Tobacco Health Systems Change

How Can the EHR Help You Identify and Intervene with Patients Who Use Tobacco?

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ClearWay MINNESOTA

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Center for Tobacco Research & Intervention

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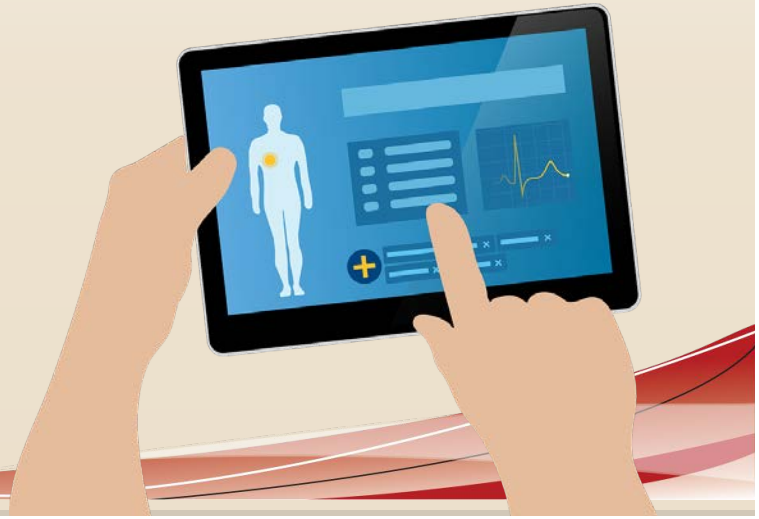
Outline

- Universal tools available to initiate brief interventions and address tobacco use as a chronic disease
- Epic System's 'Healthy Planet' program tobacco cessation components as a population health approach
- Key strategies to make connections with system leadership and Information Technology staff

Electronic Health Record (EHR) and Tobacco Interventions

- Effective and efficient delivery of evidence-based smoking cessation treatments to patients is a key public health need
- Innovative adoptions of EHR technology can drive evidence-based tobacco cessation treatment interventions



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Buy-In and Support Needed

- Medical/clinical leadership
- Administration leadership
- Information Technology leadership
- Champion clinician(s)
- EHR vendor
- Quitline vendor

- Resource allocation (human and fiscal)

Identify Champion(s) Within the Healthcare System

Think broadly:

- Quality Improvement
- Nurses
- Physician Assistants
- Medical Assistants
- Administrators
- Clinic Managers
- Physicians

Tobacco Use as a Chronic Disease

- Characterized by high rates of relapse following periods of abstinence
- Smoking should be approached as aggressively as other chronic diseases that are amenable to interventions
- Use EHR tools to help address tobacco use as a chronic disease by providing effective brief interventions for patients who smoke

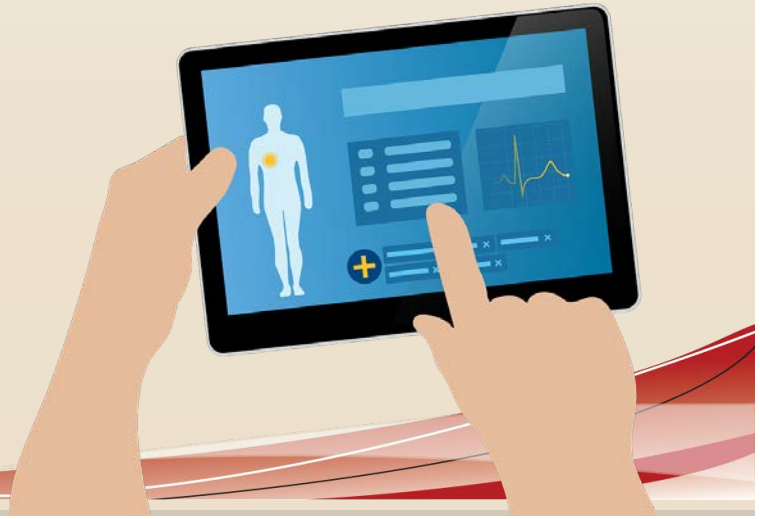
Utilizing the EHR

EHR technology creates capacity to intervene with patients who smoke to:

- Universally identify and document tobacco use status
- Guide clinicians in a brief clinical intervention
- Refer patients to external resources
  - HIPAA-compliant
  - Closed-loop

Universal EHR Tools

- Tobacco Registry
- Dashboard
- Best Practice Advisory
- SmartSet
- Referral Orders
- Referral Order Results
- Interfaces
- Reports



