

## Million Hearts® Model Promising Practice Case Study

### Participant Spotlight

Hackensack Meridian Health  
Hackensack, NJ



In 2018, **Hackensack Meridian Health Network** implemented automated EHR algorithms to more effectively identify eligible patients for the Million Hearts® Cardiovascular Disease Risk Reduction Model (Million Hearts® Model).

Data automation optimized the organization's data submission process, cutting the submission time from 7-14 days to 5-8 minutes.

Since automating Million Hearts® Model EHR processes, **the organization saw a rise in the eligible patients identified for the Model.**

In turn, more patients were screened and the size of the high-risk patient population at their organization grew significantly.

To effectively engage providers in Million Hearts Model® enrollment and performance, the organization used the following:

- **Best Practice Alerts (BPAs)** highlight patients who are eligible but not enrolled in the Million Hearts® Model, helping providers to engage patients in the Model and develop tailored behavioral care plans.
- **Customized reports and automated EHR systems** reduce burden on physicians, allowing care team members to focus time on individualized care planning with patients during the visit and reduce time spent on determining patient eligibility for the Model SmartSets in the EHR include patient-facing tools and resources, which can be easily printed and provided directly to patients. The SmartSets for Shared Decision Making help clinicians to check all four quality measures, Aspirin, Blood Pressure, Cholesterol, and Smoking cessation (ABCS) to close the gaps at Point of Care and achieve cardiovascular disease risk reduction.

Hackensack Meridian Health Network paired these EHR improvements with a multiphase quality and patient safety campaign which set strategic priorities for patient outreach and education, provider engagement, and data reporting/validation.

“ We regularly review our EHR capabilities to identify possible optimizations. In so doing, we are better positioned to develop comprehensive patient improvement and monitoring plans. ”

~ Dr. Suelyn Boucree, Hackensack Meridian Health Network



The aim of the Centers for Medicare & Medicaid Services (CMS) Innovation Center's Million Hearts® Cardiovascular Risk Reduction Model (Million Hearts® Model) is to prevent first time heart attack and stroke in high risk Medicare beneficiaries. The model aim was supported by primary model drivers. This case study spotlights one of our participant organizations' innovate implementation of the "Identifying High Risk Patients" model driver.

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

Electronic Health Records (EHRs) offer healthcare organizations the ability to readily access patient data. The use of an EHR can also enable organizations 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](#)