



Mini Pii Session

Translating Strategic Initiatives to Office Visit Workflow

March 20, 2019

Miki Gilmore, CMA and Lori Pearlmutter, PT, MPH, CPQH from North Country HealthCare presented and lead a conversation around translating strategic initiatives to office visit workflow.

In this presentation they reviewed:

- How to identify the strategic initiatives
- How to align practice with strategic initiatives
- Incorporating Social Determinants of Health into office visit
- How to conduct and document for the PHQ-2 and PHQ-9 Depression Screening at every visit
- How to conduct the GAD Anxiety Screening and document results
- Using the Centricity EHR system, how to convert raw screening results into narrative text data for physician use during the visit
- Options for management of a positive screening result on Depression or Anxiety Screening(s)
- Reviewed the detailed Depression Screening workflow and follow up protocols across care team including medical assistants, providers, behaviorists, and care manager team members.
- Reviewed the detailed Diabetes with A1c over 9 workflow and follow up protocols across care team including diabetic educators, medical assistants, providers, behaviorists, care manager and referrals team members
- Using AZARA population health tool to identify gaps in care and screening requirements including diabetic foot exam, eye exam, retinal scan, and dental screenings.
- Identifying opportunities to capture information on flu and pneumonia vaccine statuses

**Translating Strategic Initiatives to
Office Visit Workflow**



NORTH COUNTRY

HealthCare

Miki Gilmore, CMA
Lori Pearlmuter, PT, MPH, CPHQ

Recap of presentation 3/6/19

- **Goal- practice transformation**
- **Align with Strategic Initiatives (5)**
 - **#3 Create Integrated Care Teams**



