

# The National HIT Landscape

George Reynolds, MD, MMM, CPHIMS, CHCIO

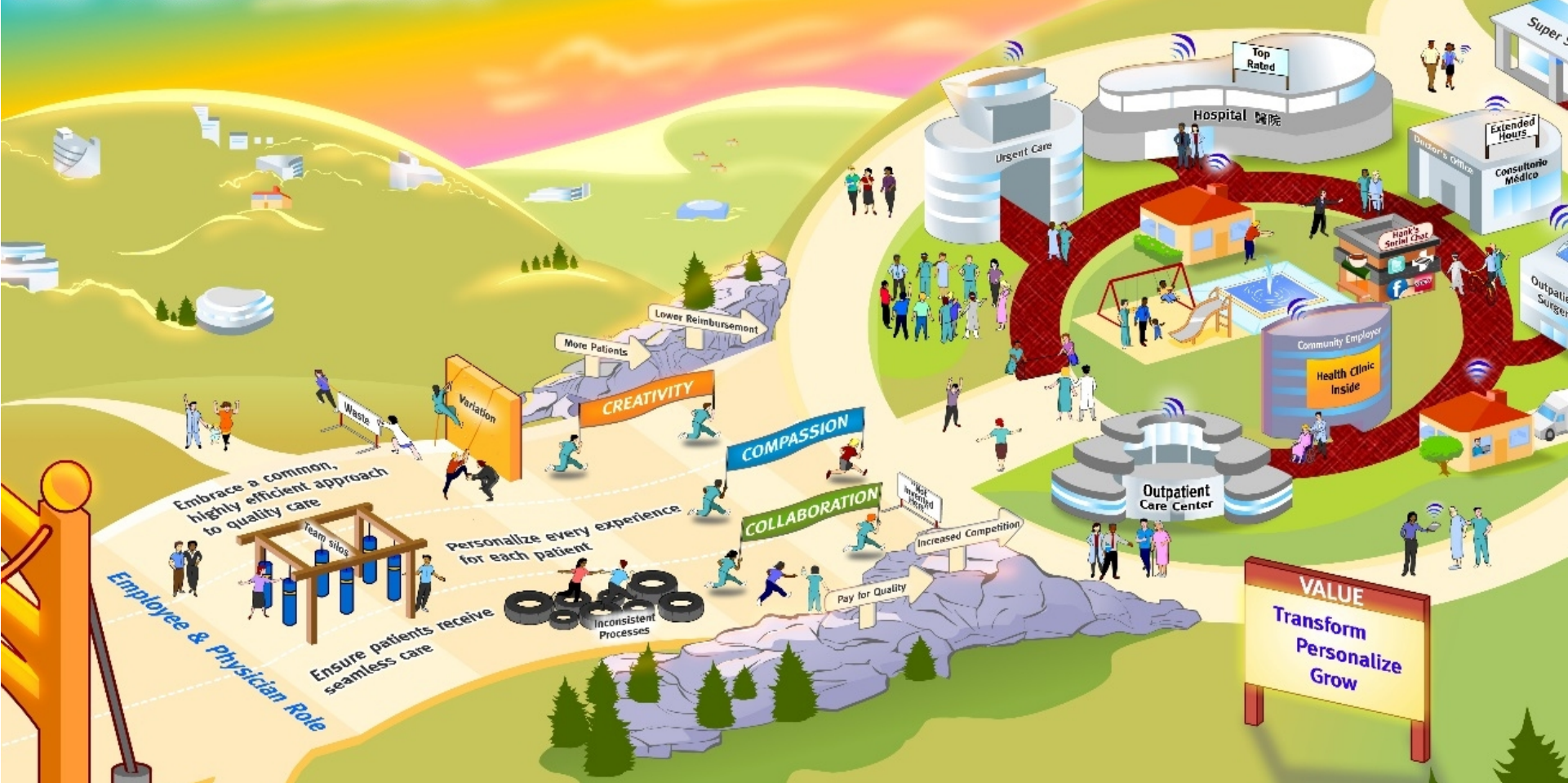
October 25, 2017



We are in the healthcare business...

...NOT the Information Technology Business.

# Our Path Forward

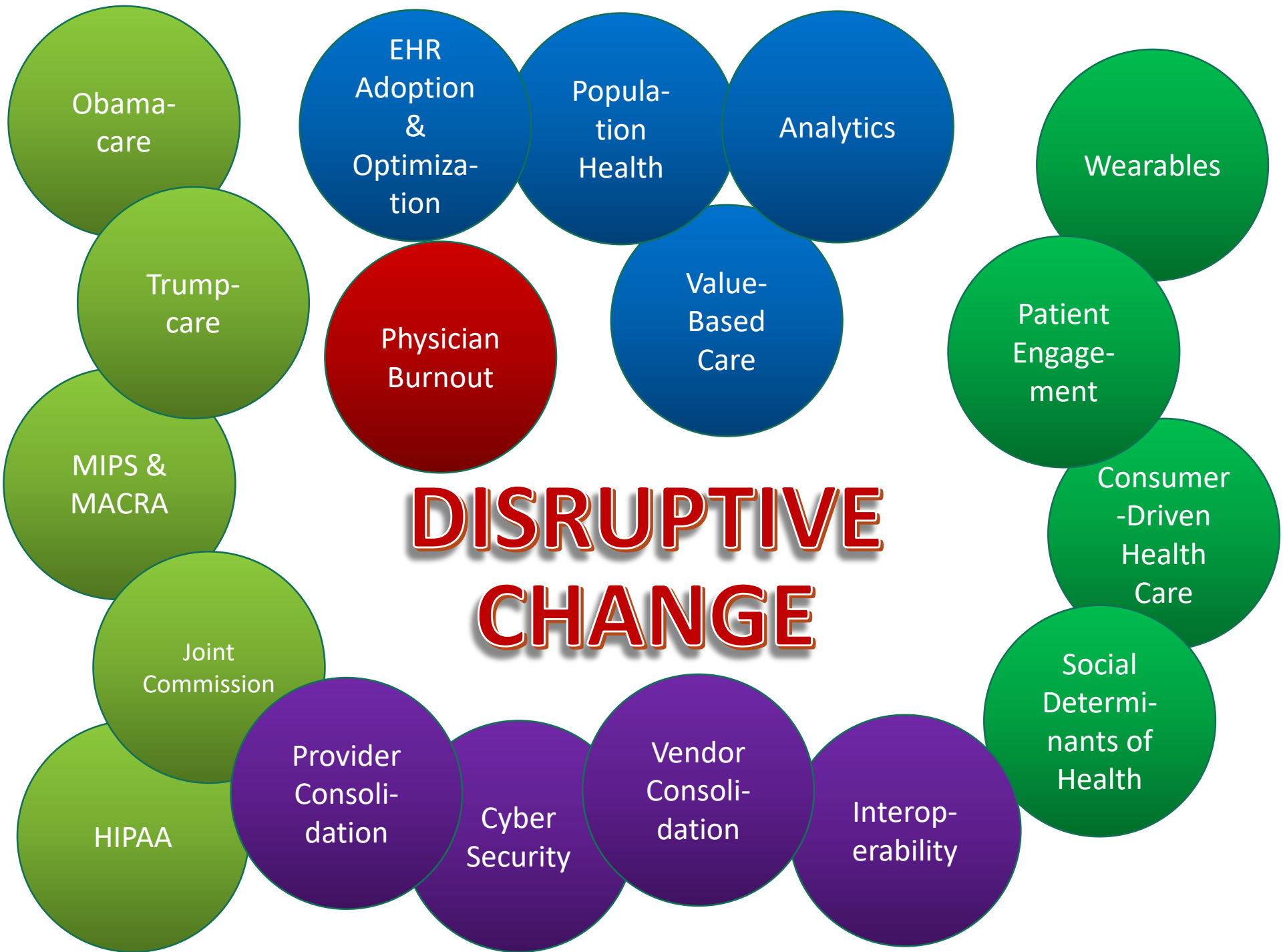


## Vision Picture



Blank Canvas  
Tomorrow's Healthcare IT Environment

What word best  
describes Healthcare today?



