Promising Practice: Using EHR Optimization and Automation to Improve Model Enrollment

Electronic Health Records (EHRs) offer healthcare organizations the ability to:
- Automate processes to reduce the possibility for medical error
- Easily access provider aids, reminders, and decision support tools to improve diagnosis and patient care
- Monitor and track patient health status through alerts

Various challenges emerge with EHR implementation, workflow planning, and improvements over time. Careful consideration is required when designing new EHR workflows to optimize care.

Million Hearts® Model Sustainable Tactics Addressing EHR Optimization Barriers

- Involve various stakeholders from your organization in the process
  Providers and members of the care team are acutely aware of what slows them down, and often have ideas about what can be done to resolve issues
- Consider change management early and establish buy-in
  Early stage buy-in will aid in the adoption and integration of your organization’s new workflows, making them more efficient
- Focus on training
  Consider developing job aids and user guides that will make EHR changes successful (i.e., tips and tricks that can be shared with the care team, preference lists, templates)
- Incorporate data and quality reporting to track your organization’s progress

Million Hearts® Practical Tools for HR Optimization

The below resources include peer-reviewed scientific research and tools:
- **Workflow Process Mapping**
  This can be used for workflow planning prior to implementation of an EHR.
- **Framework to Improve Electronic Health Record Safety**
  This report includes test cases, best practices, and tips to support practices in verifying that their EHR is working as intended, both pre- and post-implementation.
- **Capturing High Quality Electronic Health Records Data to Support Performance Improvement**
  This learning guide includes tools to support providers in improving EHR data quality.

Reference Links: 1. Make Your EHR Work for You  2. Improved Diagnostics and Patient Outcomes