



HITEC | **LA**TM
POWER YOUR PRACTICE

Presentation to
Redwood MedNet

Health Information Technology Extension Center
for Los Angeles (HITEC-LA)

July 15, 2011

This presentation is incomplete without supporting oral commentary

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A project of L.A. Care Health Plan



Overview

- ▶ April 2010 – L.A. Care awarded \$15.6M grant (ARRA) to assist 3,000 PPCPs in L.A. County to adopt certified EHRs and achieve meaningful use
- ▶ L.A. Care matched 10% of grant
- ▶ L.A. Care \$2M physician incentive program for qualified Medi-Cal providers
- ▶ HITEC-LA separate division

Enrollment Progress

- ▶ HITEC-LA covers L.A. County, 35% of California population with 7600 PPCPs
- ▶ To-date 2,400 providers enrolled, of which 1,900 are PPCPs
- ▶ Conducted 50+ joint events with IPAs, hospitals and associations
- ▶ Call campaign and door-to-door sales team out in market

Serving Providers

- ▶ 84% L.A. County PCPs are solo/small practices; EHR adoption rate is 10-15%
- ▶ 51 Clinics in L.A. County; EHR adoption rate is 35%
- ▶ 5 Service Partners providing technical assistance (wrap around) services to practices to supplement vendor services
- ▶ 75+ experts providing technical services in the field; 30+ direct jobs created

Group Purchasing

- ▶ HITEC-LA supports ALL certified EHRs
- ▶ Extensive process to select certified EHR vendors in collaboration with CalHIPSO and COREC
- ▶ Negotiated provider-centric business terms and pricing discounts
 - athenahealth
 - eClinicalWorks
 - Office Ally
 - GE
 - Greenway
 - 2 others in process through July

Preferred Vendor Contracts

13 Key Terms:

Price

- ▶ 15-30% discount
- ▶ 3 year price lock
- ▶ Upgrades included

Term

- ▶ Payments tied to Go Live
- ▶ Continuous ONC-ATCB certification
- ▶ 24 month term

Termination

- ▶ Termination with no penalties
- ▶ 90 day notice

Data

- ▶ Provider owns data
- ▶ Vendor at risk for de-identified data
- ▶ Provider receives data extract if cancels

Customer Service

- ▶ Credits if service falls below guarantee

Limitation of Liability

- ▶ Covers breaches caused by software errors

27 Additional Terms in Many Important Areas:

- ▶ *HIE Interfaces*
- ▶ *Acceptance*
- ▶ *Transferability*
- ▶ *Implementation Timing*
- ▶ *Transition Period*
- ▶ *Warranty Period*

Service Delivery

- ▶ Quality and personalized technical service
- ▶ Minimum impact to patient care and cash flow
- ▶ Drive clinically and focus on meaningful use from outset
- ▶ Establishing relationship as trusted advisor