Obama-care

Trump-care

MIPS & MACRA

Joint Commission

HIPAA

EHR Adoption & Optimization

Physician Burnout

Population Health

Value-Based Care

Analytics

Provider Consolidation

Cyber Security

Vendor Consolidation

Interoperability

Wearables

Patient Engagement

Consumer-Driven Health Care

Social Determinants of Health

# DISRUPTIVE CHANGE



We spend more on health  
care than Canada does  
**on everything**



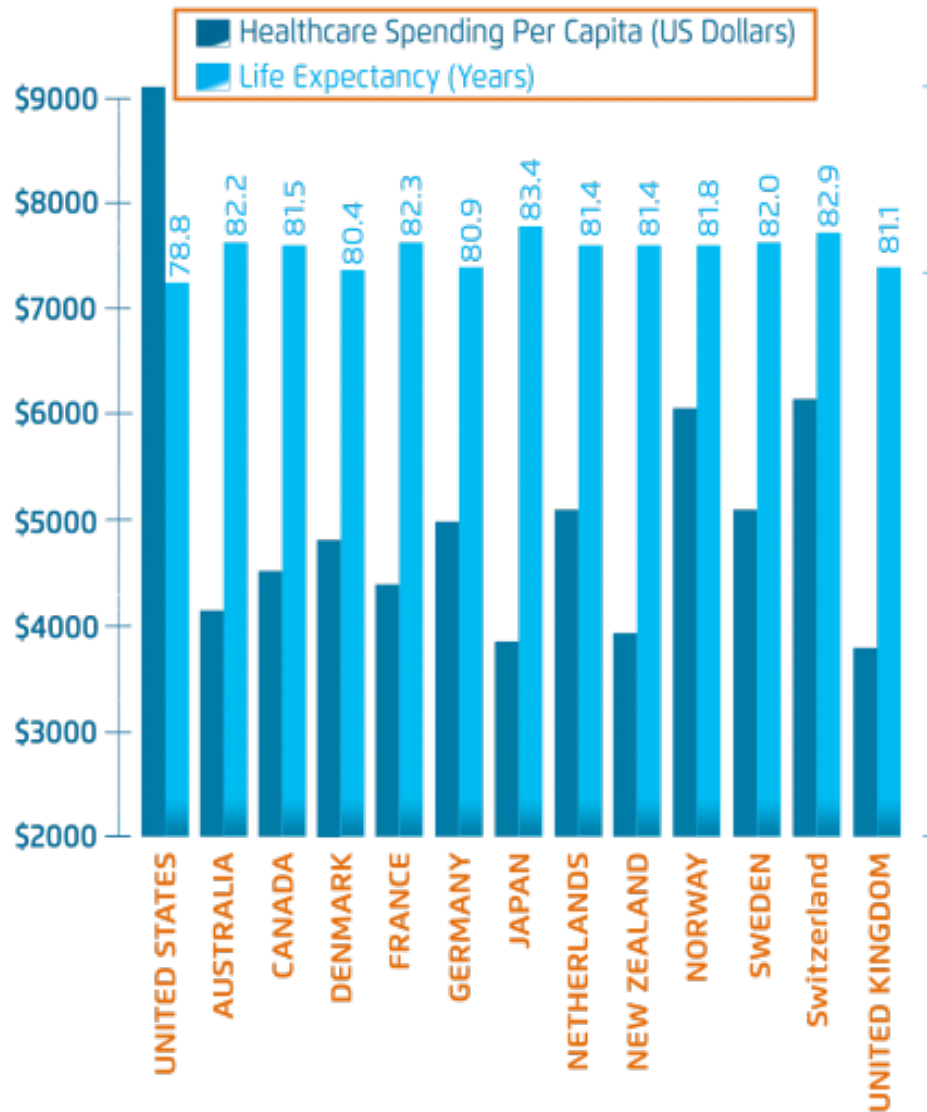
and we have quality results  
comparable to

