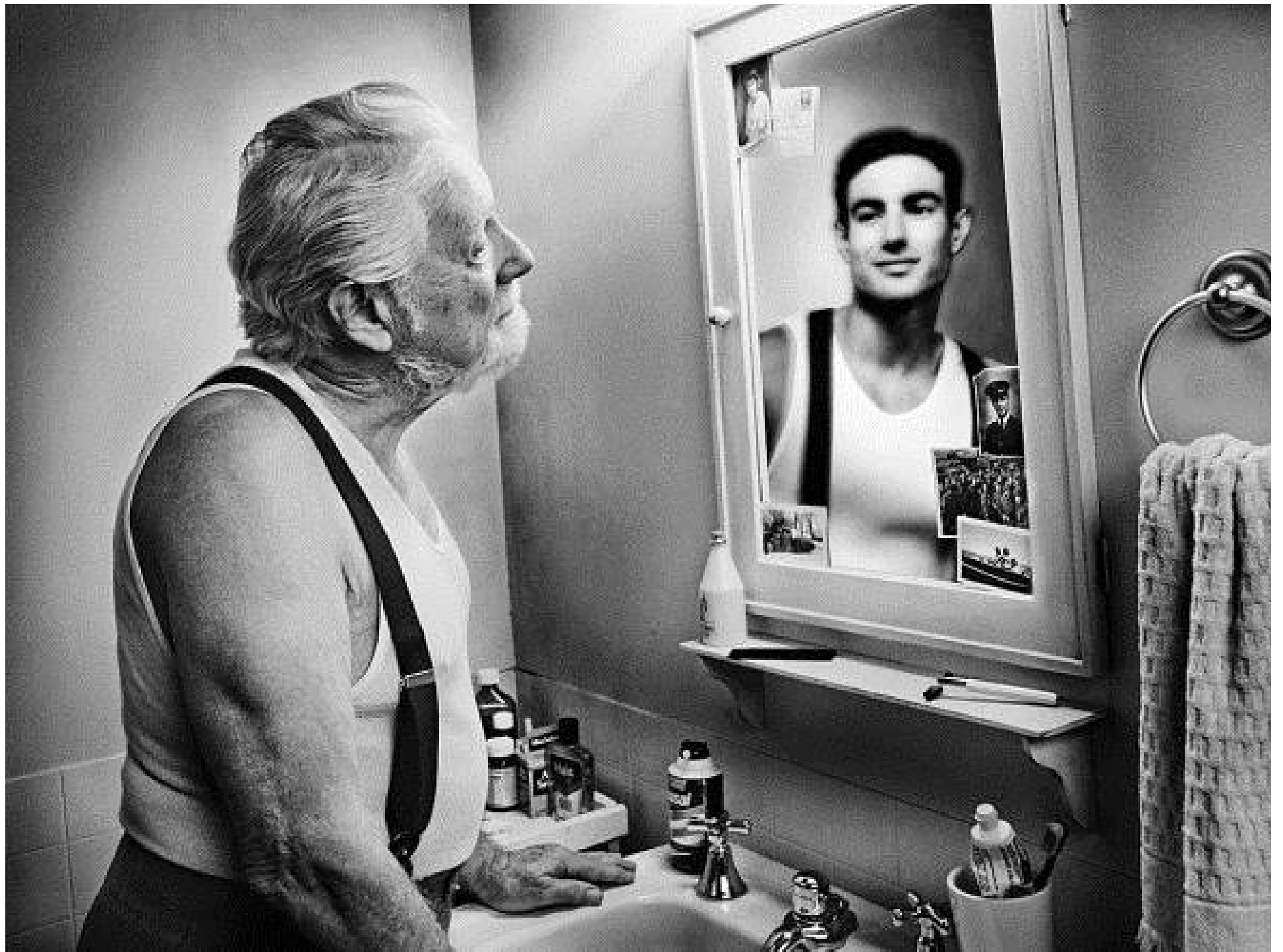


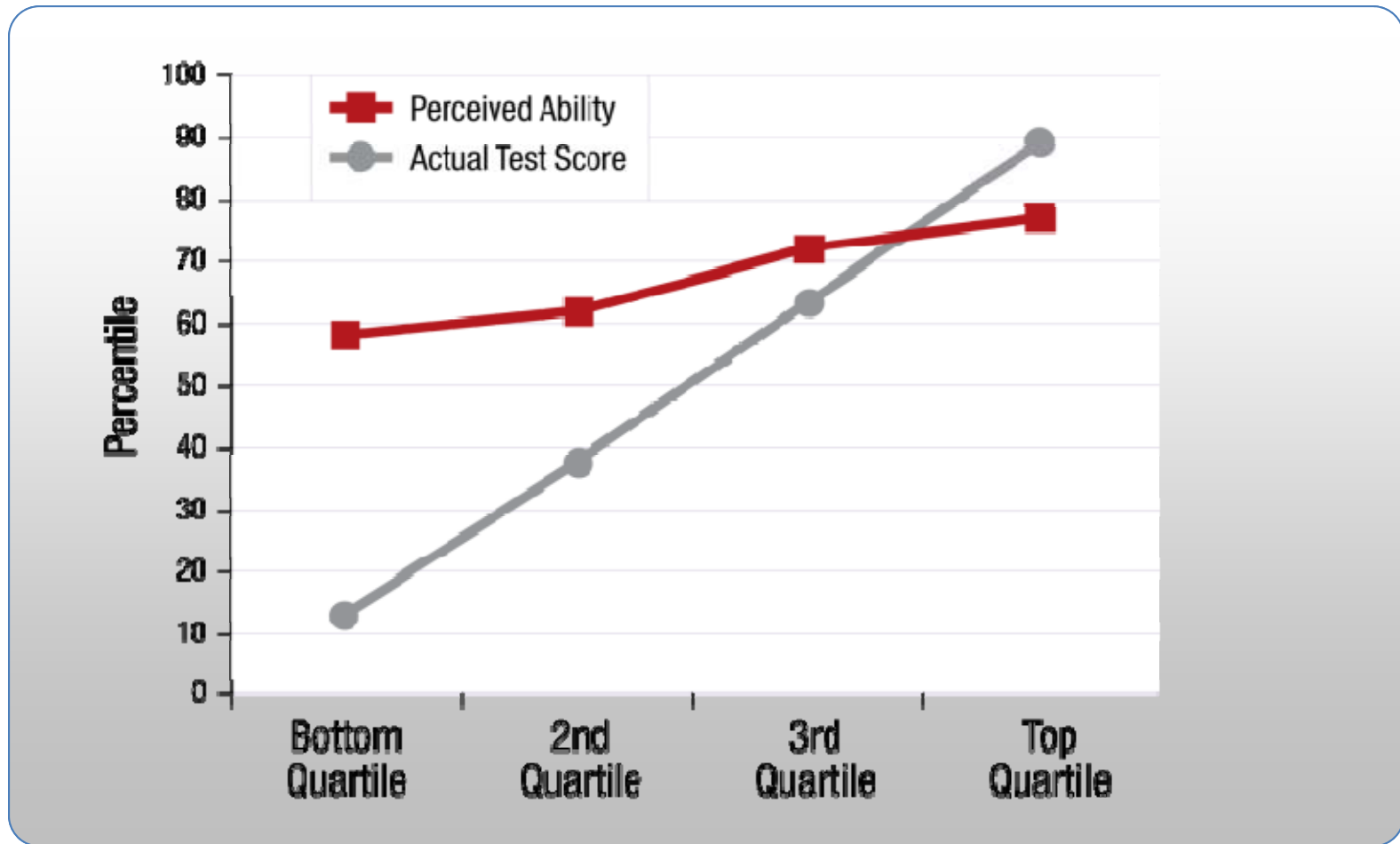


From Insight to Engagement

*Advancing EMR Use Through
Evidence Based Program Design*



Dunning-Kruger Effect



“We Don’t Know What We Don’t Know...”