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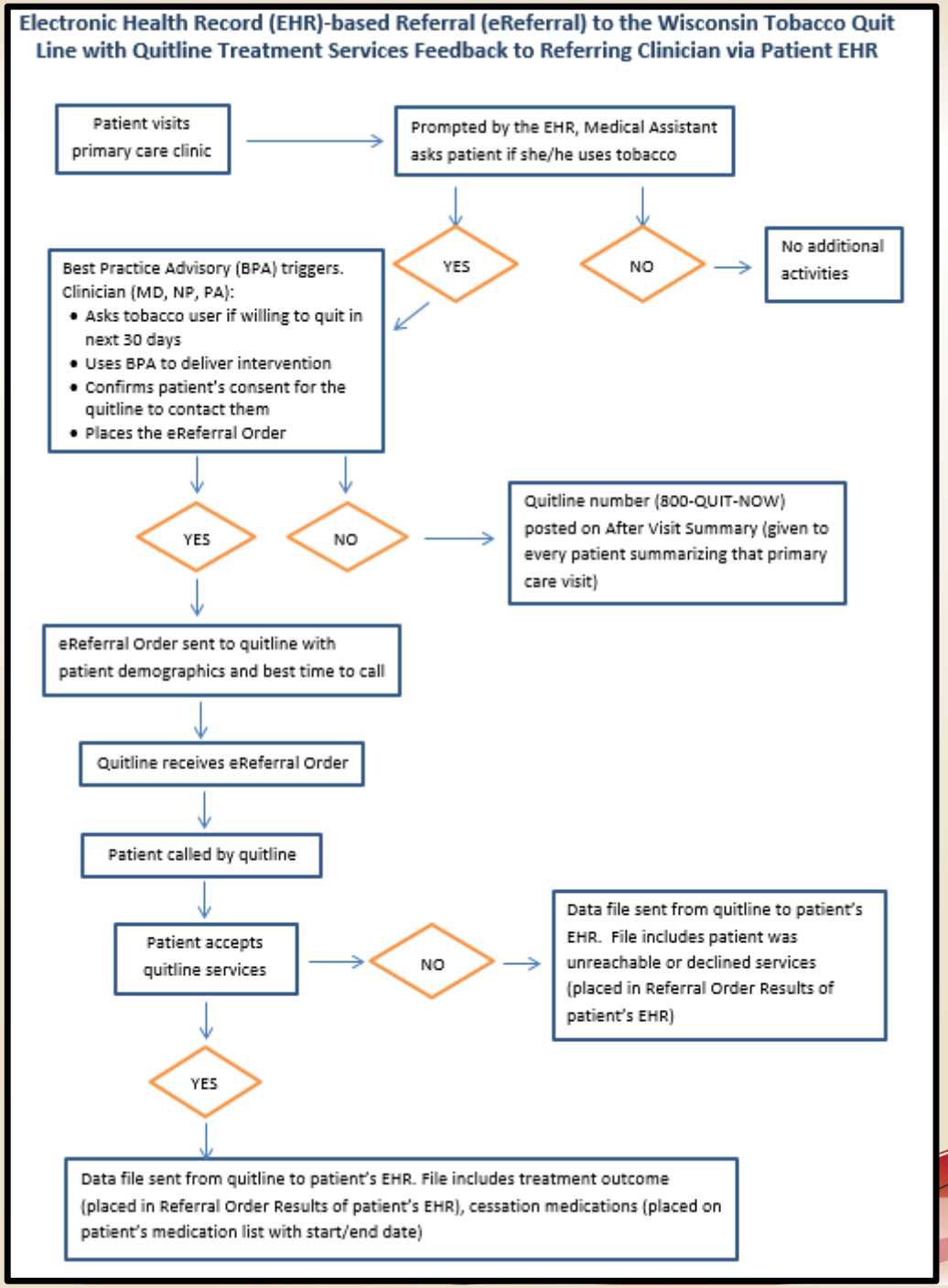
Determine the Workflow

Critical for IT build and crucial for clinician engagement

- Brief Intervention – 5As
  - Integrated in the EHR
  - Determine which clinicians take part in office visit workflows
- Referrals to treatment extenders
- Closed loop: Referral outcomes return to EHR and notify clinician