**Libya**

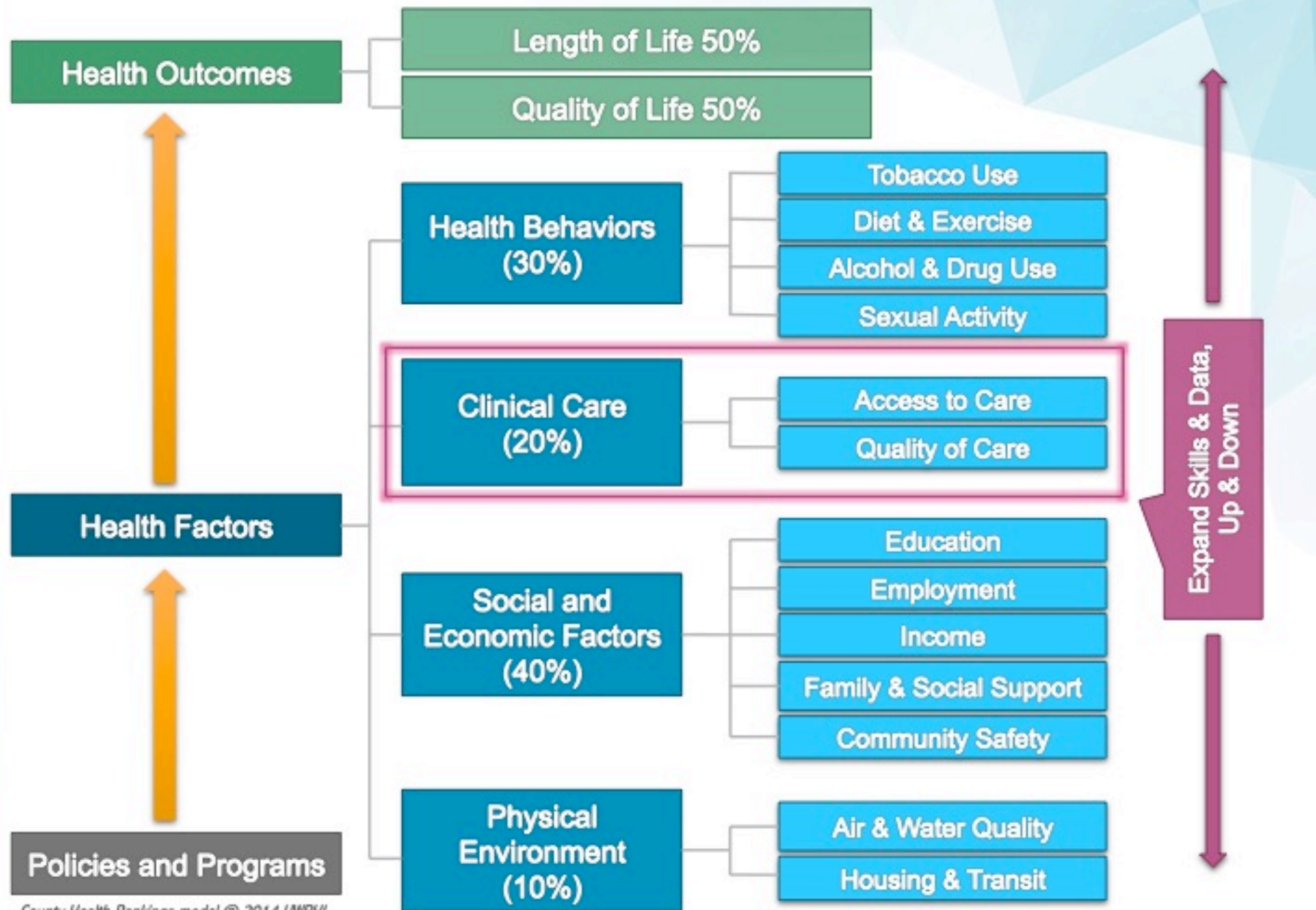


# US Population Health

SPENDING ≠ POPULATION OUTCOMES



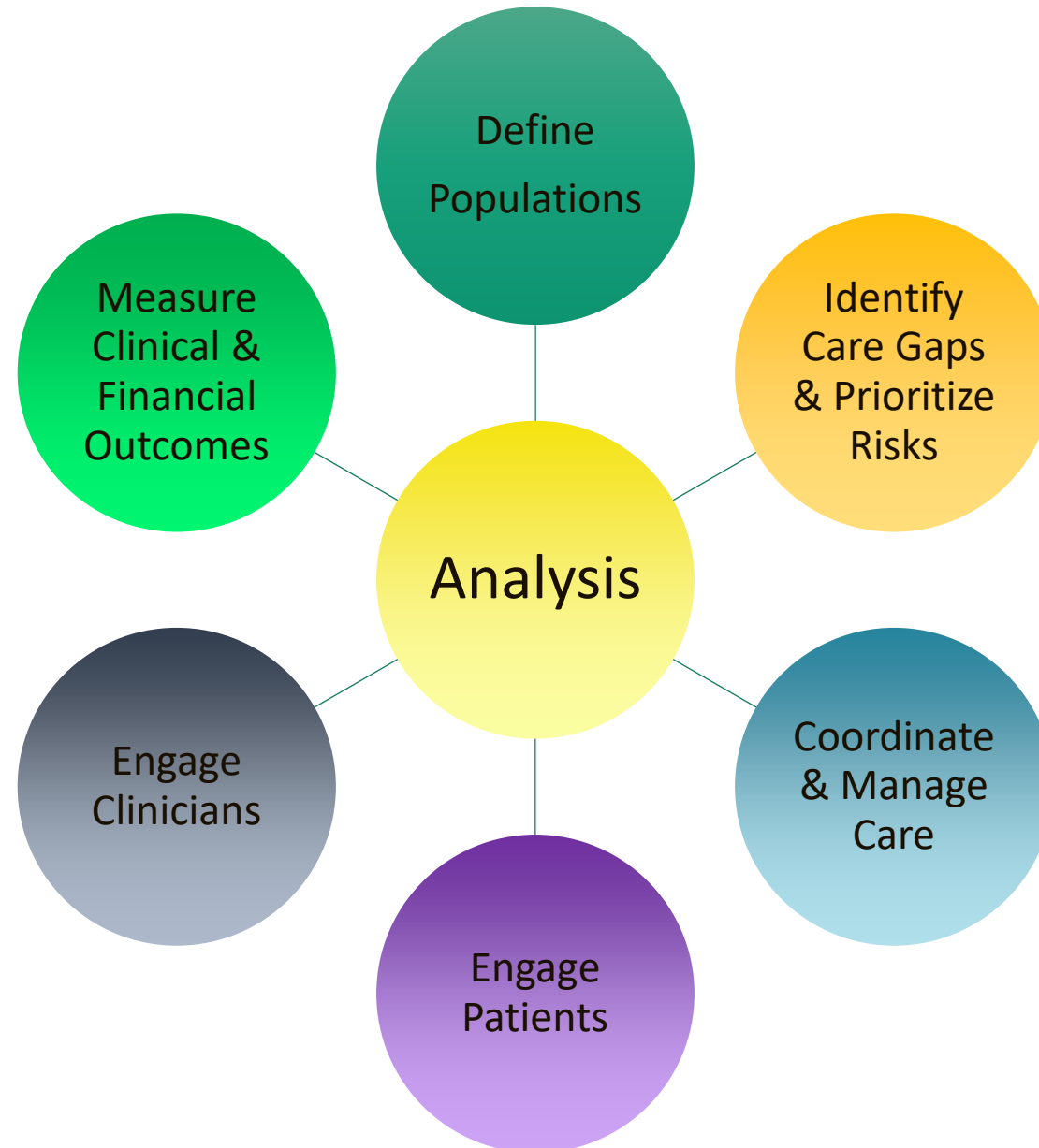
2015 Commonwealth Fund Study



County Health Rankings model © 2014 UWPHI

HEALTHCARE  
VALUE =

# Population Health Conceptual Framework





**ENGAGE  
PATIENTS**

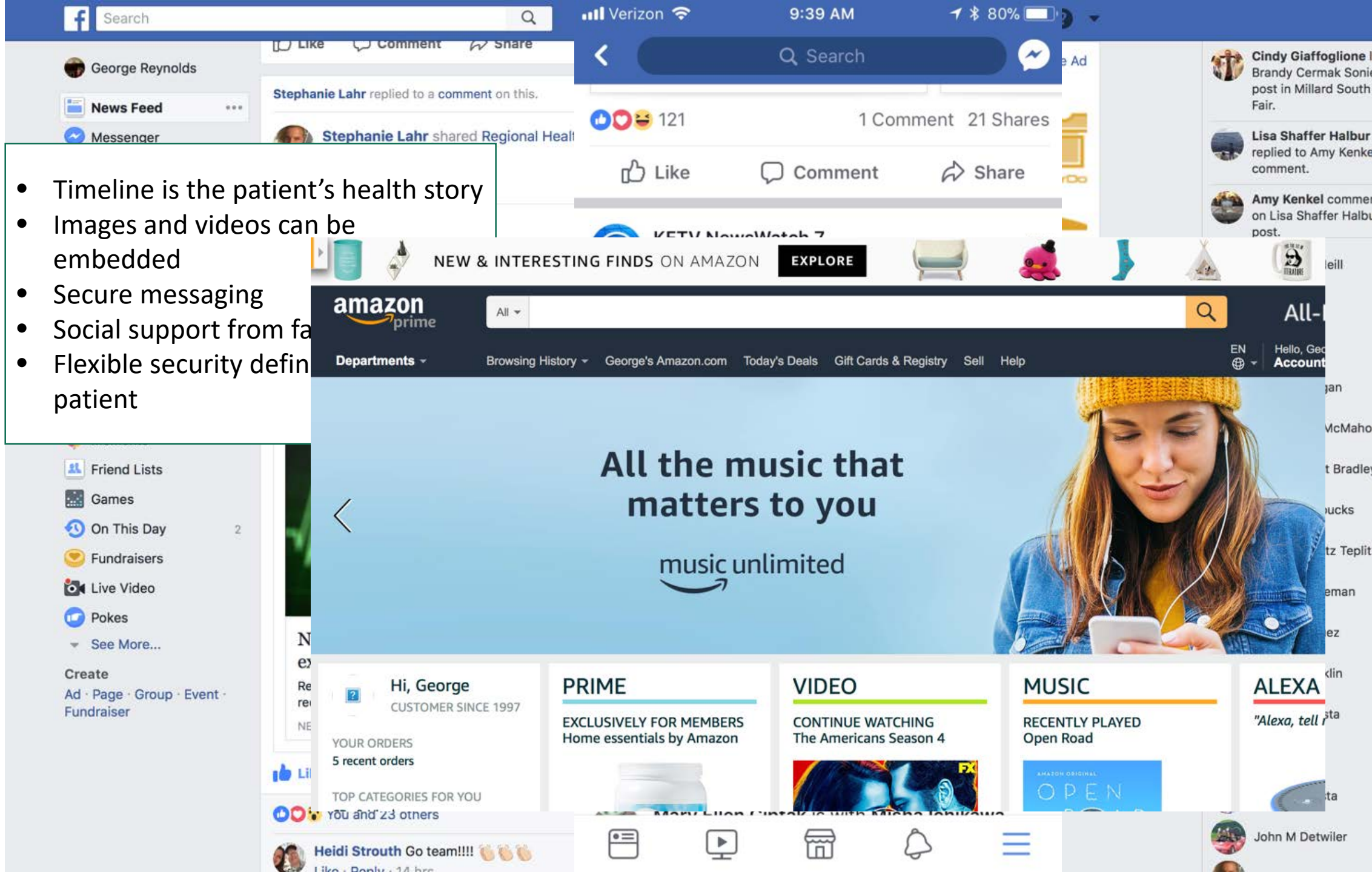


# Portal Adoption

- Top 3 portal vendors have average patient adoption rates of 20-35%
  - Adoption defined as patients have accessed portal at least once
- Bulk of vendors in the 10-20% range

Source: KLAS Research:  
Patient Portals 2015  
Report dated March 2015

- Timeline is the patient's health story
- Images and videos can be embedded
- Secure messaging
- Social support from family
- Flexible security definitions for patient





# Listing of Appointments

- Appointments for next 7 days

(1/2) Reminder from Cook Children's: Here are Lauren's Radiology appointments for the next 7 days as of 11/30/2012:

(2/2) 12/7 @ 3:30pm MRI  
For questions regarding Lauren's visit, call [682-885-4000](tel:682-885-4000).

- Patient Activation
- Service Introduction
- Appointment Schedule
- Pre-Registration
- Procedure Education
- Directions Parking Map
- Visit Welcome
- Procedure Complete
- Thank You / Survey

# Pre-registration

- Registration link and contact info

Reminder from Cook Children's: Save time at check-in by pre-registering online for Lauren's upcoming visit at <http://ckch.net/AW23> or call us at [682-885-2965](tel:682-885-2965).



**CookChildren's**

Please select:



**Express Registration**

Express Registration is easy, convenient and secure. Use this service to complete patient information online for a:

- Cook Children's Medical Center appointment or procedure.
- Cook Children's Specialty Clinic appointment.
- Visit to Cook Children's Urgent Care in Southlake.

Please choose an option below to proceed. If this is an emergency, call 911.

- [Sign in to my account](#)
- [Create an account](#)
- [Continue without an account](#)

- Patient Activation
- Service Introduction
- Appointment Schedule
- Pre-Registration
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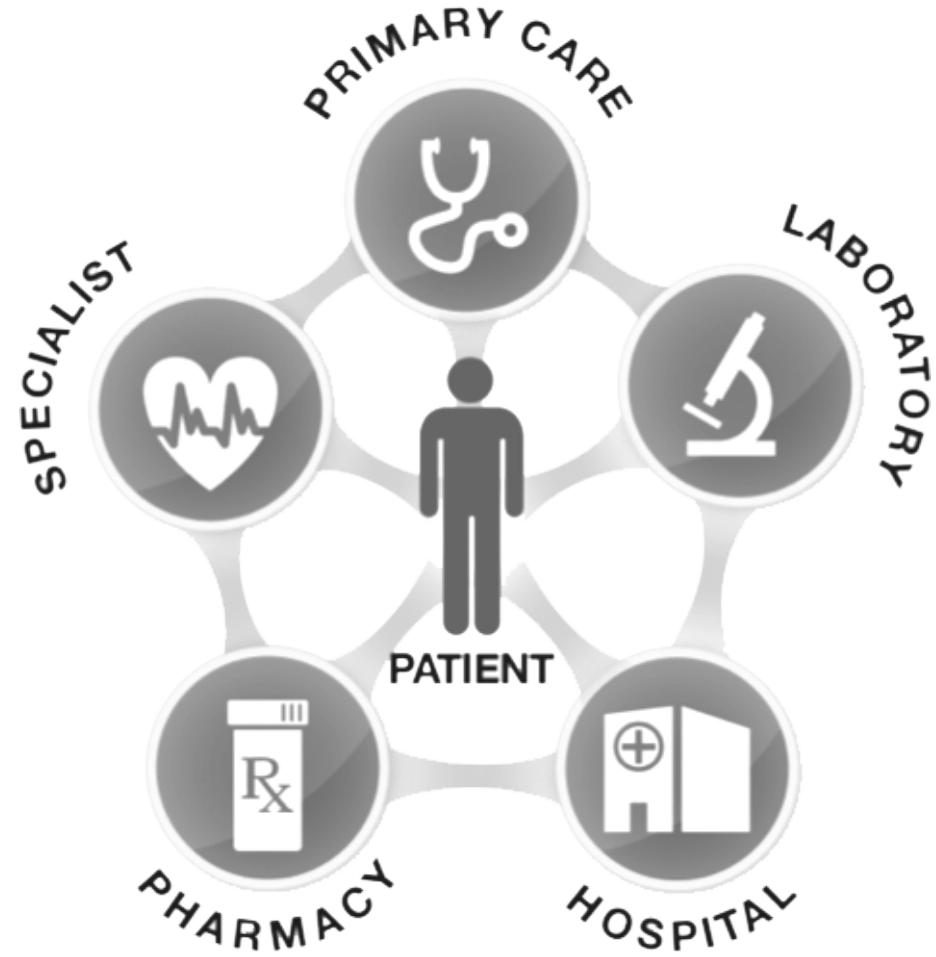
# ENGAGE PATIENTS