**EMR Practice Enhancement
Program (ePEP)**



Engagement Strategies

Instill Ownership

**Collaborate with
Stakeholders**

**Align Focus with
System Priorities**

**Leverage Clinical
Expertise**

Facilitating A Virtuous Cycle of Continuous Improvement



360° Customer Understanding



QUANT Self Assessment

QUAL Analysis

Physician Engagements

Process is Fueled by **The EMR Progress Assessment (EPA)**



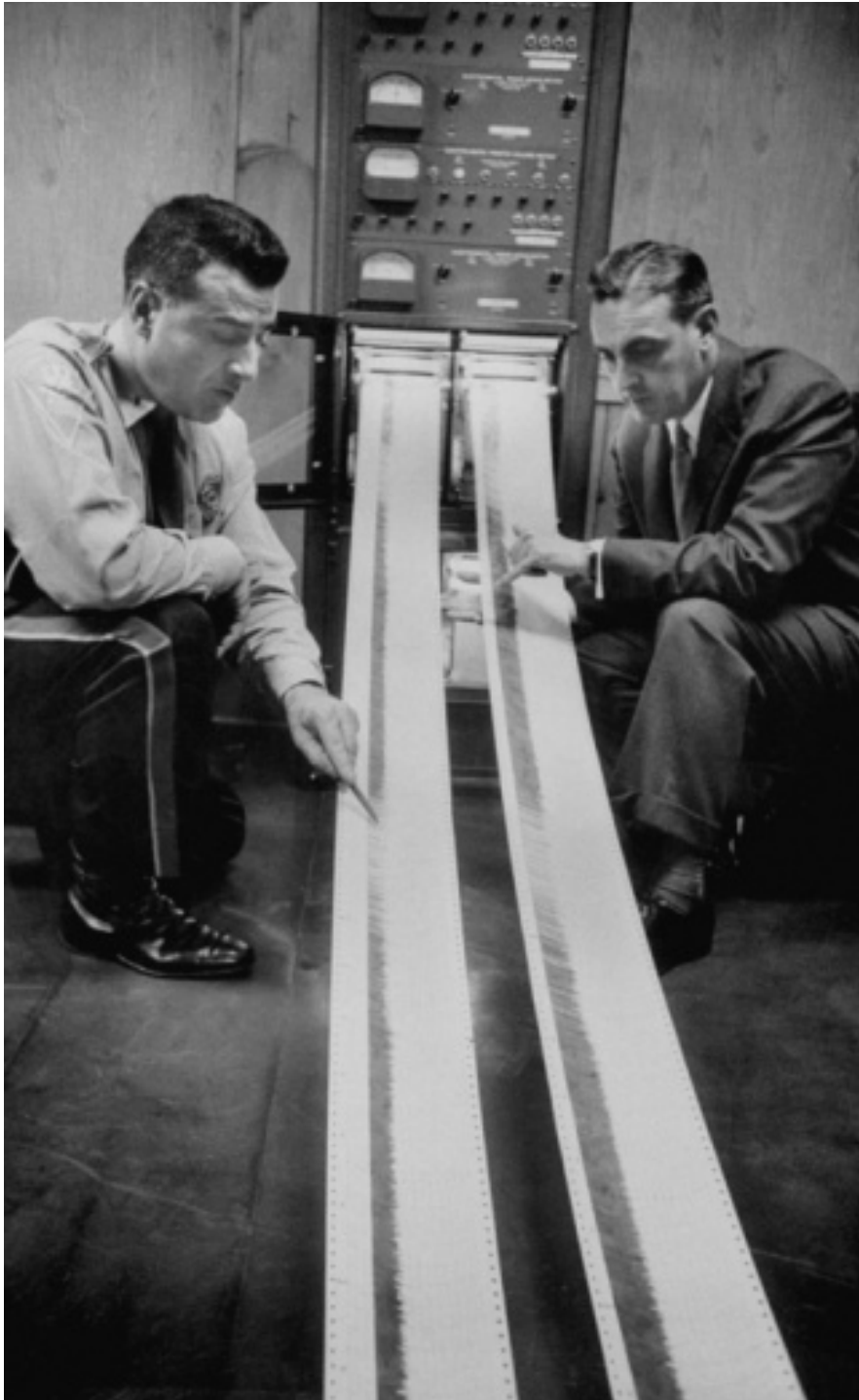
Self Report

25 Key Measures

**6 Levels of
Maturity**

Quantitative

Qualitative



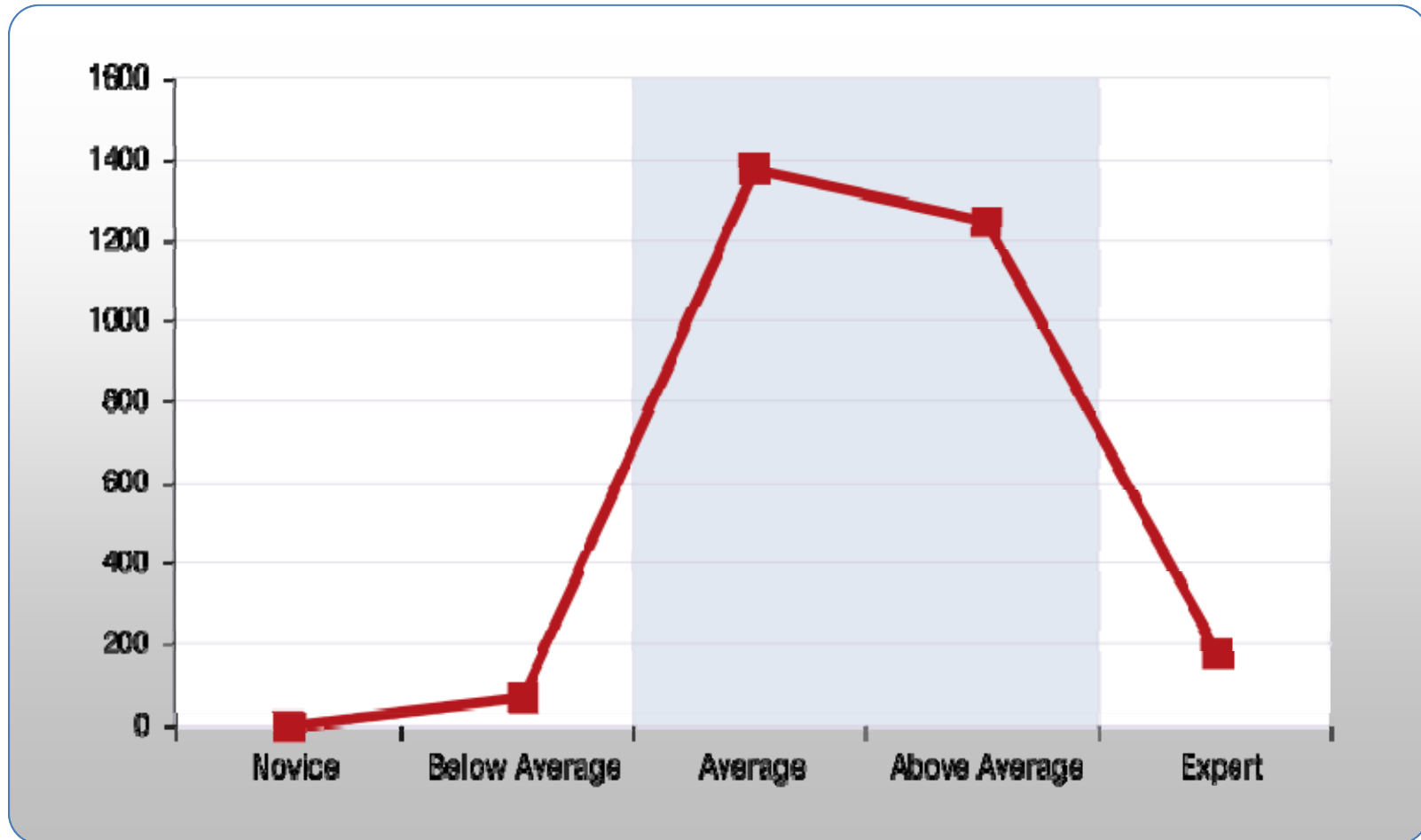
EPA is a **Robust** **Data Set**

3,123 assessments

66%/34%
GP/SPEC

65%/35%
Group / Sole
Practice

Majority Rate their EMR Expertise as Average or Above...