Workflow



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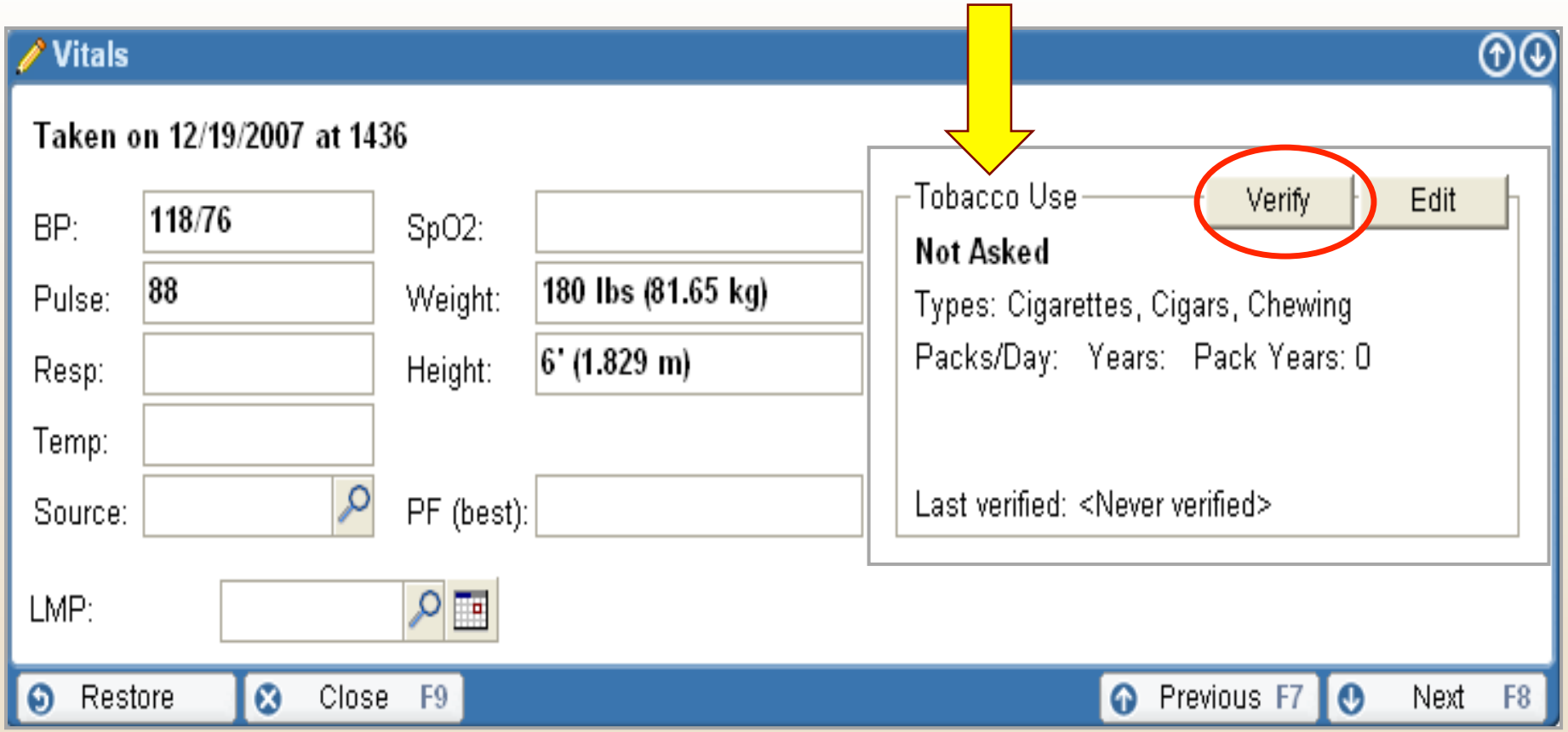
Tobacco Use Assessment



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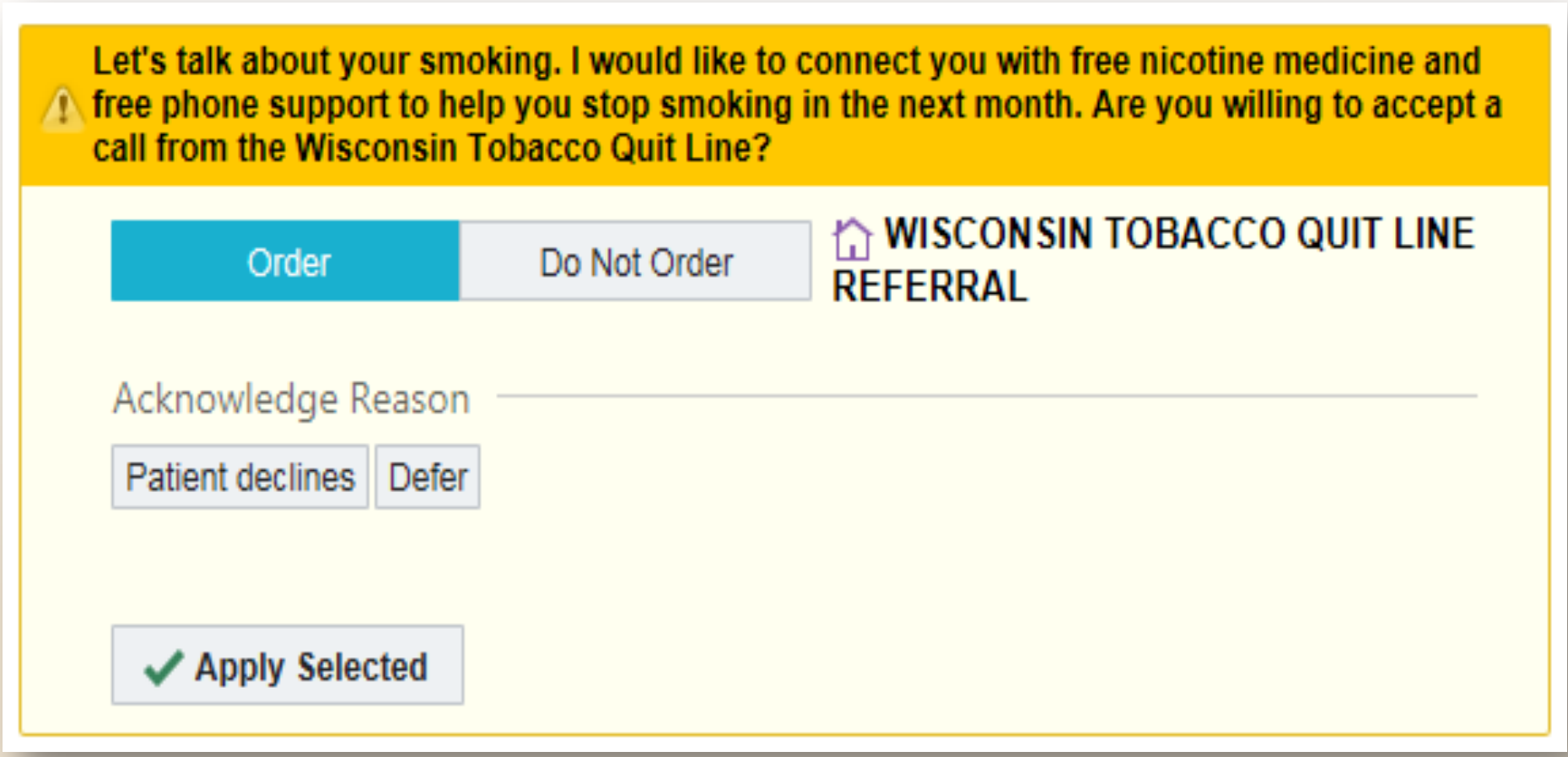
Best Practice Advisory



