

Netsmart -Avatar Electronic Health Record – Monthly Status Report November, 2013

Implementation Details

- Live at all Clinics
- Live at all Mental Health Residential sites
- Live at ten Intellectual Disability Residential sites
 - Roll out additional sites weekly – all sites scheduled to be live by December 2nd.
- Live at Emergency Services
 - Continued wireless / air card issues
 - Continued issues with the ES assessment freezing – ticket with Netsmart
- Live at RAAI Caroline, Twin Lakes, King George, 750 Kings Hwy
 - Issues with signature pad and scanning software addressed
 - Other sites to go live in November (Stafford 11/13, Spotsylvania 11/7)
- Live at Crisis Stabilization
 - 2 New computers ordered 10/31 to replace old Vista machines
- Additional Go-Live Dates
 - Kenmore Club 11/5
 - Healthy Families 11/12
- Scanning
 - All charts scanned and imported at all locations
 - Add on scanning and correction procedures in place
 - Training for programs that are not live currently being accomplished.
- System Issues
 - Updates and Patches installed – Residual issues persist
 - Multiple Outstanding Tickets remain – Netsmart wants all tickets and form issues to be handled by support rather than implementation team
- Mobile Connect – pilot launch / set-up began 6/10/13
 - Issues with loading software and tools slowed testing
 - Netsmart representative currently evaluating custom forms to determine if they will be able to be used with Mobile Connect
- Meaningful Use
 - Met with Jennifer Chenault-Walker at Virginia Health Information Technology
 - Recreated Meaningful Use reports for 3 month time period in 2012
 - Working to submit report to DMAS (Department of Medical Assistance Services).
 - Found only Dr. Young to meet criteria (>30% Medicaid Encounters)
 - Working with Dr. Young to access DMAS site and upload new report information

EHR Survey – October 2013

In October our Public Information Officer sent three separate Electronic Health Record end-user surveys to the following programs;

- Outpatient Services –received 12 responses
- Emergency Services –received 3 responses
- Medical –received 3 responses

Here is a summary of the findings;

Outpatient Services

- 91% Using Avatar (no reason/response given for the one person not using Avatar for all questions)
- 100% of Users stated they had adequate training opportunities
- 100% of Users know how to trouble shoot and who to go to for assistance
- To better make better use of Avatar Users would like the following
 - Comprehensive instructions from Champion on how to document in Avatar (8%)
 - Comprehensive training manual (17%)
 - Ability to access Avatar without internet in the community (17%)
 - An Avatar refresher course (25%)
 - No help needed – able to Use Avatar well (33%)
- How long does it take Avatar to load with necessary information?
 - 0-5 seconds (8%)
 - 5-10 seconds (42%)
 - 10-15 seconds (25%)
 - >15 seconds (17%)
 - Unknown (8%)
- Do screens load with the correct information – Yes (100%)
- Is information filed where it is supposed to be? Yes (55%) No (45%)
 - Notes – misfiled information is corrected quickly; scanned information is often not in the right place; some scanned information is missing; scanned information is all over the place
- Are you able to use and save a Comprehensive Adult Assessment? Yes (91%) No (9%)
 - Notes – sometimes the system goes down, can't tell you how many assessments I have lost, now I have to save everything in Draft – what a pain
- Are you able to use and save an Individual Service Plan? Yes (91%) No (9%)
 - Notes – can't edit once it is Final; It is confusing/hard to use at times. Sometimes the objectives and interventions are not where they should be.
- Are you able to use and save a Comprehensive Progress note? Yes (91%) No (9%)
- Are you able to use and save a Quarterly Review? Yes (81%) No (18%)
 - Notes – I have done one at this time
- Are you able to use and save the Admission Bundle? Yes (100%)

