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)
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?
Implementing an EDMS
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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