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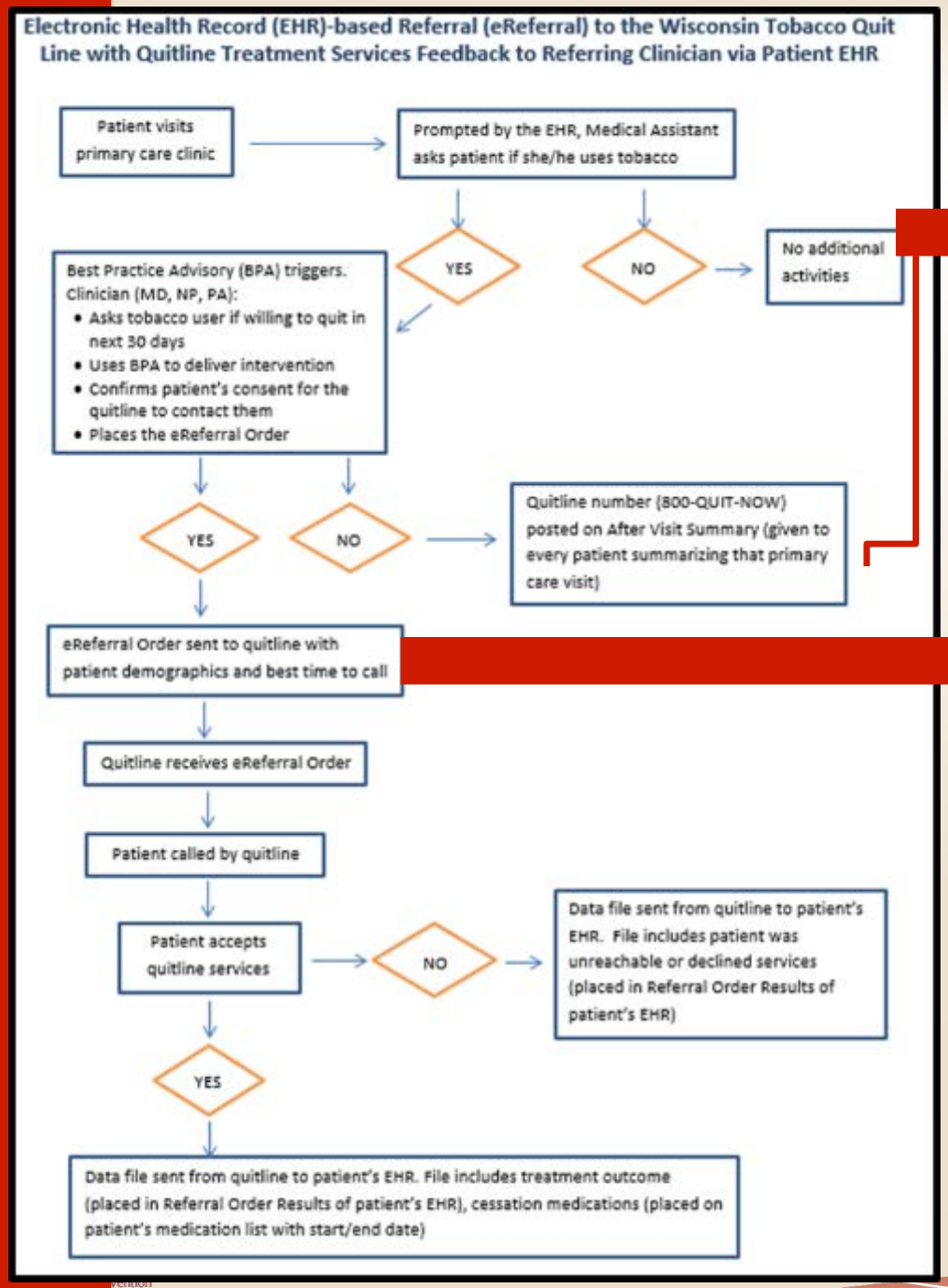