- Are you able to use and save the Discharge Bundle? Yes (100%)
- Are you able to access the medical information you need? Yes (91%) No (9%)
- If an individual phoned you in crisis would you be able to access their record? Yes (100%)
- If an individual phoned you regarding treatment issues would you be able to access their clinical record? Yes (100%)
- In your position does the EHR flow easily? If no what suggestions would you have to make it more user-friendly? Yes (55%) No (45%)
 - Avatar is cumbersome
 - I wish they could complete/sign some of the paperwork at centralized intake, as the signing/verifying of information takes time away from the clinical assessment.
 - When you are completing an intake the system asks you early on about diagnosis and stage of change. This information is unknown until the intake is completed. This information should be the last things you are asked. If multiple releases are needed you must wait until you go through the entire intake process.
 - The system constantly freezes and locks-up. I have lost the information typed into the adult assessment because of this. The system does not tell you when paperwork needs to be update, so information like quartlies are due and when assessments need to be updated has to be kept on a spreadsheet. AVATAR has this information. Why doesn't the system remind you when paperwork comes due?
 - Having to use Caps Lock for passwords is irritating when you have to enter your password in order to file.
 - There is redundant information that is asked in some forms. An example would be the Discharge summary. Why does the diagnosis need to be entered into the form when it is already in the chart? Also, why does the admission date need to be entered when AVATAR knows what episode you are closing?
 - I have problems when doing the Group Individual and Group notes. It will send the note to my to do list.
 - I would like to be able to 'flip' through without having to open the different sections. I want to be able to see the whole page, not scroll down. If a selection is 'not applicable' I want to be able to bypass the other questions that are connected
- Do you believe the system will get easier to use with time? Yes (73%) No (27%)
 - Notes – I think I have a handle on it. Problems are inherent in the system.
- What outstanding system errors or issues do you have with the system?
 - Need the ability to pull forward across episodes (x2)
 - To be able to transfer data from one episode to another. and who designed the scanning parameters ----
 - It is the most bulkiest, slowest process on the market.
 - Tx plan reminders on when quarterly reports are due is not working properly. Have to keep our own method to keep up. Slows us down.
 - constant random error messages
 - It took 5 days with AVATAR not working before it was resolved. Also, when doing an intake the system will stop working and you lose your work which seems to be an on/off problem.

- Sometimes when I hit submit after completing an assessment or other longer document the system "spins". Sometimes it is saved and other times I have lost the entire document.
 - The system will not work. It sometimes shows an error when opening up charts, therefore there is no identifying information at the top of the screen.
 - what the heck is this 'shut out' time ---- i should be able to pull avatar up at any time ---- not have to log out b/c i will be automatically shut out for non use.
 - sometimes shuts down when in the middle of something; is more difficult to get at name, address, etc. ,than it should be; it's a pain to have to search for scanned records even with the clinical document viewer (it would help if date listed was date of record not date it was scanned); Avatar does not add quarterly reports to To Do list as Netsmart told us it would
- If you identify a current issue with the system do you know who to call and is the issue resolved in a timely manner? Yes (100%)
 - Notes – Our IT Department is doing the best they can
 - As we go-live to other clinics and programs, what suggestions do you have for the Champions and implementation team to aid with smooth implementation?
 - I am a champion and I rock!! Haha just kidding
 - Use the “Draft” option often to save your data – our Prime Champion did an awesome job on providing a “user friendly” basic user manual
 - More training and practice
 - When staff have problems using AVATAR after going LIVE it would be helpful to have the ability to reach someone the day of the problem(s), however it has been difficulty to get a hold of anyone that is on the list to call for help.
 - More practice/role plays...you sit down and one person plays client and you play clinician...enter an admission bundle....an adult intake, treatment plan, quarterly...practice the sign off method...

Emergency Services

- 100% Using Avatar
- 100% of Users stated they had adequate training opportunities
- 100% of Users know how to trouble shoot and who to go to for assistance
- To better make better use of Avatar Users would like the following
 - Comprehensive training manual (33%)
 - Ability to access Avatar without internet in the community (66%)
 - No help needed – able to Use Avatar well (33%)
 - Notes – better technical support and less issues with connection and Avatar problems
- How long does it take Avatar to load with necessary information?
 - 0-5 seconds (0%)
 - 5-10 seconds (33%)
 - 10-15 seconds (67%)
 - >15 seconds (0%)
 - Unknown (0%)
- Do screens load with the correct information – Yes (100%)
- Is information filed where it is supposed to be? Yes (67%) No (33%)

- Are you able to use and save a Comprehensive Adult Assessment? Yes (33%) No (67%)
 - Notes – N/a – not used in Emergency Services
- Are you able to use and save an Individual Service Plan? Yes (67%) No (33%)
- Are you able to use and save a Comprehensive Progress note? Yes (100%)
- Are you able to use and save a Quarterly Review? Yes (67%) No (33%)
 - Notes – N/A – not used in Emergency Services
- Are you able to use and save the Admission Bundle? Yes (100%)
- Are you able to use and save the Discharge Bundle? Yes (100%)
- Are you able to access the medical information you need? Yes (100%)
- If an individual phoned you in crisis would you be able to access their record? Yes (100%)
- If an individual phoned you regarding treatment issues would you be able to access their clinical record? Yes (100%)
- In your position does the EHR flow easily? If no what suggestions would you have to make it more user-friendly? No (100%)
 - The process takes more steps then it did on paper. The format for the main form we use is choppy and difficult to navigate. The same questions have to answered multiple times. The system is not set up to work well for our program.
 - Linking contact/referrals to comprehensive progress notes so clinicians do not have to search for all the information. I feel that medical staff and therapists may not know how to access records from ES, which would be beneficial to ct's treatment.
- Do you believe the system will get easier to use with time? Yes (100%)
 - Notes – I don't think the system will get better, but we'll get used to working with it, so it will seem less frustrating; It just takes time to learn where everything is
- What outstanding system errors or issues do you have with the system?
 - Avatar will often freeze in the middle of an assessment. There are some issues with Avatar timing out while I am inputting information.
 - Several forms are not available electronically. It seems difficult for other staff members to locate and see the work we do, which could mean they don't have all the needed information to best provide services.
 - Connection issues. The system freezes frequently
- If you identify a current issue with the system do you know who to call and is the issue resolved in a timely manner? Yes (100%)
- As we go-live to other clinics and programs, what suggestions do you have for the Champions and implementation team to aid with smooth implementation?
 - Cheat sheets of where to put pertinent information