## Communicate with Patients

- Portals
- Mobile
- Text
- E-mail
- Phone
- Video
- Social Media

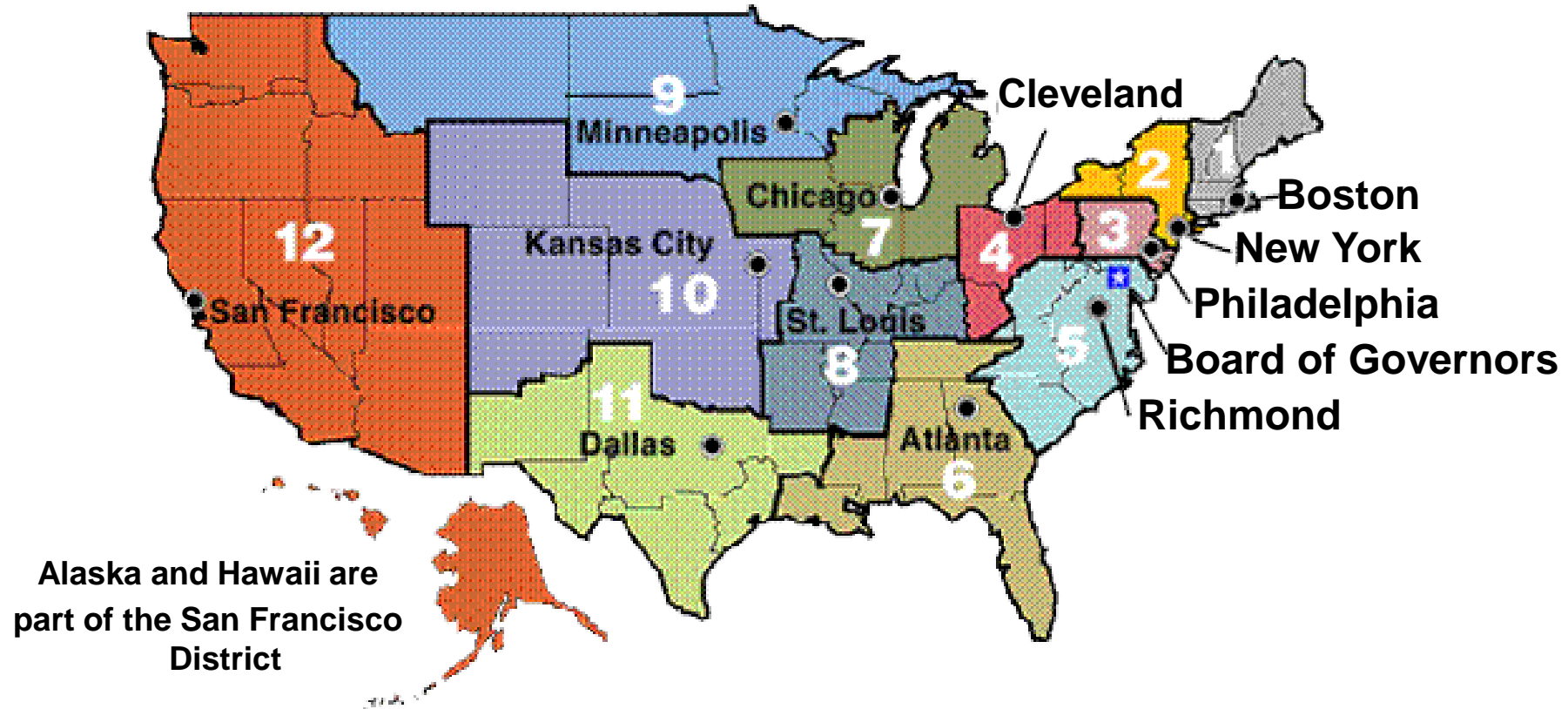
## Educate Patients

- Content
- Targeted Content (Amazon)



Interoperability

# Federal Reserve Banking System



# U.S. Healthcare Information Exchanges







Payment will be raised on

5/16/2017 00:47:55

Time Left

02:23:57:37

Your files will be lost on

5/20/2017 00:47:55

Time Left

06:23:57:37

[About bitcoin](#)

[How to buy bitcoins?](#)

[Contact Us](#)

Ooop

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After



Attn: Your-150 Dollar Prime Credit Expires on 12/28. Shopper: [redacted] Spam x



Amazon Update <AmazonUpdate@efficaciouscrbays.xyz>  
to me

# 'All wifi networks' are vulnerable to hacking, security expert discovers

WPA2 protocol used by vast majority of wifi connections has been broken by Belgian researchers, highlighting potential for internet traffic to be exposed



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ram, we're rewarding you  
ing site! (this includes any

then just use it during



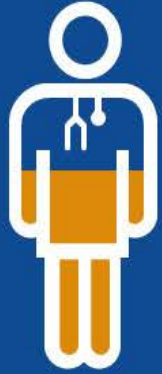
Burnout is a serious problem in healthcare.



“Physicians are  
the source of  
our  
productivity.”

-Healthcare CFO





**54%**  
of doctors  
say they are  
burned out.<sup>1</sup>



**88%**  
of doctors  
are moderately  
to severely stressed.<sup>2</sup>



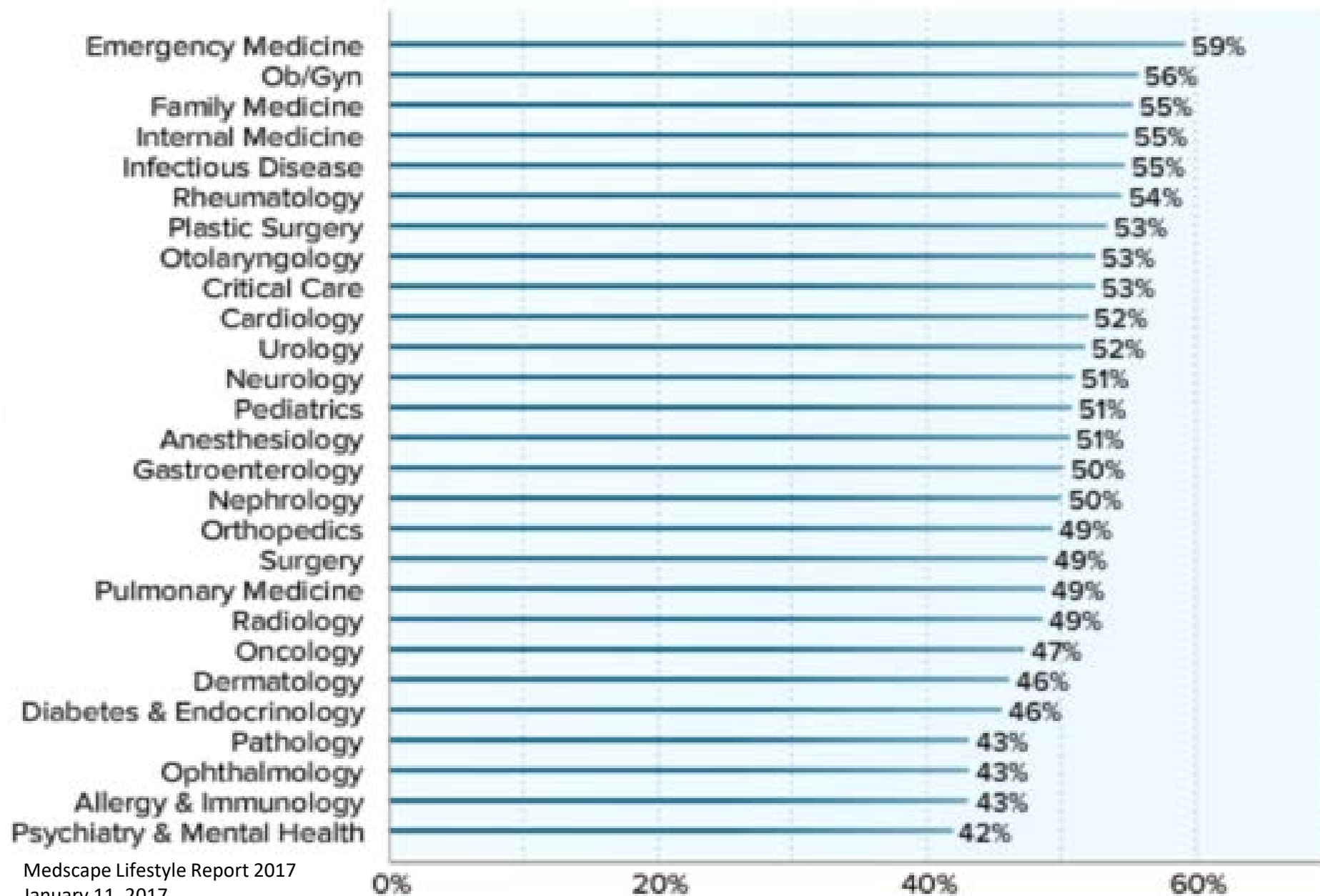
**59%**  
of doctors  
wouldn't recommend  
a career in medicine  
to their children.<sup>3</sup>