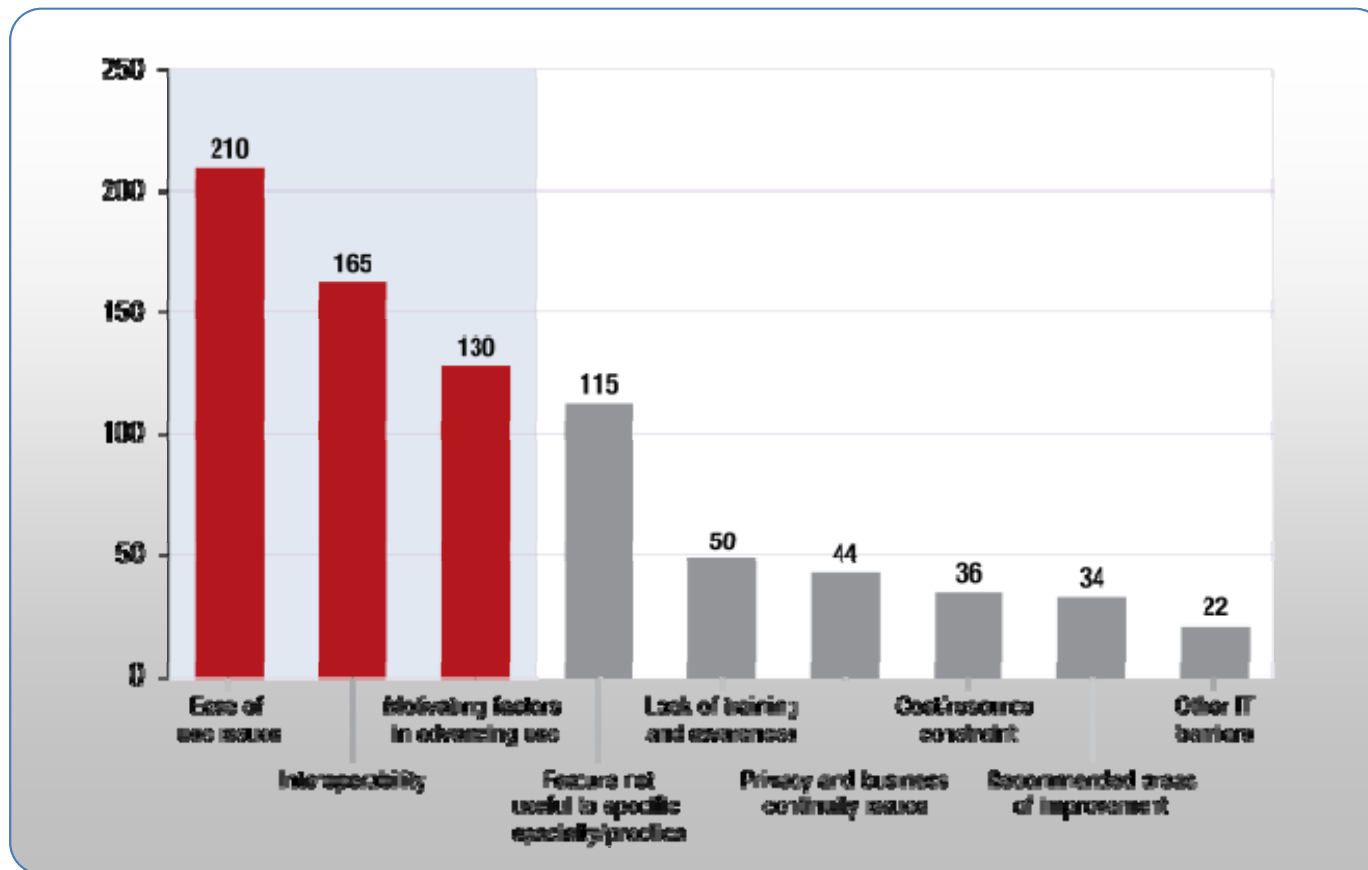
Rigorous Approach to **Assessing** **Qualitative Data**

