

QIO CORE COMPETENCIES FOR DOQ-IT

<p><u>Content</u></p> <ul style="list-style-type: none"> • Adoption <ul style="list-style-type: none"> o Practice assessment o Leadership & culture change o DOQ-IT challenges & barriers o EHR business case o EHR vendor solutions o Roadmap to EHR • Office Process Improvement <ul style="list-style-type: none"> o Vendor relationships o Registration/Scheduling o ePrescribing o Order Entry (CPOE) o Lab results o Charge Capture/Billing o Dictation/Transcription o Structured notes o Chart pulls o Referrals o Data access o Medical record o Problem List • Care Management Improvement <ul style="list-style-type: none"> o Quality management tools o Evidence based decision support o Measures reporting o Data analysis & feedback o Patient tracking for care coordination o Quality improvement & office redesign o Patient self management 	<p><u>Sequence</u></p> <ul style="list-style-type: none"> • Adoption <ul style="list-style-type: none"> o Roadmap to EHR o Opt-In to DOQ-IT program o Understanding the practice o Prepare the practice for change o EHR systems requirements o EHR vendor selections o Developing the business case • EHR Implementation - vendors <ul style="list-style-type: none"> o EHR vendor contracting o Practice workflows o System preparation & configuration o Office redesign o Go Live • Care management <ul style="list-style-type: none"> o Measures reporting o Data analysis o Practice outreach o Care coordination o Performance improvement & quality care o Office redesign o Patient self management 	<p><u>Process</u></p> <ul style="list-style-type: none"> • DOQ-IT & Physician Office Overview <ul style="list-style-type: none"> o Goals and Objectives o Needs for successful interaction with physician offices o Office types (micro-segmentation of small and medium practices) o Office skills mix o Office IT competency • Tools and Methods • Roadmap to EHR • Project Timeline
<p><u>Specialized QIO Content</u></p>		
<ul style="list-style-type: none"> • Informatics <ul style="list-style-type: none"> o EHR & Registry systems o Informatics concepts & principles o HIT standards & DOQ-IT 	<ul style="list-style-type: none"> o Contracting & service level agreements o Accreditations & regulations 	<ul style="list-style-type: none"> • Practice management • Change management • Consulting methodology
<p><u>Project Infrastructure</u></p>		
<ul style="list-style-type: none"> • Project Management • Project Tracking • Partnership Management • Vendor Management 	<ul style="list-style-type: none"> • Communications Methods <ul style="list-style-type: none"> o Consulting o Collaborative o Peer-to-peer networking o Webinars o Community of Practice 	<ul style="list-style-type: none"> • Inter-QIO Communications • PR & Marketing



DOCTOR OFFICE QUALITY INFORMATION TECHNOLOGY
QIO STAFFING COMPETENCIES AND OUTLINE

NOTE: All resources must build competency in understanding the following areas in addition to their unique tasks on the team.

Specialized Competencies for DOQ-IT

Informatics	EHR functionality expertise & HL7 messaging knowledge
	Fundamental knowledge of system integration/interoperability
	Understand requirements analysis and technical documentation knowledge
	Accreditation and Regulations for EHR systems & use
Primary Care Practice Management	Recruiting and physician office contact for implementation activities
	Consulting Skills
Technical Assistance	Remain current on standards initiatives
	Understand and communicate EHR Implementation processes and activity
	Vendor interaction between QIO and practices

Project Manager – 1.0 FTE

The Project Manager provides overall project management and operational budgeting for the project. Coordinates tasks in information and evidence gathering, project design, performance measurement, project evaluation, project partnerships and reporting. Tracks team progress against tasks and goals. Manages and coordinates the resolution of risks and issues. Ensures team responsibilities and activities are completed on schedule and within budget.

Reports project progress through meetings, deliverables and other written reports. Plans and leads project team meetings. Maintains relationships and communication with participants and key stakeholders in conjunction with Physician Liaison.

Physician Liaison – 0.5 FTE

The Physician Liaison will provide clinical leadership to the project, manage relationships with advisory groups and quality leaders in the state and represent the project with statewide physician groups.



Quality Improvement Advisors - 2 x 1.0 FTE

The Quality Improvement Advisors will provide direct support to physician offices in the state for the DOQIT project. Active in recruiting physician offices, providing DOQ-IT implementation support and ongoing assistance to practitioners and assisting practitioners in improving on clinical measures and quality/safety, efficiency and cost. Should have knowledge of EHR vendor implementation processes and fulfill a consulting role with practices with regard to requirements analysis, delivery of training materials, identifying peer-to-peer networking opportunities for practices.

EHR - Clinic Liaison - 1.0 FTE

The EHR-Clinic Liaison will act as a consultant for participating physician offices in the participating state. They will assist in preparing practices for the installation of vendor EHR systems, provide technical assistance in regard to system requirements based on functionality and system integration needs, and train physician office staff in IT and quality project related skills. Should have knowledge of Healthcare IT (HIT) standards that may be associated with DOQ-IT (e.g. HL7, CHI, SNOMED) and be able to communicate this across the team and with practices when required. Should understand contracting and service level agreements within HIT. Must be familiar with and be able to communicate regulations associated with the use of EHR systems.

Healthcare Database Analyst - 0.75 FTE

The Healthcare Database Analyst will analyze data during from pilot project to determine appropriate data format. He/she will work with vendors and contractor software and aid in managing technical relationships with vendors and contractors.

Miscellaneous

Additional roles pertinent to any QIO project and will be part of DOQ-IT include:

- o Administrative Support & event planning – 1.0 FTE
- o Communications & Literature research support – 0.5 FTE