1. Mayo Clinic 2014.

2. VITAL WorkLife & Cejka Search Physician Stress and Burnout Survey 2015.

3. Jackson Healthcare; 2013 Physician Outlook and Practice Trends.

# Which Physicians Are Most Burned Out?




# Audience Participation



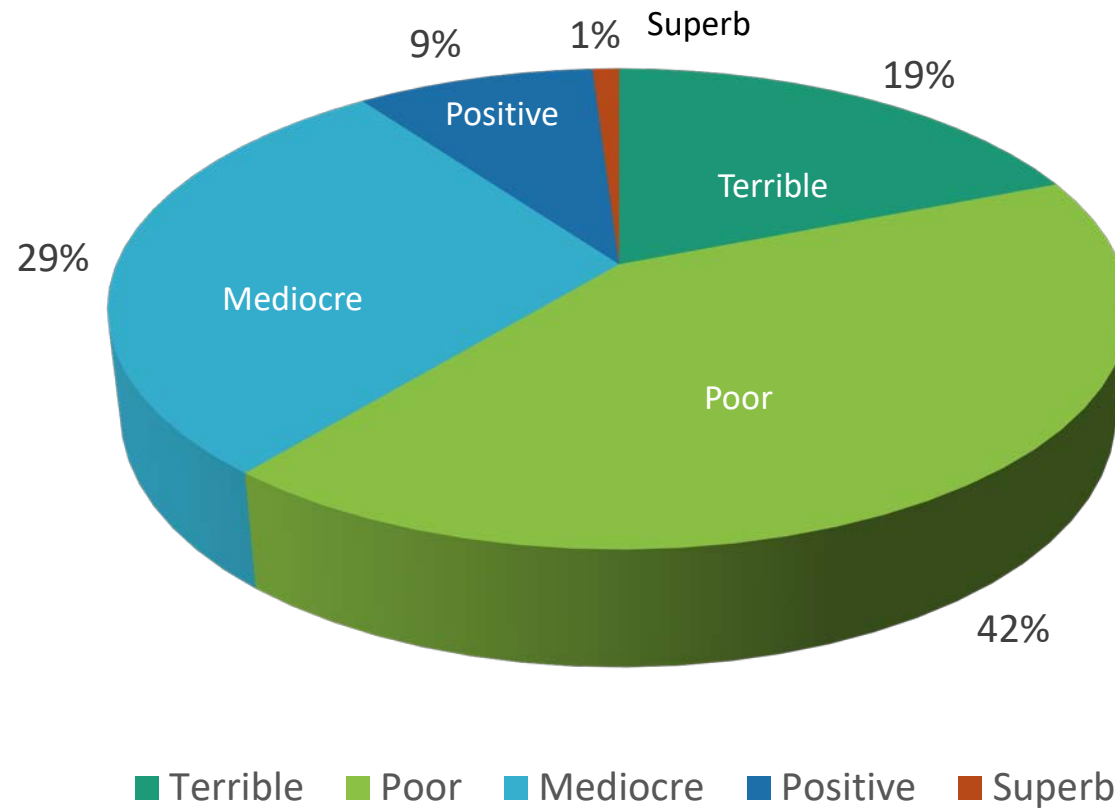
# My physicians are getting burned out because

1. They are overworked and underpaid
2. They spend too much time on bureaucratic tasks
3. The EHR we're forcing them to use does not support their workflow
4. They are a bunch of whining, pain-in-the-butt prima donnas who make more money than anybody and then complain about their workload