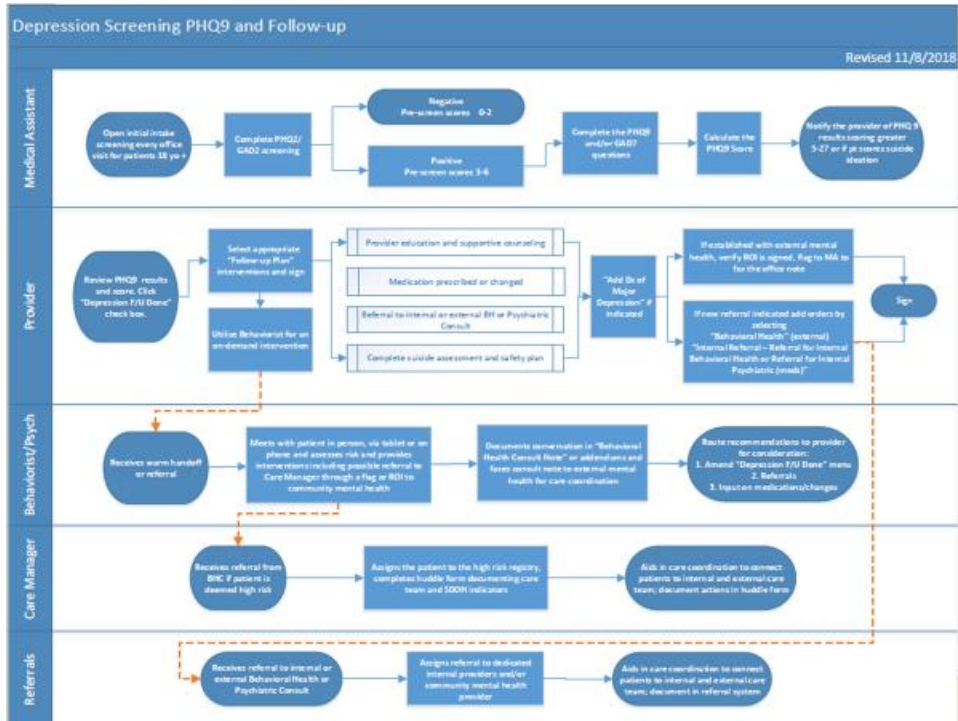
Strategic Initiatives

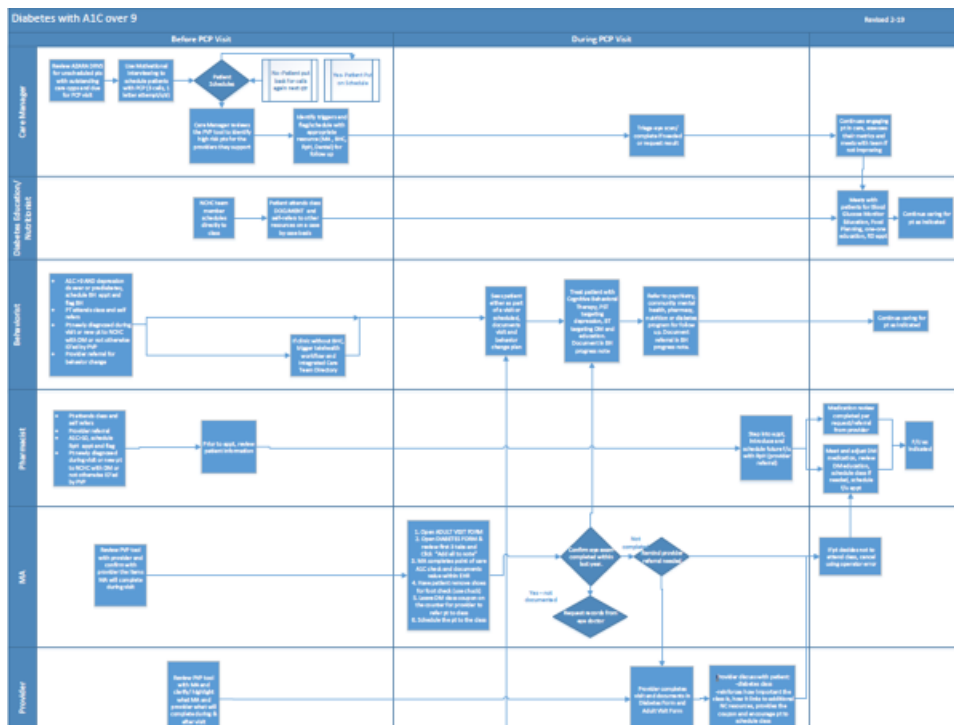
–SDOH

- Depression Screening

–Poorly controlled or complex conditions

- Diabetes





All Training Available on our Shared Files

Computer > users (\\fs-storage) (W:) > Human Resources > EHR Training Video >

Name	Date modified	Type	Size
Training Handouts	3/13/2019 12:07 PM	File folder	
Centricity Desktop Review	7/6/2018 2:33 PM	MP4 Video	16,497 KB
Creating a Phone Note	7/6/2018 1:12 PM	MP4 Video	9,735 KB
DM MA Workflow	3/13/2019 9:21 AM	MP4 Video	10,568 KB
Documenting Immunizations	12/7/2018 1:35 PM	MP4 Video	16,592 KB
Duplicate Tickets	1/28/2019 2:54 PM	MP4 Video	12,728 KB
EHR Changes Q1	2/18/2019 3:52 PM	MP4 Video	6,173 KB
How to Run In-Process Immunization Re...	12/7/2018 2:37 PM	MP4 Video	6,847 KB
Immunization Training	12/7/2018 5:13 PM	MP4 Video	37,398 KB
Patient Chart Review	7/6/2018 12:14 PM	MP4 Video	56,623 KB
Pre-Loading Immunizations	12/7/2018 10:49 AM	MP4 Video	6,816 KB
Printing Pt. Education Hand-Out	2/18/2019 3:53 PM	MP4 Video	13,026 KB
Provider Student Encounter Training	8/29/2018 10:15 AM	MP4 Video	17,174 KB
RX Refills in-house	7/6/2018 1:55 PM	MP4 Video	15,788 KB
Scheduling Patient Telehealth	8/30/2018 2:55 PM	MP4 Video	5,360 KB
Update appends	2/21/2019 1:53 PM	MP4 Video	14,574 KB
Urine Screening	2/19/2019 4:29 AM	MP4 Video	1,730,627 KB

**Thank you
Questions?**