Medical

- 100% Using Avatar
- 100% of Users stated they had adequate training opportunities
 - Notes - Not all of the training was the same when we actually went live so it was helpful to have someone there in the area when we went live

- 100% of Users know how to trouble shoot and who to go to for assistance
- To better make better use of Avatar Users would like the following
 - Comprehensive training manual from my Champion (33%)
 - No help needed – able to Use Avatar well (33%)
 - A Microsoft Word Class (33%)
- How long does it take Avatar to load with necessary information?
 - 0-5 seconds (0%)
 - 5-10 seconds (0%)
 - 10-15 seconds (33%)
 - >15 seconds (33%)
 - Unknown (33%)
 - Notes – sometimes more that 10-15 seconds
- Do screens load with the correct information – Yes (33%) No (67%)
 - Notes – Have to enter patient name on some notes; not all the time
- Is information filed where it is supposed to be? Yes (0%) No (100%)
 - Notes – You have to search many indident codes
- Are you able to use and save a Comprehensive Adult Assessment? Yes (67%) No (33%)
 - Notes – I don't use this
- Are you able to use and save an Individual Service Plan? Yes (33%) No (67%)
 - Notes – not in my job description; I don't use this; Sometimes hard to access information
- Are you able to use and save a Comprehensive Progress note? Yes (67%) No (33%)
 - Notes – I don't use this
- Are you able to use and save a Quarterly Review? Yes (33%) No (67%)
 - Notes – Not in my job description; I don't use this
- Are you able to use and save the Admission Bundle? Yes (33%) No (67%)
 - Notes – Not in my job description; I have not used this
- Are you able to use and save the Discharge Bundle? Yes (33%) No (67%)
 - Notes – Not in my job description; I have not used this
- Are you able to access the medical information you need? Yes (67%) No(33%)
 - Notes – To many places to try and find it; most of the time yes; Sometimes but it is difficult and timely
- If an individual phoned you in crisis would you be able to access their record? Yes (33%) No (67%)
 - Notes- To many places to find it; Takes time
- If an individual phoned you regarding treatment issues would you be able to access their clinical record? Yes (67%) No (33%)
 - Notes – To many places to find it
- In your position does the EHR flow easily? If no what suggestions would you have to make it more user-friendly? Yes (33%) No (67%)
 - Notes – Put names in notes. Try to reduce clicks for administrative things. Connect medications with Infoscriber and avatar so that duplication is not necessary; when opening a chart, the user must again type in the client's name in order to write a note. The user must also open multiple screens to complete the tasks in the position for just one client
- Do you believe the system will get easier to use with time? Yes (67%) No(33%)

- Notes – Seems more administratively oriented and less clinically oriented
- What outstanding system errors or issues do you have with the system?
 - The time it takes to open screens. Often the wrong client's information is scanned into another person's chart. The system freezes often, causing the user to lose all information that was currently being worked on; easier access. Clear understanding of who is supposed to input admission data.
- What outstanding system errors or issues do you feel have yet to be adequately answered?
 - IT people seem to leave clinical people out of the problems solving loop. Clinical people bring the problems up but the IT people do not seem to ask when it is time to implement.
 - Opening new patients to medical prior to them being seen by the physician
- If you identify a current issue with the system do you know who to call and is the issue resolved in a timely manner? Yes (100%)
- As we go-live to other clinics and programs, what suggestions do you have for the Champions and implementation team to aid with smooth implementation?
 - More training time and designated training time to where the users do not have to "learn as they go" or squeeze time in between clients in their schedules to learn
 - More education about how to save information and how to access information

Final Summary Notes;

Most users are actively using Avatar and have received adequate training. There is a need for more focused training, comprehensive documentation, and direction for each program (i.e. who is responsible for admission bundles).

Users are very vocal about the negative aspects and clearly there are issues with data access and system issues (i.e. losing data when you lose internet connectivity). Some issues can be addressed internally (i.e. scanning errors) and others are inherent in the Netsmart products (having to type a name in a note, no skip logic, quarterly functionality).

It would be beneficial for the Implementation team to meet and address the issues that were flushed in this survey. We can work towards remedies for internal issues and contact Netsmart with system issues and innovation requests. It would also be beneficial after the survey to communicate what can be addressed and how some of the issues will be handled.