**IS IT to Blame?**

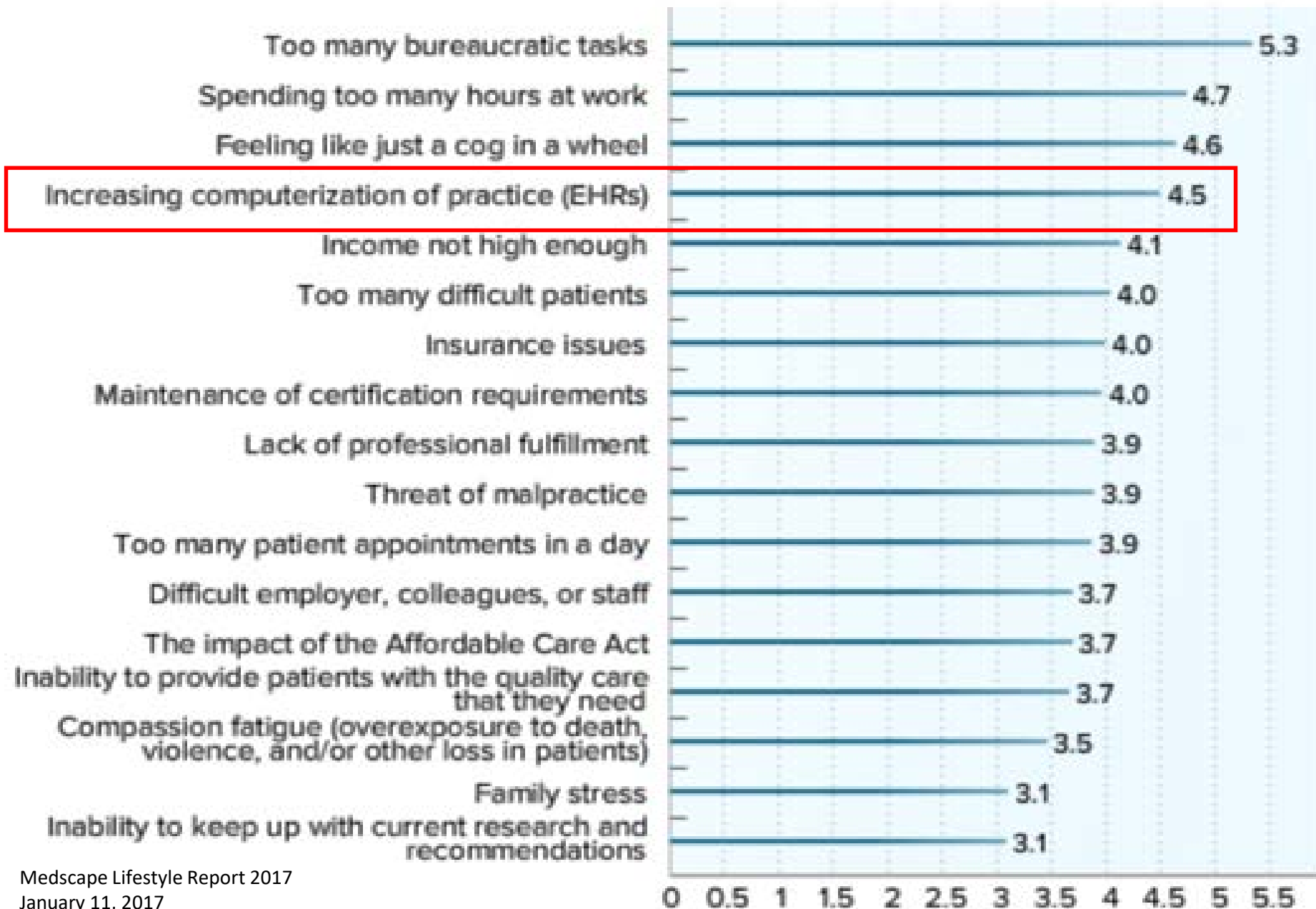
# EHR ROI



Survey 1,100 Healthcare Professionals. HealthCatalyst September, 2017



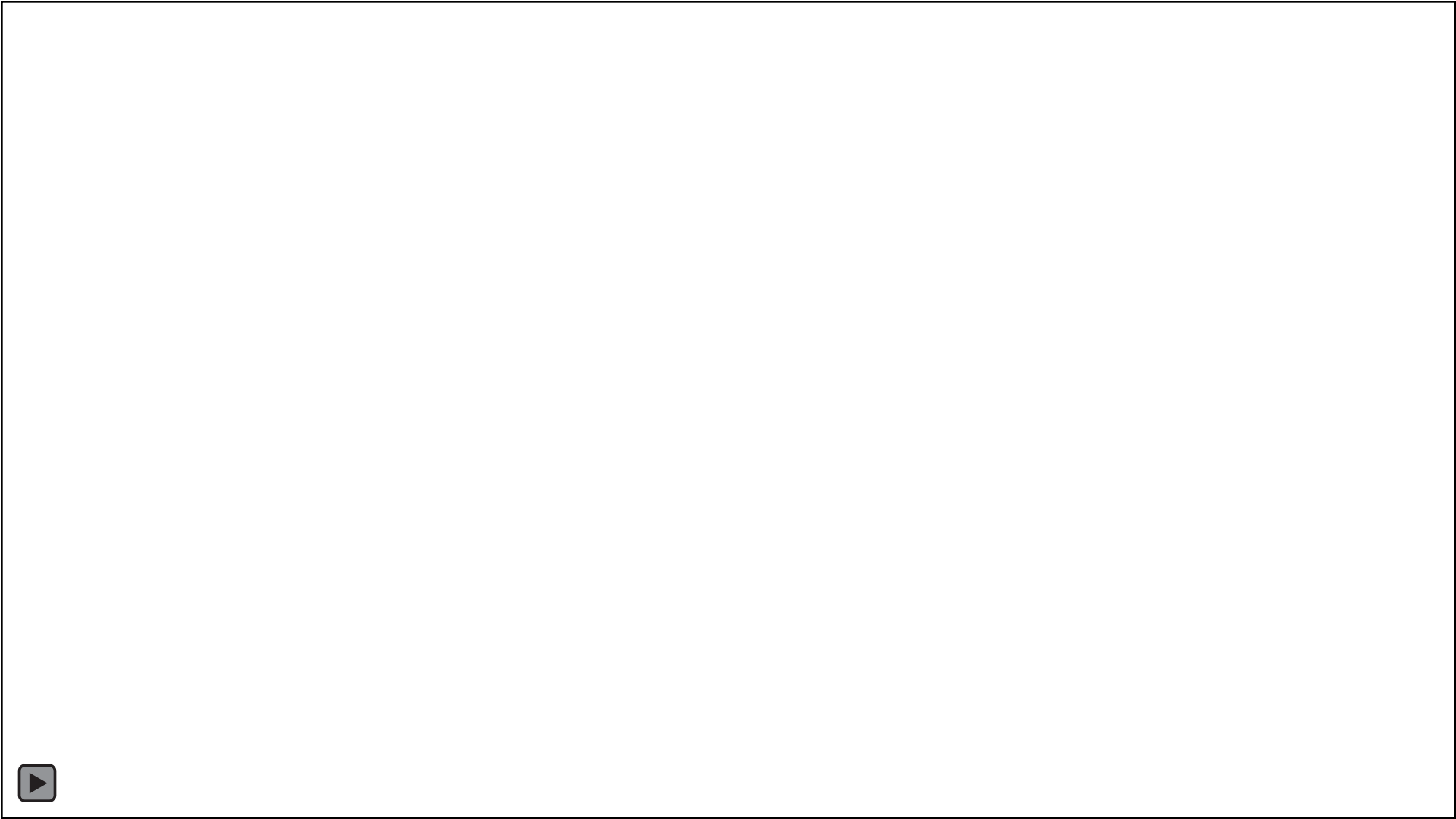
# What Are the Causes of Burnout?



DOUBLE-CLICK DIAGNOSIS

# Doctors are burning out because electronic medical records are broken





Perception is King,



reality it's Jester.

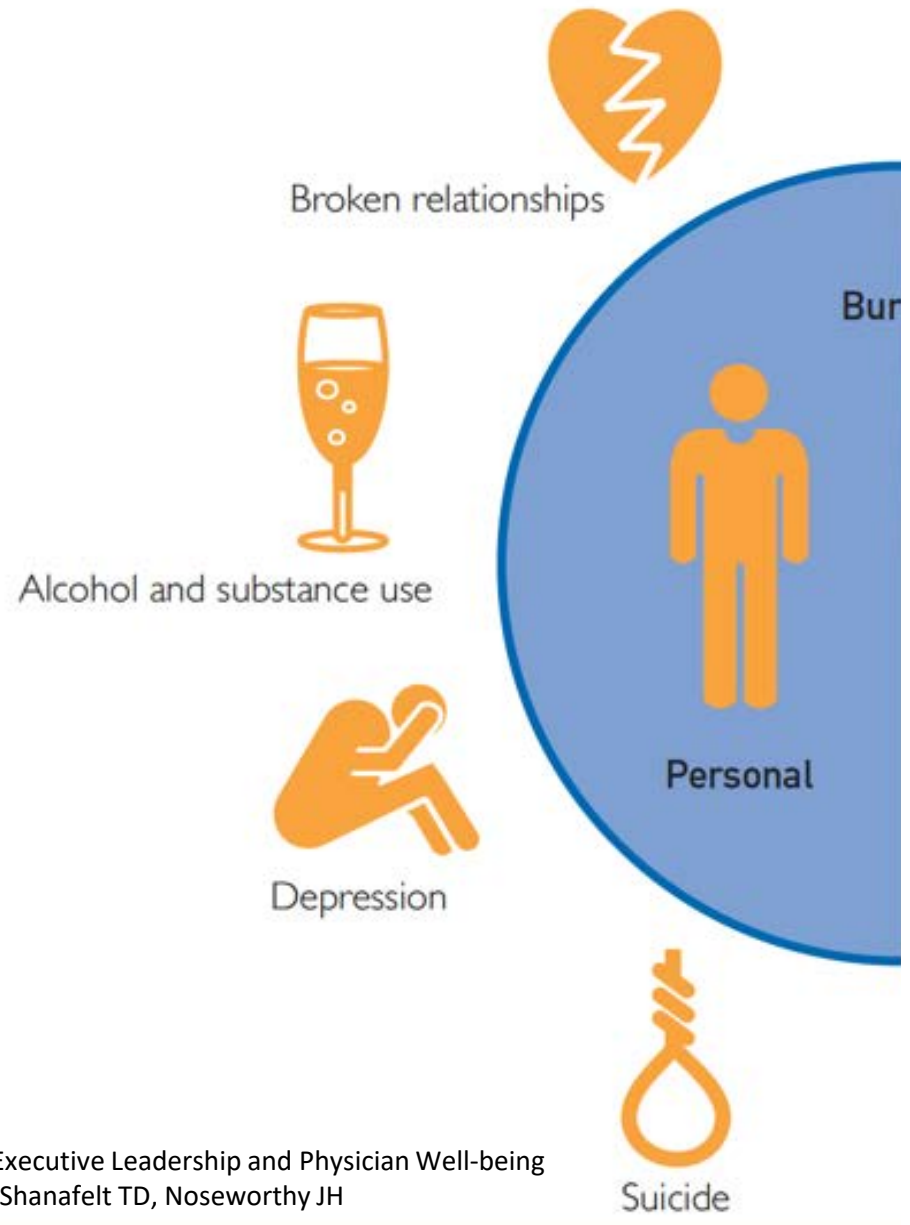
# What is Burnout?

Syndrome of emotional exhaustion, depersonalization, and a sense of low personal accomplishment that leads to decreased effectiveness at work.

-Shanafelt, et al, American Journal of Medicine, 115, 2003).

# What is Burnout?

- Exhaustion
- Cynicism
- Reduced Effectiveness



Executive Leadership and Physician Well-being  
-Shanafelt TD, Noseworthy JH

**FIGURE 1.** Personal and professional repercussions of physician burnout.



**Burned Out**  
Physicians are twice  
as likely to leave your  
organization in the  
next 12-18 months.

The cost of  
replacing one  
physician is \$250K -  
\$1M, depending on  
specialty.



Burned Out Physicians who  
don't leave...

are less productive

have lower quality  
of care and  
patient satisfaction


have higher  
malpractice risk

order more tests and  
are less likely to follow  
guidelines



# Burnout vs. Engagement



A man in a dark suit jacket and a light blue striped shirt is pulling open his shirt to reveal a white t-shirt underneath. The t-shirt has blue text printed on it. The background is a plain, light-colored wall.

So, what's the  
**CIO**  
supposed to do?