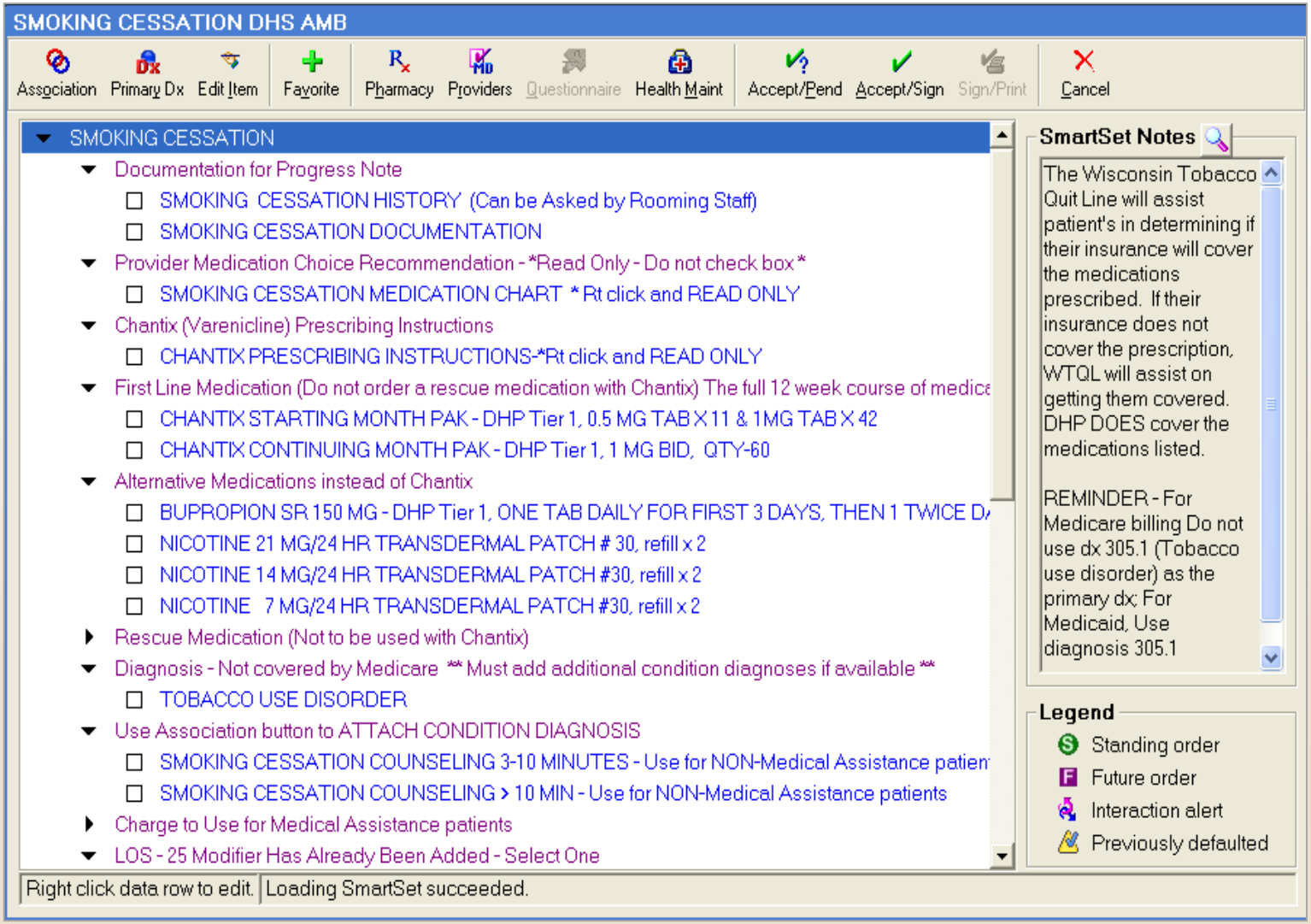
Patient Visit Summary

Quitline number (800-QUIT-NOW) posted on After Visit Summary (given to every patient summarizing that primary care visit)

Tobacco Quitline Order

eReferral Order sent to quitline with patient demographics and best time to call.

