The Office of the National Coordinator for
Health Information Technology

Easy EHR Issue Reporting Challenge

June 7, 2018

On Today's Call

Challenge Team:

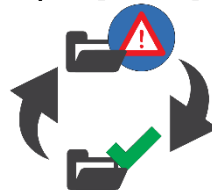Adam Wong, *Office of the National Coordinator for Health IT*

Marcy Opstal, *Office of the National Coordinator for Health IT*

Agenda:

- Introduction

- Background

- Problem

- Goals

- Submission Details

- Links and Resources

- Q&A

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Office of the National Coordinator of Health IT (ONC)

- ONC is the principal federal entity charged with coordination of nationwide efforts to implement and use the most advanced health information technology and the electronic exchange of health information

- The Office of the National Coordinator for Health Information Technology (ONC) is at the forefront of the administration's health IT efforts and is a resource to the entire health system to support the adoption of health information technology and the promotion of nationwide health information exchange to improve health care.

ONC Prize Challenges

- Better health, better care, better value through quality improvement

- Spotlight areas of high interest to ONC and HHS

- Direct attention to new market opportunities

- Continue work with start-up community and administer challenge contests

- Increase awareness and uptake of new standards and data

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Background: Current Use of Health IT

- Clinicians and health care team members rely on electronic health records (EHRs) to retrieve patient information, assist in clinical decision-making, and enhance patient safety and health care quality

- Advanced health IT yields safer care in general

- However, EHRs can pose challenges and risks when deployed into complex clinical environments

These challenges/risks are difficult to identify and correct unless end users' concerns <u>are regularly captured and analyzed</u> for trends and quality improvement activities.

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Problem: Not Enough Reporting

- End users need to capture and share their EHR concerns with their reporting entities easily and consistently

- Reporting should be quick and straightforward, with minimal to no disruption to clinical workflow

- Better reporting mechanisms should address end users' needs and complement clinical workflow processes/systems

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Challenge Goals

- To develop an application that allows end users to report a potential health IT safety issue when it happens in an environment that minimizes clinical burden

- By facilitating reporting, there will be more data available to conduct health IT safety root cause analyses, provide feedback to EHR developers, and determine best practices

Solution Requirements (1/2)

- Facilitate the reporting of EHR usability and safety issues in an EHR platform-neutral way consistent with applicable interoperability standards.

- Support reporting via [AHRQ common formats](#).

- Use relevant interoperability and technical standards to integrate a user-friendly interface with the health IT workflow clinicians and other care team members use daily, via any technology approach.

- Allow the end user to access and use the reporting tool when and where the concern arises without exiting the EHR system workflow process currently in use.

- Allow the clinician practice, hospital, or end user to choose which parties to report to, such as a provider's health IT department or EHR service/support team, a health care organization's internal safety program, the EHR developer, and PSOs.

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Solution Requirements (2/2)

- Minimize user and system impact:

  » For users, minimize the time and effort needed to create a report through the solution.

  » For systems, minimize the solution's performance impact on the system in use such that the end-user does not experience reduced performance to complete routine tasks.

- Provide feedback to the end user that the report was sent and/or received.

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User Focus

- Submitters are also required to undertake user testing and/or co-design with end users of the tool in order to bring in direct feedback during development.

- Submitters may choose the level of formality or structure and must demonstrate engagement with end users in clinical practice where they regularly use at least one EHR.

  » Pilot testing with a provider or EHR developer, a larger amount of time spent with real-world EHR users, greater formal rigor, and the number and diversity of users will result in a more positive assessment under the evaluation criteria. Evidence could include sample feedback, quotes, or pictures, and should include how it affected development of the submission. Resources like https://methods.18f.gov/discover/stakeholder-and-user-interviews/ can provide guidance.

Evaluation Criteria

- <u>EHR workflow integration:</u> Ease of accessing and utilizing the solution without exiting the EHR or having to use a separate login. This includes, for example, ease and time needed to complete a report, time and effort required to return to prior task flow following report completion, and the ability to pull in or reproduce information from the EHR.

- <u>Information flow:</u> Use of or compatibility with AHRQ Common Formats. Comprehensiveness and relevance of information in generated reports. Ability to transmit data to single or multiple selected stakeholders simultaneously, at the discretion of the clinician practice, hospital, or end user.

- <u>User experience:</u> Usability and overall user experience, including visual appeal, simplicity, and adherence to web best practices. Also includes the impact on EHR system performance and thoroughness of user testing/co-design process.

- <u>Technical functionality:</u> Accomplishes the remaining specified technical functionality requirements detailed above in "Solution Requirements" not covered by the "EHR workflow integration" and "Information flow" criteria.
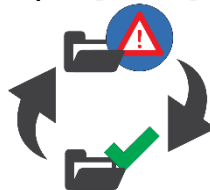
Prizes

First Place

$45,000

Second Place

$25,000

Third Place

$10,000

Plus visibility, prestige, and recognition!

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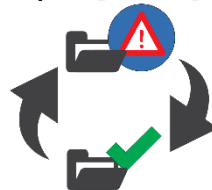
Timeline

Challenge Launch
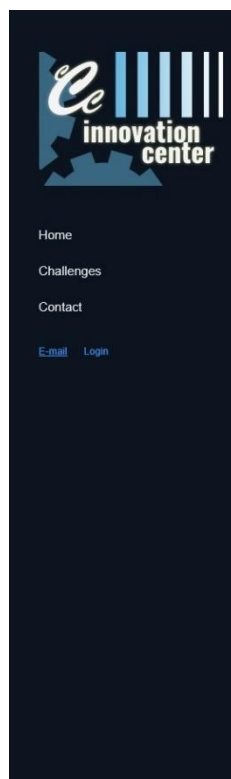
May 22, 2018

Submissions Due

October 15, 2018

Winner Announcement

November 2018

How to Apply

✓ Go to https://www.cccinnovationcenter.com/challenges/easy-ehr-issue-reporting-challenge/

✓ Submission package must include:

- Instructions file documenting usage, installation instructions, and system requirements

- Slide deck (less than 12 slides), which describes how the solution functions and addresses the application requirements, while detailing consumer testing/co-design process

- Video demo (5-minute max) showing implementation and use of the solution

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Links and Resources

- Challenge Details and Submission

  » https://www.cccinnovationcenter.com/challenges/easy-ehr-issue-reporting-challenge/

  » Or search for "Easy EHR Issue Reporting" on Challenge.gov

Questions?

Email Josh Shapiro, jshapiro@capconcorp.com

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Questions and Answers