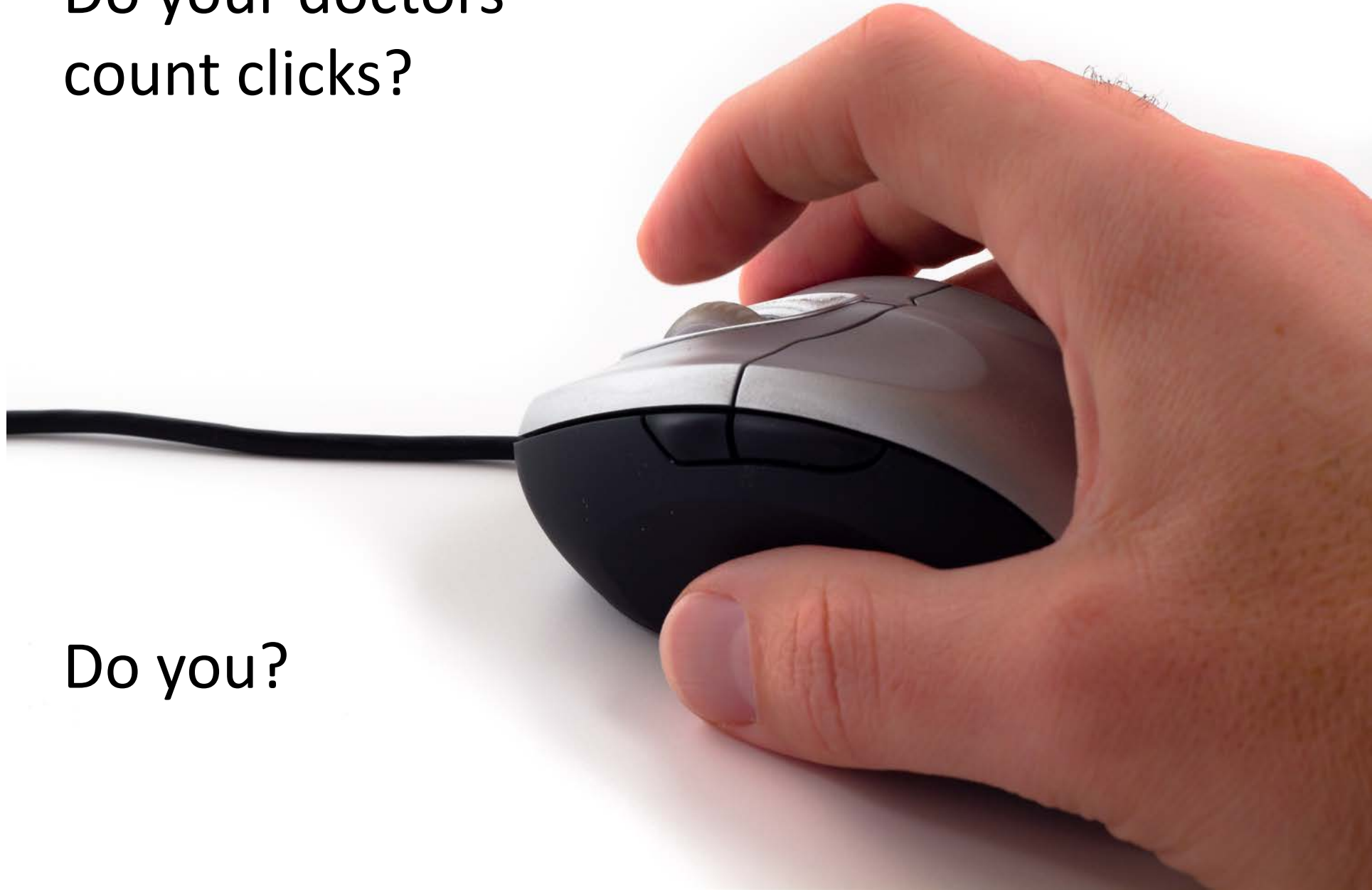
Adapted from: Executive Leadership and Physician Well-being  
-Shanafelt TD, Noseworthy JH

Does your organization measure provider efficiency in the EHR?

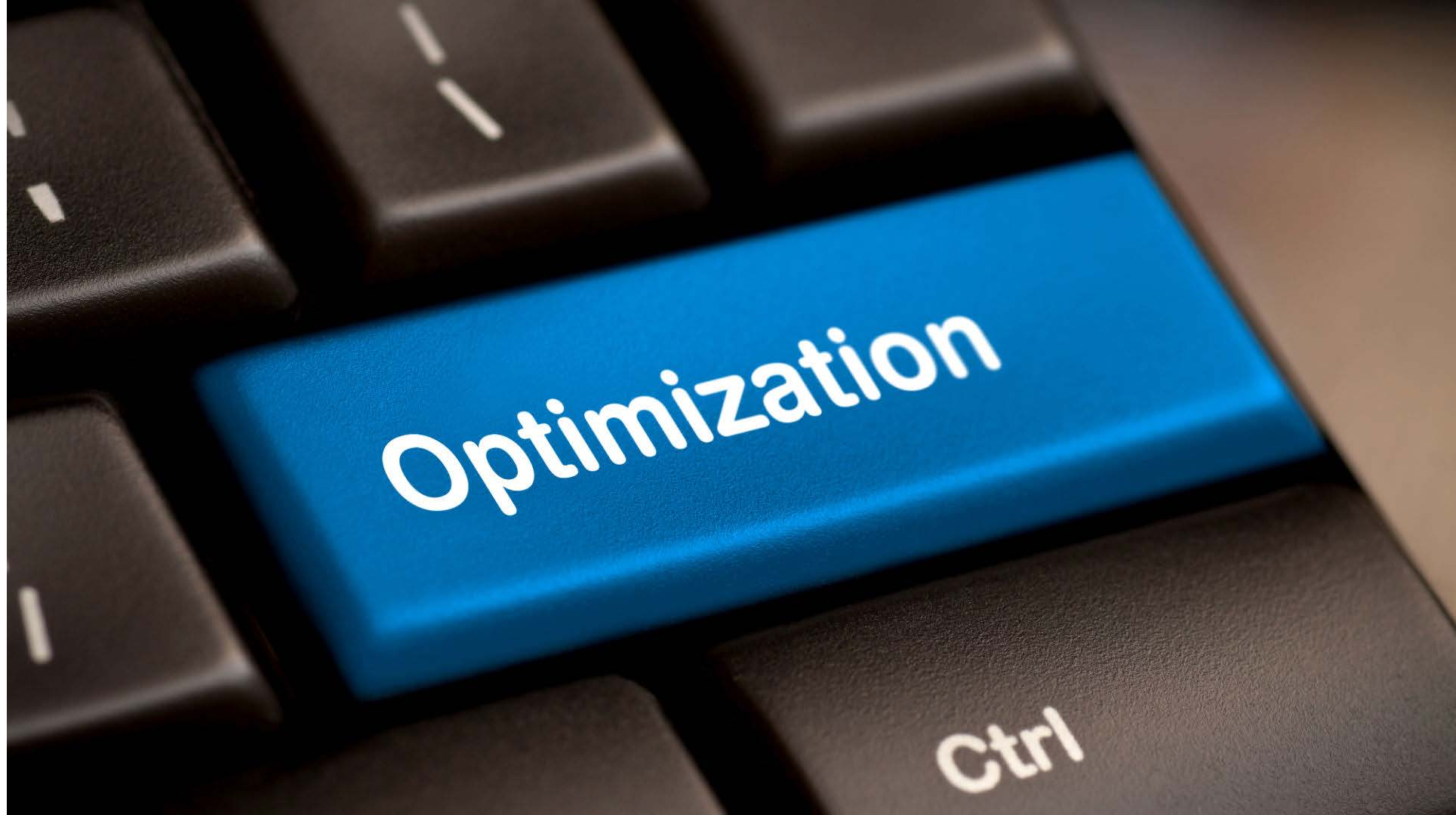


What do you do with the data?

Do your doctors  
count clicks?



Do you?



How do you measure success?

What incentives do you offer?

Innovations & Resources

SSO

Virtual

Visits

Scribes

Mobility

Dashboards

Voice

Recognition

Scheduling &

Wait-Listing



Secure  
Text

EPCS



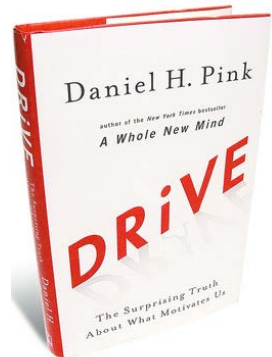
# Team Optimization



Shift tasks to the appropriate training & skill level.