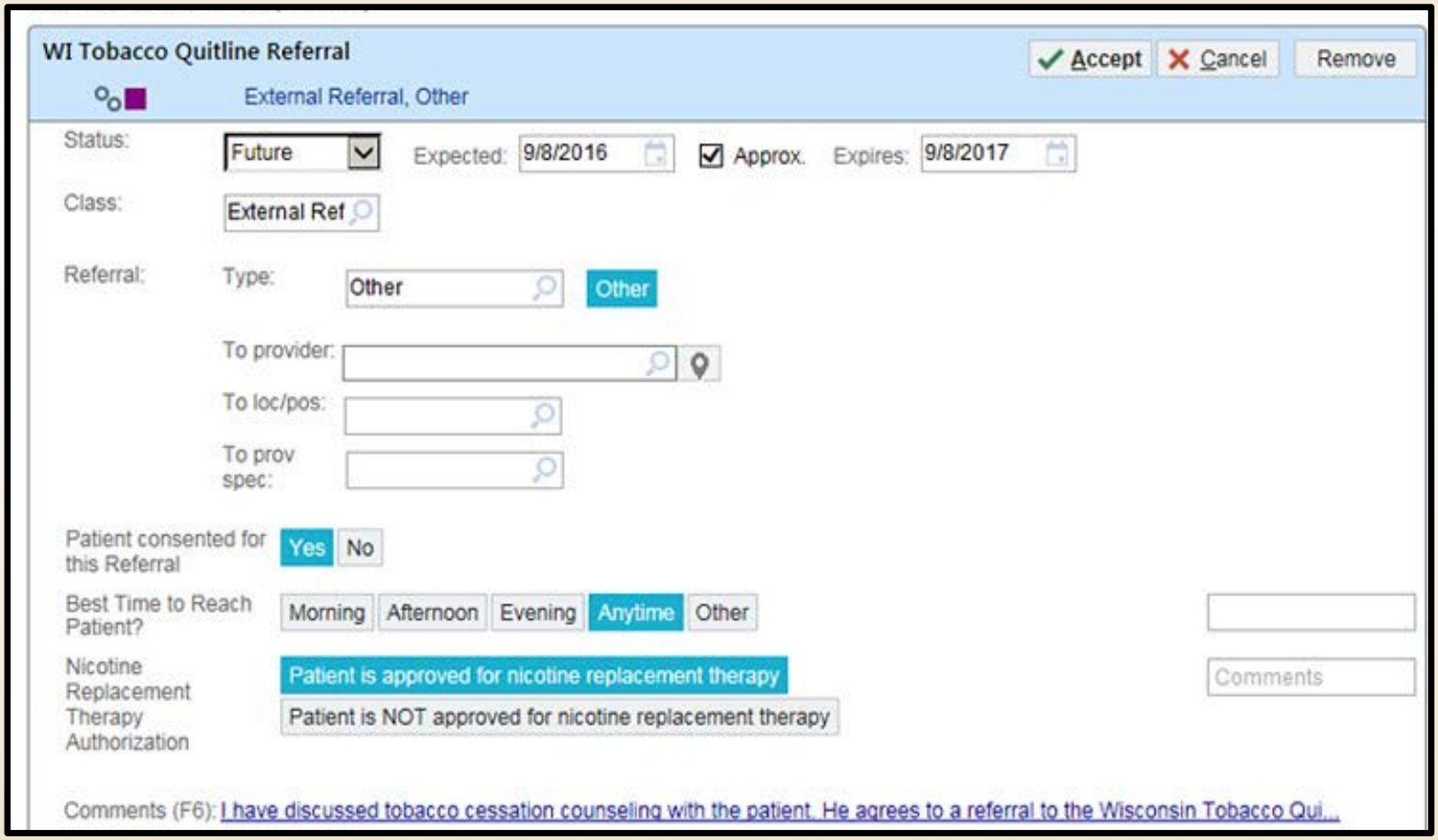
SmartSet

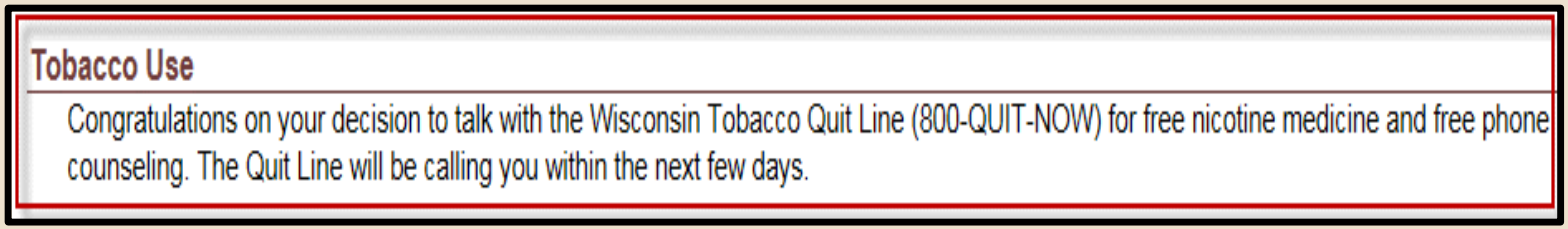


Lindholm C, Adsit R, Bain P, et al. *A Demonstration Project for Using the Electronic Health Record to Identify and Treat Tobacco Users*. WI Med J. 2010 Dec;109(6):335-340.

