

Minnesota Health Care Home – Scenarios for Evaluating and Testing HIT

Stratis Health recommends that clinics use case studies or scenarios to help evaluate and test health information technology (HIT) products, such as electronic health record (EHR) systems, to make sure they meet your needs. Use scenarios when having vendors respond to your request for proposal, during your due diligence when you have vendors demonstrate their products at your facility, and when testing to see that a product was implemented correctly to meet your needs.

Scenario scripts should reflect all aspects of your goals and key differentiators for choosing your product. Without such a script, vendors will describe and demonstrate only the most favorable aspects of their products. Send scripts to vendors prior to product demonstrations so they have sufficient time to develop their demonstrations for you.

Use the three scenario scripts below or create your own to make sure HIT products meet your needs as a Minnesota Health Care Home.

Instructions for Vendors

Describe how your EHR or registry performs functionality in response to the statements following this scenario.

Scenario 1

Patient X is a 42-year-old Native American female who is HIV positive and is having a complete physical and an outpatient mammogram done at ABC clinic, part of Indian Health Services in her home town. ABC clinic has its patients receive mammograms at the Women's Imaging Center of XYZ Hospital in this same town. Patient X had her last physical and mammogram at an outpatient clinic in a neighboring state. Patient X has stored all her medical information in her own personal health record (PHR) and has brought this information with her on a flash drive. Her provider at ABC clinic is requesting a copy of her complete records from her previous clinic and the radiologist at XYZ Hospital would like to review the digital images of the mammogram performed at the outpatient clinic in the neighboring state for comparison purposes. Patient X also is having a test for the breast cancer gene and is requesting the genetic test results of her deceased aunt who died of breast cancer and who also was a patient of ABC clinic and part of a breast cancer study. Patient X also is part of a national drug test trial of a new HIV drug regime and plans to continue in this program.

- Explain how your product will authenticate entities and individuals for transfer of personal health information (PHI) for record transfers, and for ongoing national test studies.
- Explain how your product will determine if processes and laws for release of genetic and HIV information are followed.
- Explain how your product will transfer or incorporate information in documents from the previous clinics, including current care plans and digital images, into the EHR or registry at the new clinic.
- Explain how your product will transfer or incorporate information in the PHR documents brought in by patient X into the EHR or registry at the new clinic.

- Explain how your product will provide patient X with ongoing test results (such as lab results) in a secure format using up-to-date HIPPA compliance standards.
- Explain how your product will alert the provider for patient X if this patient is eligible to receive priority status for vaccinations.
- Explain how your product will provide patient X and her family still living in another state with updated information for patient X's care at home (care plans).

Scenario 2

Patient X is a 6-year-old male newly diagnosed with Type I diabetes. Patient X lives with his mother, also a patient of ABC clinic, during the school year and then lives with his father in another state during the summer months. During the summer months patient X will be seen at XYZ clinic. Clinic ABC has an EHR while clinic XYZ does not. The plan is for ABC clinic to be the main clinic for patient X. Both clinics will need to be kept up-to-date throughout the year on patient X's most current care. Patient X's mother has received information on a new national study on Type I diabetes from the patient's father and both parents are requesting patient X be entered into the study. Both parents also request that they be kept updated on patient X's test results and treatment plans for use at home throughout the year, not just when patient X is living with them. The parents want to be able to interact with the patient's providers on a regular basis outside of the clinic setting. In addition, the patient's school will need information on the current treatments he is receiving and for caring for patient X at school.

- Explain how your product will set up HIPPA compliant options for conveying results of tests and labs, per the parents' request and information to be shared with the school.
- Explain how your product will provide a HIPPA compliant process to allow the parents and the school to interact with patient X's providers.
- Explain how your product will provide a HIPPA compliant process for keeping providers at both clinics ABC and XYZ up-to-date on patient X's current treatments and test results.
- Explain how your product will ensure patient X is receiving care appropriate to his age and medical condition.
- Explain how your product can help identify if patient X is appropriate for the new national study on Type I diabetes.
- Explain how your product will show if patient X is improving (or not) through the care being provided for his condition. And how patient X is doing in comparison to the other patients in the national study.

Scenario 3

A 16-year-old female presents to ABC clinic, a Federally Qualified Health Center, with a chief complaint of pelvic pain and vaginal discharge. She is sexually active and does not want her parents to know this. She has had four sexual contacts in the past six months. She has a history of ADHD and requests refills of her medications for six months and is interested in birth control pills. She questions if her ADHD medications are still effective and if she still has this diagnosis. The patient discloses that she recently has been cited for underage drinking and has been having difficulty concentrating in school.

Exam includes a pelvic exam, including cultures and Pap. Lab work is ordered to include Hcg, hepatitis, RPR, HIV, and DVS (wet prep). During the course of the exam, the provider notes that the patient has carved her boyfriend's initials in her forearm and documents with a photograph for the record.

Provider orders psychology follow-up with possible neuropsych evaluation and chemical dependency evaluation. The provider also writes a prescription for birth control pills and Ritalin for six months.

Patient requests results of labs be kept confidential and sent to her via e-mail and not to her home address. The patient doesn't want her parents' insurance to be billed for the exam.

- Explain how your product will set up options for conveying results of labs per the patient's request.
- Explain how your product will ensure the patient's information is kept confidential per her request and national standards.
- Explain how your product will tag reports, images, etc., as "confidential" or as not being able to release to parents.
- Explain how your product will ensure the patient is receiving care appropriate to her age and medical condition.
- Explain how your product will set up referrals to other departments; in this case, to the Psych Department for re-evaluation of ADHD and possible neuropsych testing.
- Explain how your product will incorporate or alert providers to digital images such as the photo of patient's forearm.
- Explain how your product will prohibit the provider from ordering Ritalin for six months refill. (Ritalin is controlled with duration of prescription not to exceed one month by federal regulations.)

To fully understand how to use scenarios for the selection and implementation of HIT, see the following tools in Stratis Health's Health Information Technology Toolkit for Physician Offices at http://www.stratishealth.org/HIT_Toolkit_clinics.

- 1.3 Request for Proposal. Use this template to structure your request for vendors to send you proposals on the specific HIT you are interested in acquiring. (12-page Word doc)
http://www.stratishealth.org/documents/HITToolkitclinic/1.Adopt/1.3Select/1.3Request_for_Proposal.doc
- 1.3 Due Diligence: Demonstration Plan. Arrange for product demonstrations as part of your due diligence for evaluating vendors using your key differentiators. (3-page Word doc)
http://www.stratishealth.org/documents/HITToolkitclinic/1.Adopt/1.3Select/1.3Due_Diligence_Demonstration_Plan.doc
- 2.1 Testing Plan. Testing Plan. Although vendor products vary in the complexity of testing needed, every system must be tested to ensure that data tables and files have been loaded properly, data collected are processed and stored correctly, interfaces work, work flow is appropriate for the organization's processes, clinical decision support rules fire correctly, and reports are generated accurately and completely. This tool describes the types of tests typically performed on EHR and other HIT. (3-page Word doc)
http://www.stratishealth.org/documents/HITToolkitclinic/2.Utilize/2.1Implement/2.1Testing_Plan.doc

More information on health care homes is available at <http://www.health.state.mn.us/healthreform/homes/index.html>.

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