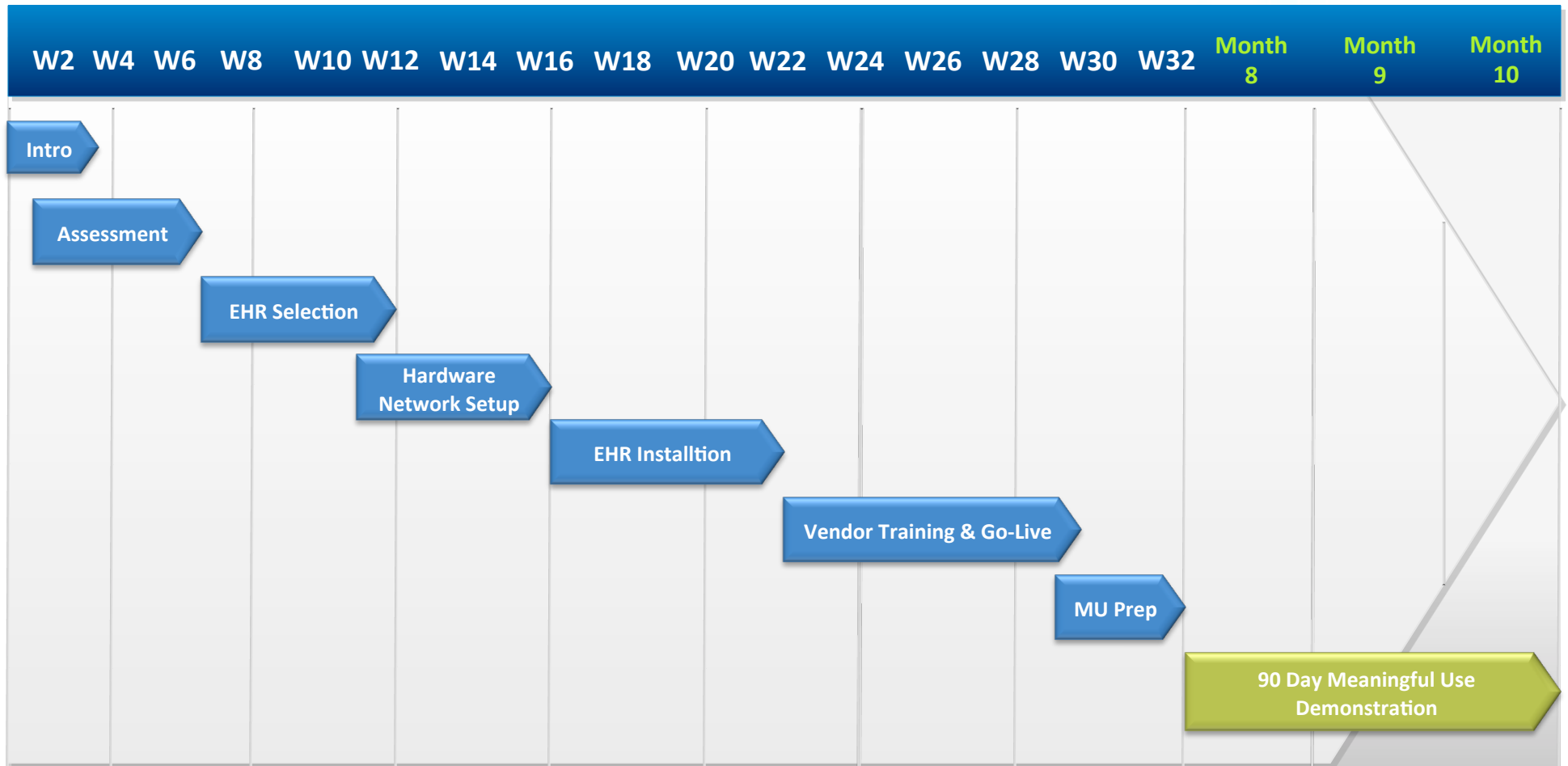
How We Help Our Members

- ▶ Telephone practice assessment
 - 2,100 assessments completed; 78% providers ready
- ▶ Service Partner assigned, meets with practice, begins service
 - Readiness assessment, hardware & network, workflow , EHR vendor selection/upgrade, privacy and security, Meaningful use attestation
 - On-site helping 1,900 providers
- ▶ Subsidized services for eligible providers; highly discounted rate for others

Practice Transformation Roadmap



HITEC-LA Implementation Plan



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Health Information Technology

EHR + HIE + Telehealth = Health IT

Using HIT to transform healthcare

-from-

Episodic, Uncoordinated Care

-to-

- ✓ **Coordinated Care**
- ✓ **Accountable Care**
- ✓ **Integrated Care**

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\$9.3M HIT Financial Support

- ▶ \$4M in grant for clinics HIT initiatives
- ▶ \$2M EHR physicians incentive program
 - Currently \$650K in payments to 186 providers that contracted for certified EHRs
- ▶ \$600K for medical home pilots
- ▶ \$1.5M eConsult, \$550K Telehealth, \$700K HIE funding

Technology advances;
people stay the same.



RUBES[®] by Leigh Rubin

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