Tobacco Quitline Order

After Visit Summary





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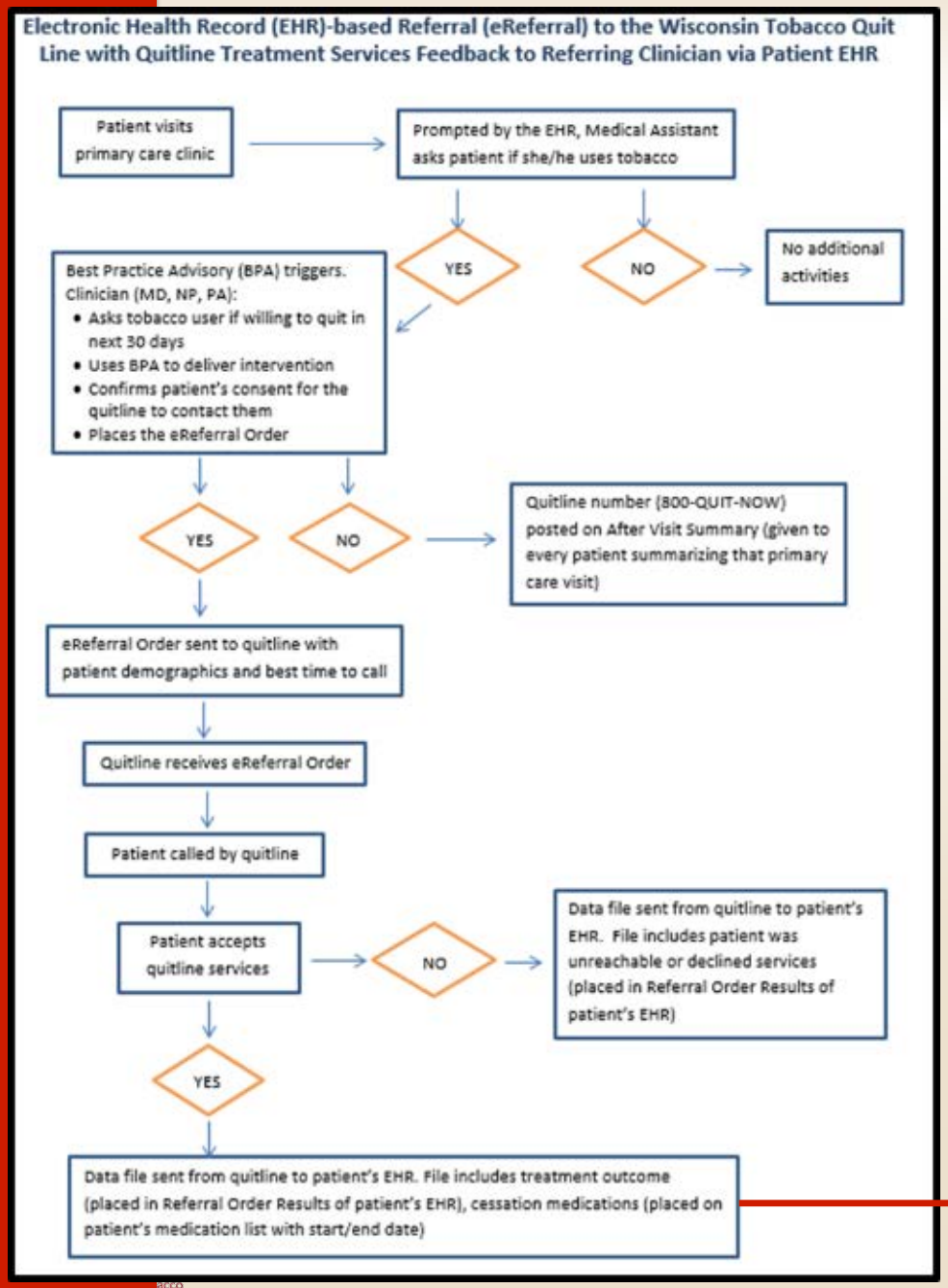
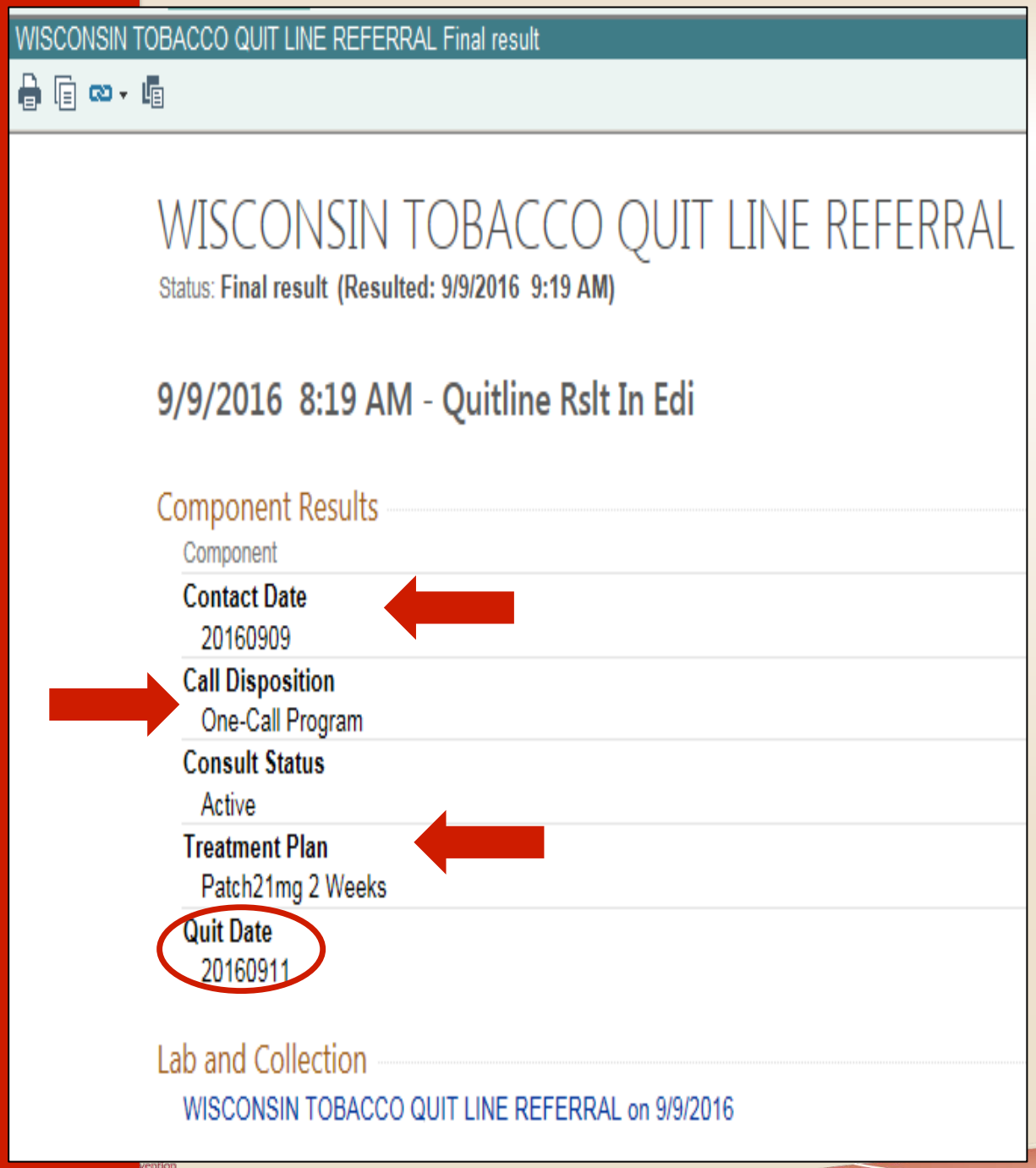