**2,000+ comments
reviewed, coded and
categorized by theme**

**Linked to key measures,
maturity, demographics**

**Creation of a
comprehensive
Qualitative Database**

Analysis, Contextualizes QUANT and Cues Opportunities For Enhancement



Ease of Use

Interoperability

Motivators



Engagement Data Closes the Loop

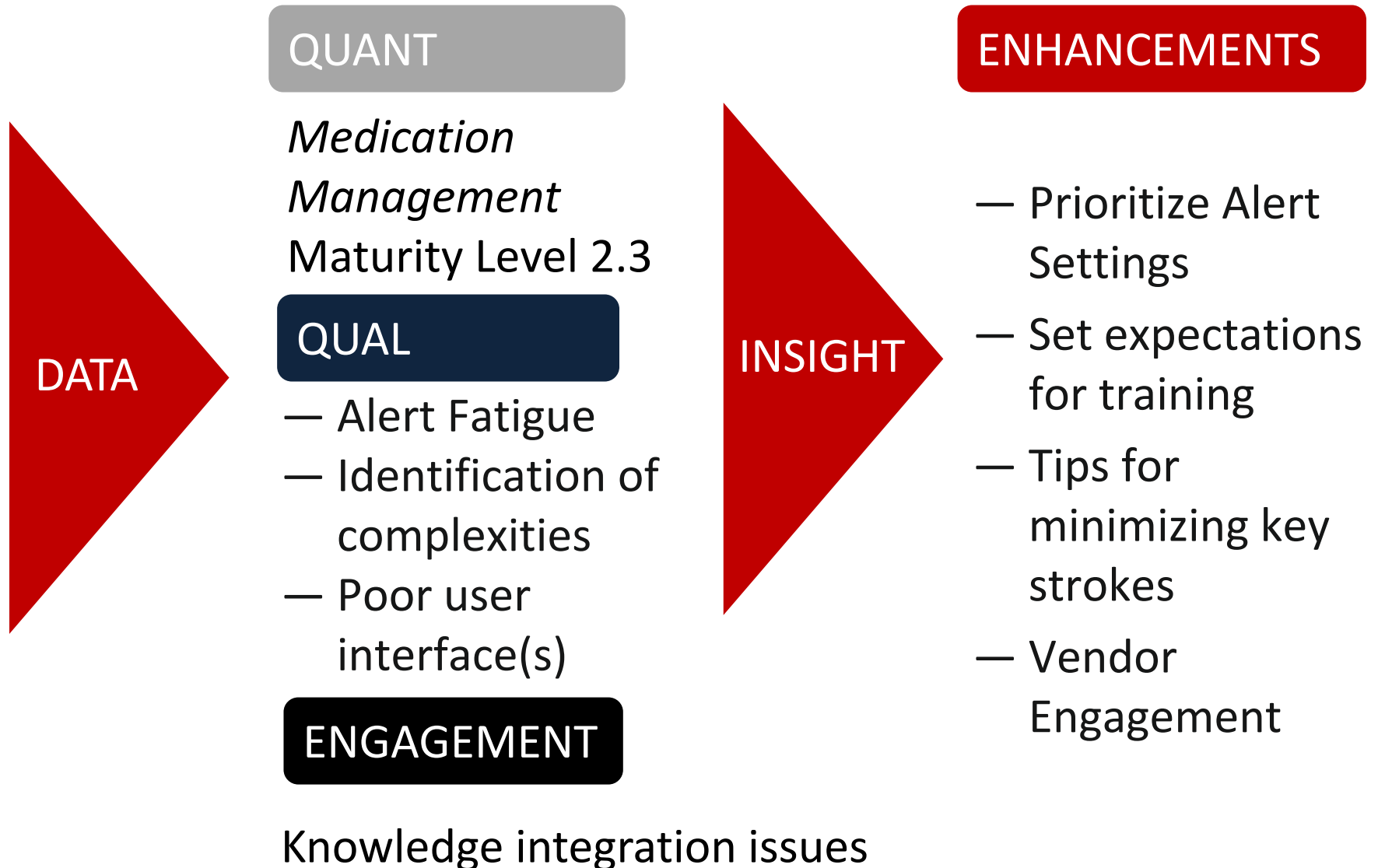
352 Action Plans

**16 key measures
addressed**

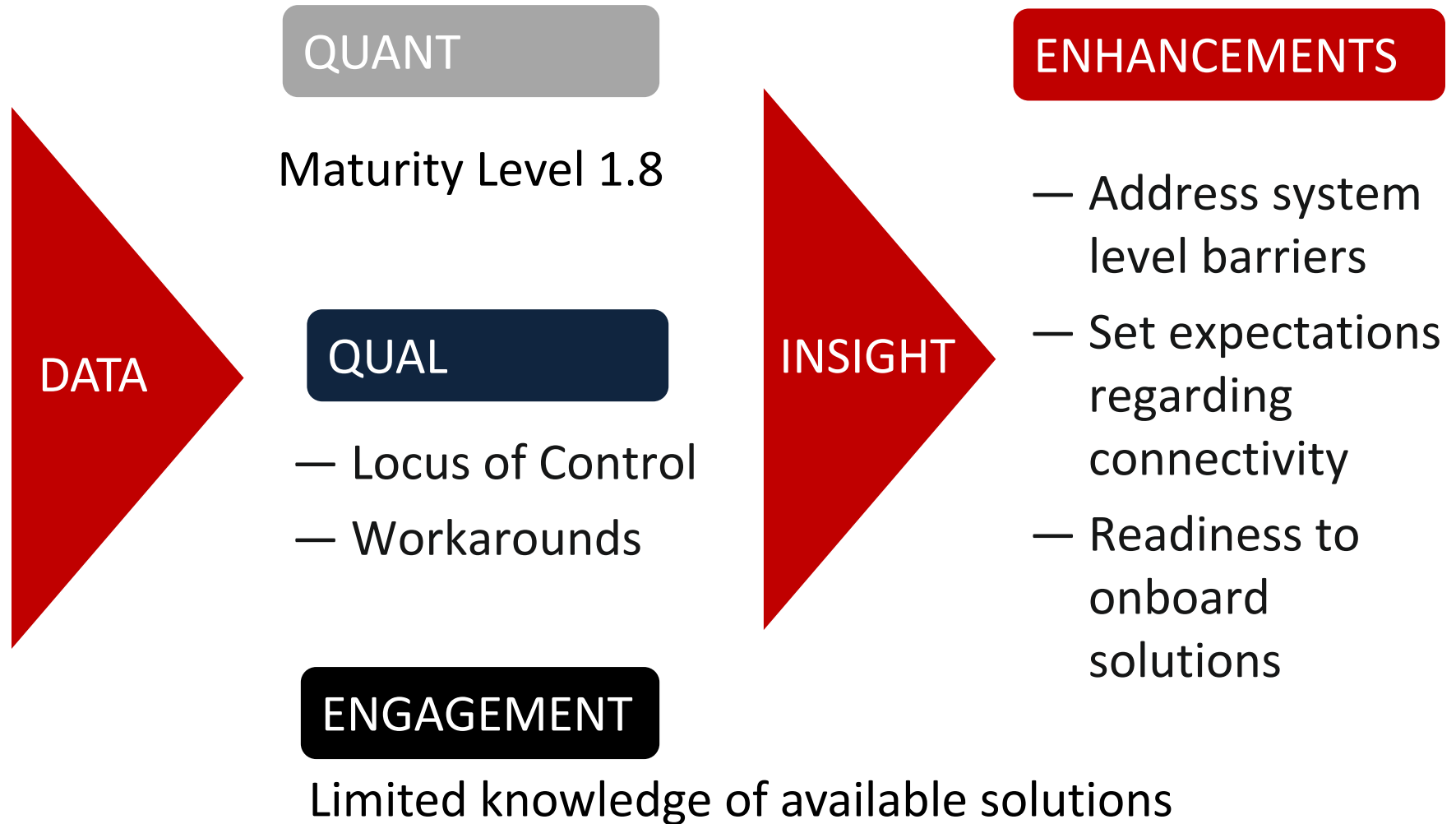
**79%/21%
GP/SPEC**

**54%/46% Group /
Sole Practice**

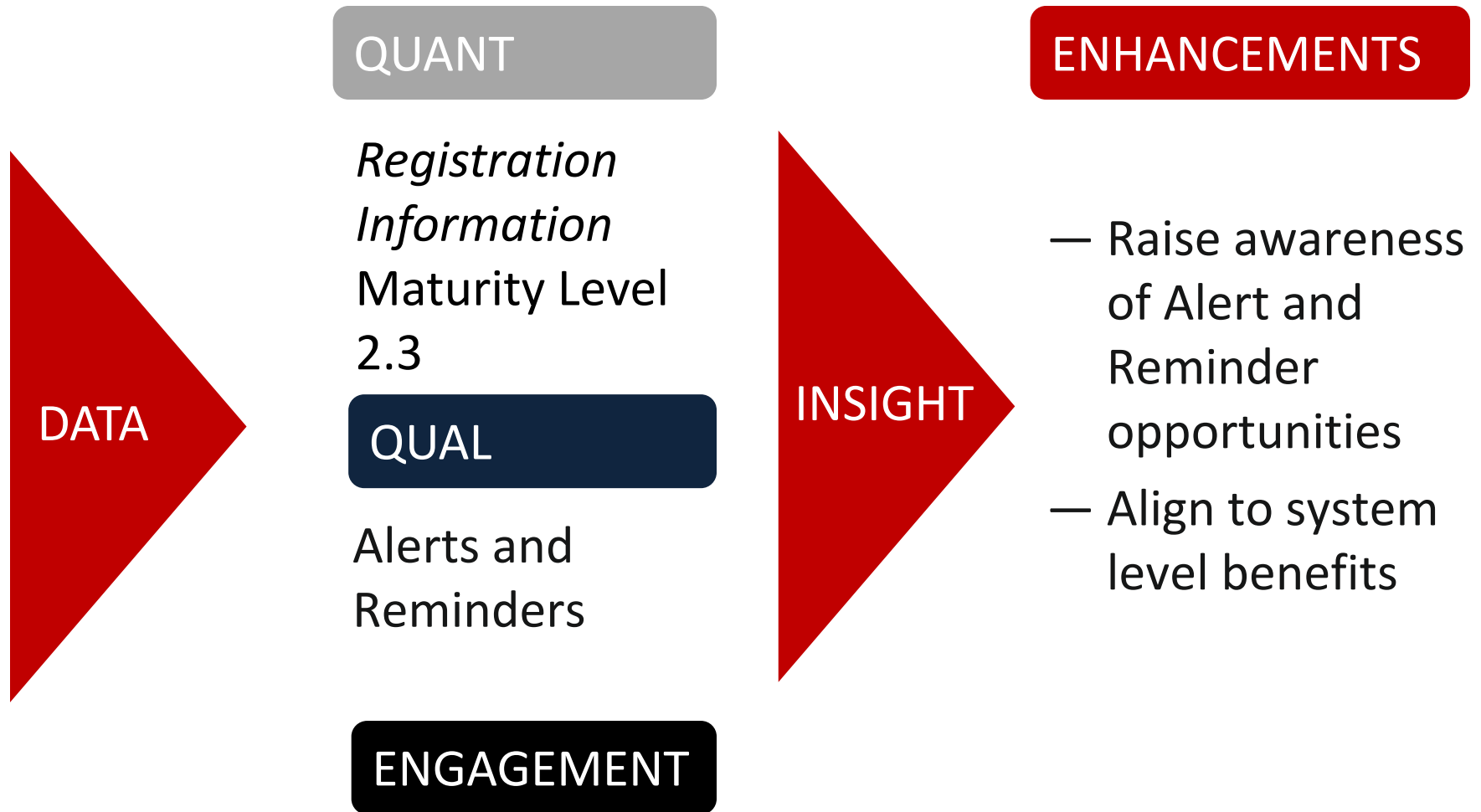
Ease of Use challenges Map to Medication Management skills



Interoperability Issues Point to Holistic Management Opportunities



Motivators Can Be a Double Edged Sword...



CDM and PVT care key conversation drivers



Holistic Evidence Based Approach for Continuous Improvement

Mitigates cognitive bias

**Aligns to system priorities:
scalable, flexible, iterative**

**Establishes a foundation for
enhanced stakeholder
collaboration**