# 3 FACTORS LEAD TO BETTER PERFORMANCE & PERSONAL SATISFACTION...

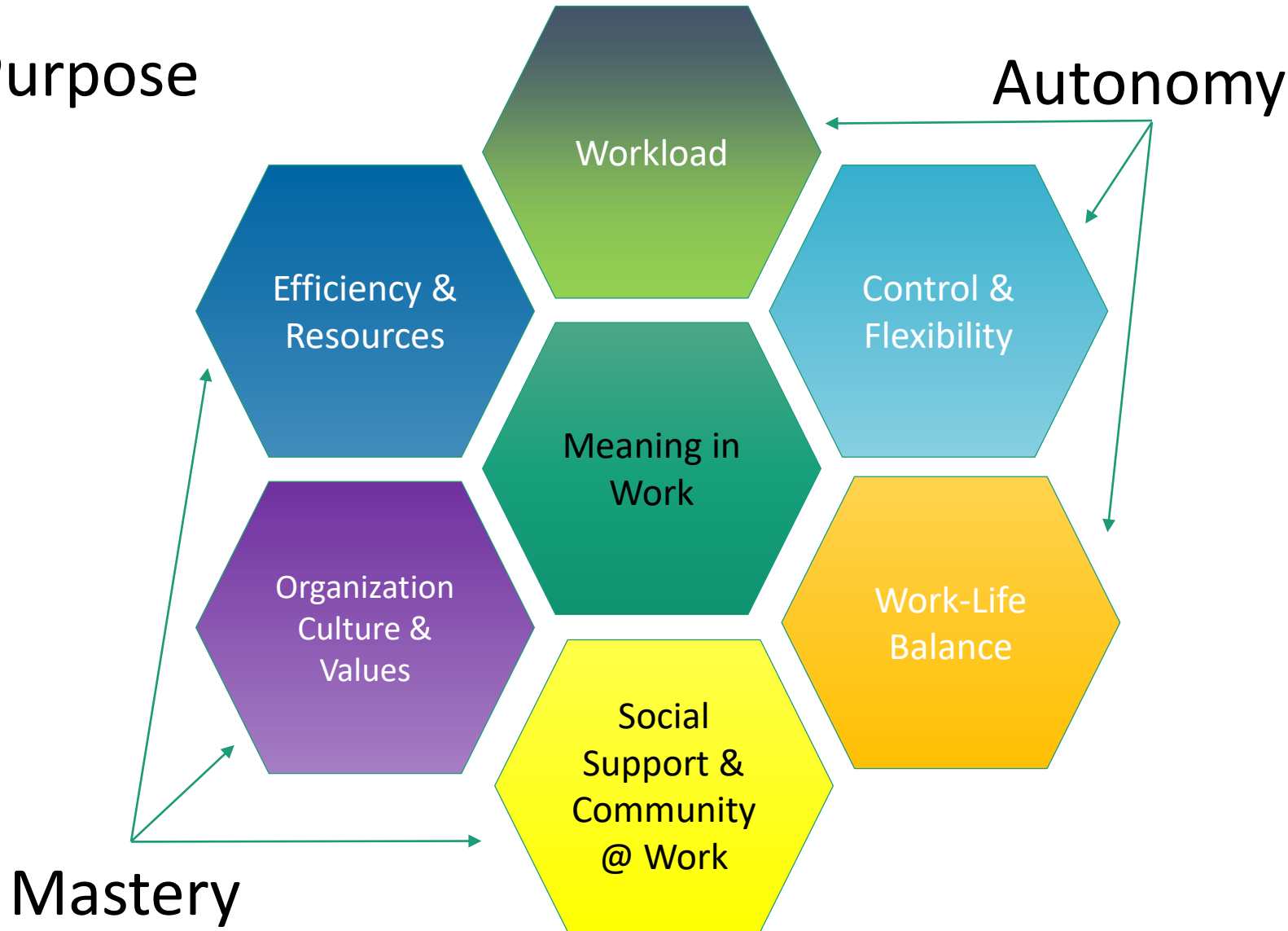
**AUTONOMY  
MASTERY  
PURPOSE**



Does your informatics program support this?

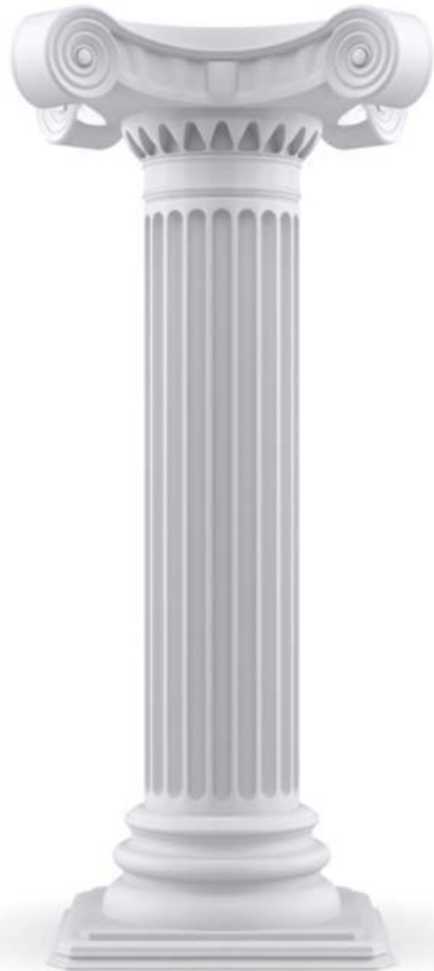
Purpose

Autonomy

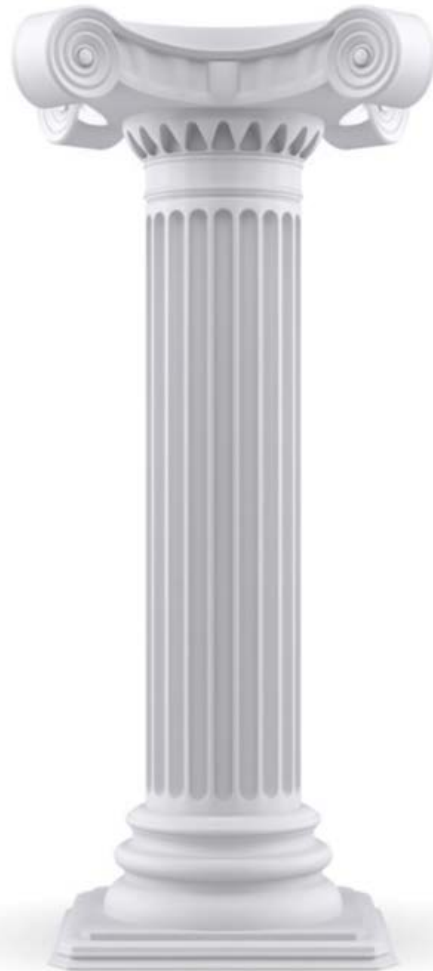


# The Power of Meaning

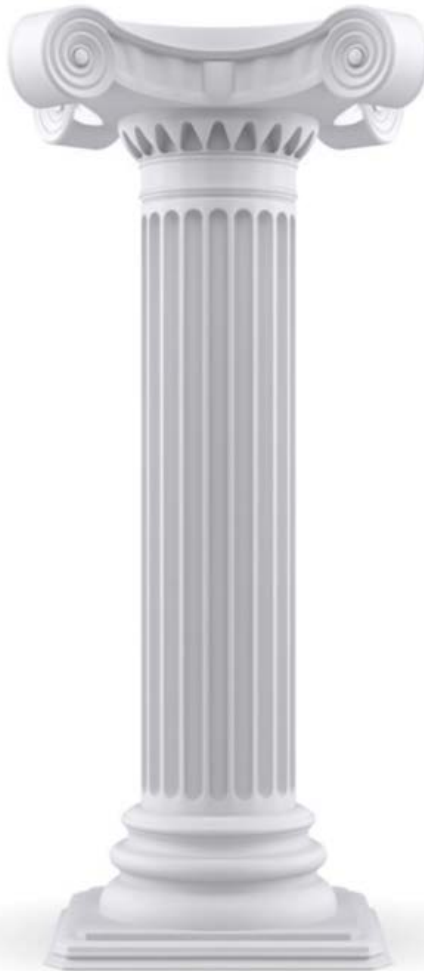
Belonging



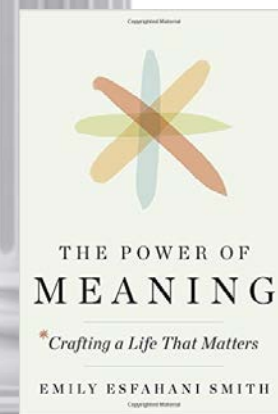
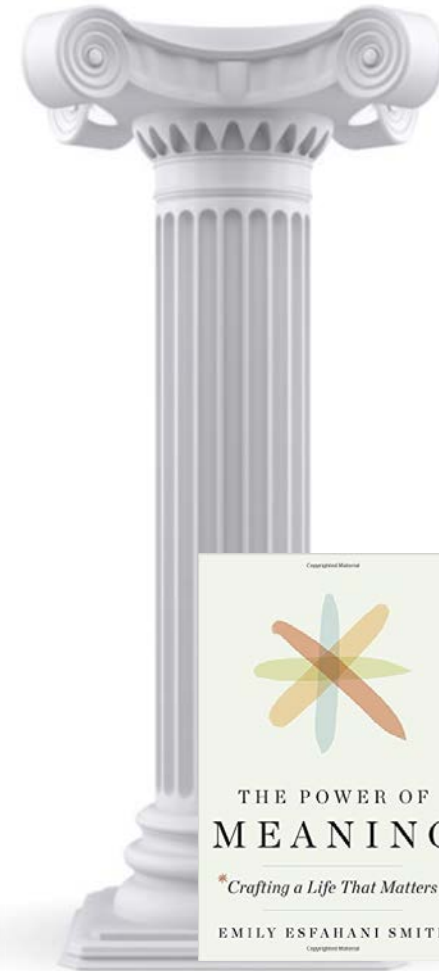
Purpose



Storytelling



Trancendence







Humanizing Healthcare



**We're IT**



**We're Not Happy  
Unless You're Not Happy**