Quitline eReferral Order Result

Data file sent from quitline to patient's EHR. File includes treatment outcome (placed in Referral Order Results of patient's EHR), cessation medications (placed on patient's medication list with start/end date)



Closing the eReferral Loop: Tobacco Quitline Order Result

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Epic System's Healthy Planet

Population Health

Coordinate care across a community of providers with Healthy Planet

- Bring in data from any vendor source, including claims, revenue, and other EHRs.
- Create a single longitudinal plan of care accessible to patients, providers, care managers, and affiliates.
- Communicate with other EHRs and allow external providers to review and resolve care gaps through a web-based care management portal.
- Engage the patient by providing access to key health data, self-service capabilities, and health & wellness reminders through an EHR-agnostic patient portal.
- Implement and support your program with business intelligence scientists.
- Get a deeper understanding of costs to better manage resources.

https://www.epic.com/software#PopulationHealth

Healthy Planet – Tobacco

Tobacco software module

- Tobacco Registry
- Dashboard
- Best Practice Advisory
- Smoking Cessation SmartSet
- Referral Orders to external resources
- Medication Orders
- Incoming Referral Order Results
- SmartText
- “Care Management” Flowsheets

Implementation Project with Wisconsin Health System

- The clinical program deploys EHR tools designed to streamline tobacco dependence treatment for primary care clinicians and the Tobacco Cessation Outreach Specialist (TCOS)
- Key components of the program are:
  - Systematic identification of patients who smoke
  - Assessing patient willingness to set a quit date
  - Offering all patients evidence-based smoking cessation treatment
  - Proactive outreach to patients not seen at the clinic

Smoking Cessation SmartSet

- Brief Intervention:
  - Diagnoses, i.e. Tobacco Dependency
  - Counseling documentation
  - Referral to internal TCOS staff and external resources
  - Medications
  - Patient Instructions for After Visit Summary
  - Charges for billing

Population Health Approach

- Reach all smokers in the health system
  - Clinical interventions
  - Patients not presenting to clinics
- Tobacco Cessation Outreach Specialist uses a SmartSet and Flowsheets to:
  - Follow up with all patients after a clinic visit
  - Refer to external resources
  - Conduct annual outreach to smokers on the Tobacco Registry who have not had a face-to-face clinic visit

TCOS – Patient Follow-Up

- Follows up with all clinic patients who smoke
- Patients who set a quit date and were referred to the TCOS
  - Connects with patients before their quit date
  - Connects with patients after their quit date and follows up 6 weeks after the quit date
- Patients who did not set a quit date
  - Attempts to reach patients within a week of their clinic visit
  - Checks if now willing to quit and use treatment

TCOS – Annual Outreach

- Outreach intervention component for patients who do not visit the clinic:
  - Runs a report to find every “Current Smoker” who has not visited the clinic in the past year
  - “Cold calls” patients to offer cessation support
    - Provide tobacco cessation counseling to all patients willing to quit or reduce
    - Order OTC NRT
    - Offer eReferrals to quitline and SmokefreeTXT

Information Technology

IT Build Resources

Systems with **Epic EHR**:

- **UserWeb** - Your system IT staff are familiar with this Epic customer resource (password protected)

- Search
  - "**Smoking Cessation Intervention Using a Tobacco Quitline**" (Outpatient)
  - "**Smoking Cessation Treatment Beginning During Inpatient Admission**" (Inpatient)

Information Technology (continued)

IT Build Resources

Systems with **non-Epic EHR**

- Does EHR vendor assign a **technical support person(s)** to your health care system?
- Does EHR vendor provide **technical documents and support** for building referral orders, order results, and interfaces?
- Your system IT staff can answer these questions

Action Steps

- What are your goals to improve tobacco use assessment and treatment?
- How can you use the EHR to help providers/system achieve tobacco use identification and treatment quality/ performance goals?
- Who can you garner support from?
- What are your next steps?

Questions?

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THANK YOU

For questions regarding today's webinar, please contact:

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