2023 HIMSS Clinician Burden Reduction Task Force Kick-off

Gwynne Jelbaoui
Program Manager, Clinical Informatics
Task force members

- Barry Newman, MD, MBA, MS (Chair) – Providence & A.R. Consultants
- Danny Lee, FACP, MD - Johns Hopkins Community Physicians
- Deepti Pandita, MD - Hennepin County Medical Center
- Eve Cunningham, MD - Providence St. Joseph Health
- Lisa M Masson, MBA, MD - Cedars-Sinai Health System
- Roosevelt De Los Santos Florian, ABPM-CI, FAAP, MBA, MD, MS - Memorial Healthcare System
- Cindy Drake, MSN, RN-BC, CPHIMS - Sharp HealthCare
- Gary Dickinson - EHR Standards Consulting
- Craig Joseph - Nordic Consulting Partners
- Eric Wilke - TecHealth
- Shelly Spiro - Pharmacy HIT Collaborative
- Christine Koprowski, RN - CGI
- Anand M. Prabhakar, MBA, MD – Massachusetts General Hospital
- JD Tyler, MD - Justaskevie

- David Lee Scher, MD, FACP, FACC, FHRS, FESC - Penn State College of Medicine
- Suchet (Kaur) Sarda, MD – Veterans Health Administration
- Noreen Butte, MD - Cerner
- Amin Hakim, MD
- Marina George, MD, MBA – MD Anderson Cancer Center
- Titilola Britto MD MBA FACP - AdvocateAurora Health Medical Group
- Valencia Payne MS HA, BSN RN, BS - DoD and m4students Education with a Twist
- Stephen Keeler – Medocity
- Maggie Pena, MBA - Interlace Health (formerly FormFast)
- Bryan Bagdasian, MD, MMM - Steward Medical Group & MEDITECH
- Mark Moran - Washington Hospital Healthcare System
- Robert Dichter - VP Digital Health Services and Solutions & Chief Digital Health Officer
- Nancy Vega, MSN – Walden University
HIMSS Clinician Burden Reduction Task Force

Purpose
The purpose of the HIMSS Clinician Burden Reduction Task Force is to bring together HIMSS members who are experienced in reducing clinician burden, provide educational resources.

Values
The HIMSS Burden Reduction Task Force values diverse perspectives and encourages varying viewpoints, facilitated through a respectful exchange of ideas among all individuals involved in achieving the Task Force’s goals. Objectives are achieved through communication, information sharing, and collaboration.
Key opportunities for collaboration

- HIMSS Physician Committee
- HIMSS Nursing Informatics Committee
- EHRA
NBRC Topics

1. Short-term initiatives-Work to begin
   1. Definition and Measurement of Burden**
   2. Training, support, communication- Change Management
   3. Streamlined Provider note (Codable/Required)**
   4. Reducing Clinician documentation beyond notes **
   5. Electronic Prior Auth

2. Long-term initiatives-Future work
   1. Simple measures of documentation quality→ the REAL Quality of documentation **
   2. SDOH collaboration

3. Very Long—Term Innovation-Blue Sky
   1. EHR redesign **
Definition and Measurement of Burden

Author: AMIA

Collaborators: NLM, HIMSS NI and MD, ?AMA, ACMI, ?KLAS

What can be measured

- Perceived, Qualitative, quantitative, etc

After definitions, identification of short term vs. long term measures

TJC might be useful for dissemination
Training, support, communication- Change Management

• **Author: AMDIS**

• **Collaborations:**
  - KLAS, AMDIS ANI, ONC (dissemination, Best Practices/Playbook),
  - Possible: EHRA, Professional associations

• **Training**
  - Training Value proposition
  - What works, e.g.
    - Functional vs workflow training, Virtual vs. in person vs. video, Inline vs. external, Who leads,
  - Handoff to Support
  - Evaluation of the training and training impact

• **Support**
  - Support Value proposition
  - Pure support vs. more build (e.g.: Sprints

• **Communication**
  - Reaching clinicians

• **White paper/sign-off of other organizations**
Streamlined Provider note (Codable/Required) **

- Author: AMIA ?AMA
- Collaborators: HIMSS MD, ONC, CMS/DBRI, AMIA, EHRA, AMA
- Allow Clinicians to guide note “Documentation:”
  - Decrease time required, Increase clinical Efficiency
  - Improve Relative Information Content
  - Improve Quality of care/Patient Outcomes/Safety
  - After hours charting
  - Regulatory concerns
  - Medicolegal issues
  - Education/training/Change management
  - SDOH (documentation and intervention) impacts on burden
Reducing Clinician documentation beyond notes **

• **Author:** AMIA/HIMSS NI
• **Collaborators:** HIMSS MD, ANI
  • Possible: CMS, TJC
  • Totality of documentation, not just that physician or nurse.
  • NOT Shifting documentation responsibility
  • CDS, Information retrieval, Flowsheets, Med admin, orders SDOH
  • Patient centered
  • Telling the Patient story
  • Team based?
  • Clinical quality of documentation (High clinical value)
  • Health system intervention, vendor enhancements, and policy advocacy
  • Technology: Connected devices, Interoperability, EHR (Alert, Order set, Note Template, revenue cycle), Communication Tools
  • TJC: Standards, Survey, CMS engagement
Electronic Prior Authorization

• Author: HL7 (Viet)
• Collaborators: AMDIS, HIMSS, AMIA
• NPRM coming-Viet to provide information to support response
• Concern about shifting burden from staff to Provider
Simple measures of documentation quality → the REAL Quality/Clinical Value of documentation **

• Author:

• Collaborators: AMIA, AMDIS, ?Professional Associations, HIMSS MD, ?AHIMA, ?NLM (long-term research)

• Validate what we currently have
  • What can we measure
  • Single pieces of documentation

• Too broad and not sufficiently linked to burden to start at this time
SDOH

• **Owner:**

• **Collaborators:**
  - Gravity Project, Sync for social

• **Future potential to create a collaborative group to interface with above**
EHR redesign (Very Long term)

• **Owner:**

• **Collaborators:** HL7 (Dave Shlossman), EHRA, **HIMSS MD**, AMDIS, Professional Associations

• Meet with HL7 (Dave Shlossman), EHRA, **HIMSS MD**
  • User Centered design opportunities
  • EHR redesign for Specialty Care
    • Specialty workgroups collaborating with EHRA to support all EHRs
  • EHR Flexibility
  • Problem Oriented Medical Documentation