

The Virtual Health Information Management Department: The eHIM “Storefront” Model

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Agenda

- Understanding the eHIM Continuum
- Alpha – EHR soup
- Core Functions of Traditional HIM
- Defining “Virtual HIM”
- Changing roles in the Virtual HIM department
- Virtual HIM Benefits & Risks
- Case study pictures
- Q & A

Objectives

- Assess your readiness for a virtual HIM department
- Understand the difference between a paper, hybrid, and electronic HIM department
- Understand examples of best practices and risks of the virtual HIM department – storefront model

Where Are *You* on the "eHIM Continuum?"



**Paper Medical
Records**



Hybrid Records
(Part Paper,
Part Electronic)



**Electronic Health
Records**

Which EHR Are We Talking About?

- **CIS** (clinical information system)
- **CCR** (continuity of care record)
- **CDR** or **CDW**.... (clinical data repository / warehouse)
- **CPOE** (clinical physician order entry)
- **CPR**..... (computer-based patient record)
- **eHIM**..... **(electronic health information management)**
- **EDMS** **(electronic document management system)**
- **EHR**..... **(electronic health record-generic)**
- **EIS**..... **(electronic information system)**
- **ELMR**..... **(electronic legal med record or episodic longitudinal med record)**
- **EMR**..... **(electronic medical record)**
- **EPR**..... **(electronic patient record)**
- **HIM**..... **(health information management)**
- **HIS**..... **(health information system)**
- **HRM**..... **(health record management)**
- **LHR**..... **(legal health record)**



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What makes EDMS Different and Why Does it Become the Source of the LHR vs a CDR, Imaging or EHR applications?

- Ability to capture ALL documents in medical record via COLD (interfaces to existing electronic documents) as well as document image scanning
- Workflow tools to support one stop full on-line record completion
- Ability to review and cumulate a full legal record per episode of care regardless of clinical setting (ambulatory, inpatient, etc.)
- Ability to manage electronic chart retrieval, archive, and purging functions through appropriate indexing, editing, and reconciliation tools (document lifecycle management)

Core Functions of Traditional HIM

- Master Patient Index Processing
- Record Reconciliation
- Record Processing
- Coding, Abstracting, CDI, RCM
- File & Retrieval & Long Term Archive Processing
- Release of Information (ROI – Correspondence)
- Medical Transcription
- Registries & Other

What is Virtual HIM?

- Ability to work (physically) remotely for most major functions in the HIM department
- Ability to have clinicians access the record as needed remotely for patient care, completion, and review purpose
- Ability to centralize core HIM functions while decentralizing others to get to a 'storefront' model

The Storefront

- Small area – potentially located by Patient Access (an outpost)
- “Resting cubes” for other floating staff
- Daily Pick up of Records on 3rd Shift
- Courier transport to central processing



Changing Roles for the Virtual HIM Department

- Systems Coordinator
- Record Processing Manager & staff
- Coding & Revenue Cycle Manager
- Documentation Specialists
- Medical Transcriptionists
- PSIQ (Prep, Scan, Index, Quality Check)
- Patient Information & Access Advocates
- Quality Documentation & Analytics

Benefits of Virtual HIM & centralized processing

- Reduced staffing costs
- Reduced storage costs (if using external)
- Control over records and access for compliance purposes
- Reduced cost of space to facility
- Patient Advocacy
- Increased clinician satisfaction
- Improved TAT due to flex staffing
- Improved employee morale
- Increased revenue from release of information

Risks of The Virtual HIM Department

- Too 'little' space and presence
- Challenge to remain involved at a management level (process dialoguing is the solution)
- Cross Coverage at the Storefront Level
- Location of centralized processing & archive area
- Fear of change & resistance to change!
- Vendors

But what do we do with the paper?



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Implementing an EDMS



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Virtual HIM Readiness Checklist

- ✓ Paper records Only? (Phase 1)
- ✓ Combination – Hybrid Environment –
- ✓ Paper and Electronic Records (Phase 2)
- ✓ Combination – Advanced Hybrid
Environment – Paper and Electronic
Records and Partial Imaging (Phase 3)
- ✓ (Electronic Document Mgmt System)-LHR (Phase 4)
- ✓ Full EDMS plus full clinical EHR (Phase 5)
- ✓ All of above plus centralized processing/
Virtual HIM Department (Phase 6)

THANK YOU!

Any Questions?

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