



Virginia Center for Data, Analytics and Quality (CDAQ)

CDAQ eClinicalWorks Best Practice Webinars Lab Workflows

October 18th, 2024

Introductions

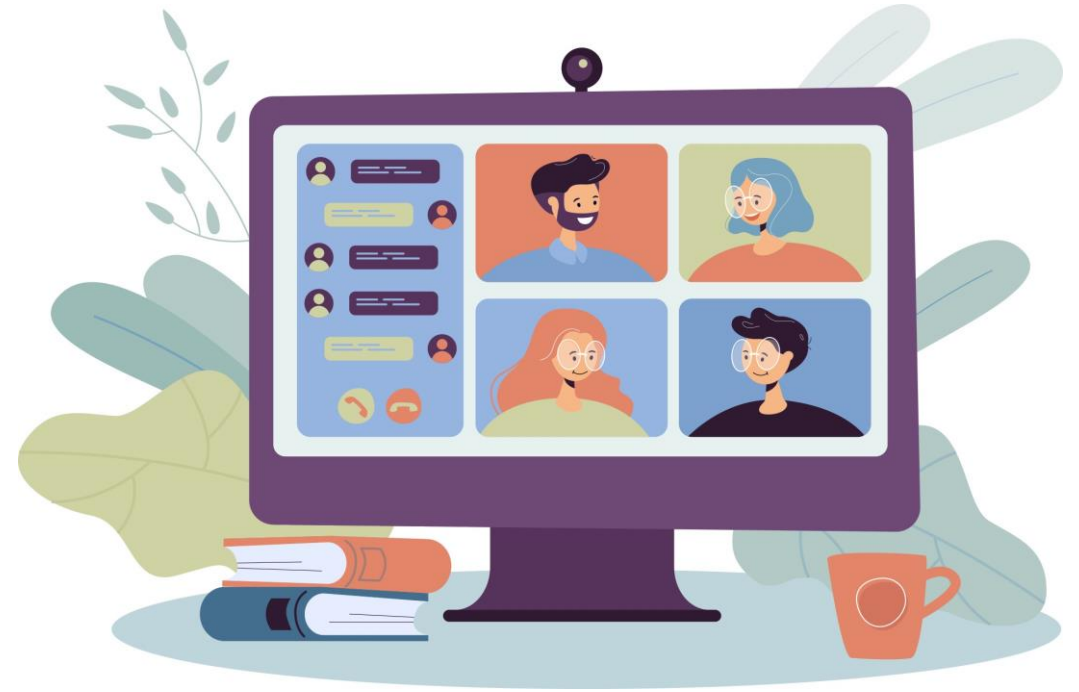


Monica Graham

eCW Subject Matter Expert for CDAQ
20 Years of experience with eCW

Webinar Housekeeping

- **Chat & QA:** We highly encourage you to use the chat function and/or unmuting your line to ask. Please feel free to ask your questions throughout the presentations and anything we are unable to cover in the moment, will be tabled until the end of the presentation.
- **Webinar Recording:** This webinar is being recorded and will be shared with attendees following this webinar.
- **Muting When Not Speaking:** Please ensure that your Zoom line is muted when not in speaking to minimize distractions for other attendees.
- **Webinar Audio/Video:** We highly encourage all participants to join via audio AND video to improve engagement during our webinars.
- **Time Management:** We will be tracking our time to ensure that we are able to cover all webinar topics in our agenda.
- **Follow-ups:** Please direct all remaining questions, follow-ups, etc. from this webinar to kajmera@vcha.org.



Webinar Objectives

During this webinar, we will discuss key components of eCW Lab Workflows.

1

Review best practices for ordering and resulting send out labs.

2

Review best practices for ordering and resulting in house labs.

3

Enhance efficiency by adding labs as favorites.

4

Understand how to manage mismatches and address interface(s) errors.

ORDERING & RESULTING

SEND OUT LABS

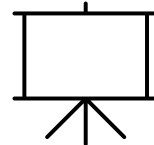
Ordering & Resulting – Send Out Labs

Key Background & Reminders

Results go to ordering Providers automatically

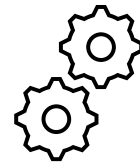
Know the difference between results with a C versus V

Identify Lab company POC; Make sure every ordering provider is setup with a default lab/DI person



Training

- Ensure standardized workflow in place for MA's and Nurses
- Train staff on outstanding orders workflow
- Ensure Providers know how to review results and close them



System Administration & Maintenance

- Monthly updates of lab codes from Lab companies
- Inactivate all lab codes that are no longer used
- Complete weekly reviews of outstanding labs
- Close out duplicate labs

ORDERING & RESULTING

IN HOUSE LABS

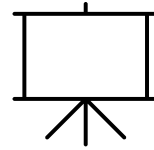
Ordering & Resulting – In House Labs

Key Background & Reminders

Knowing the difference between in house labs and procedures

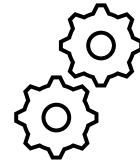
Results are not automatic for in house labs, orders will stay open until results are entered

Make sure all ordering providers have a default lab contact



Training

- Train staff how to enter results and assign to ordering provider
- Train providers how to close out in house labs



System Administration & Maintenance

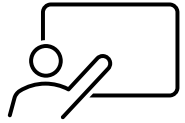
- Ensure all relevant labs in house labs are marked as in house
- Inactivate all in house labs that are no longer used

FAVORITES

ADDING LABS AS FAVORITES

Favorites – Adding Labs As Favorites

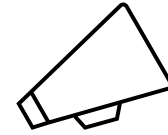
- Once training is complete, change management and communication with Providers and staff is key for ongoing updates



Training

Train Providers how to add Labs/DI/Procedures as favorites

Ensure Providers know how to order from their favorites vs. full compendium



Change Management & Communication

When updating the compendium, updates do not apply to labs that are in Providers' favorites

When adding new In House labs, be sure to remind all staff to remove irrelevant lab(s) from favorites

If new lab codes are added, staff favorites are not updated automatically

If there are instances of duplicated labs, be sure that the lab codes have not changed

ERRORS MANAGEMENT

MANAGING MISMATCHES AND INTERFACE ERRORS

Errors Management – Managing Mismatches and Interface Errors

Key Considerations For Errors Management

Make sure Providers are aware that some labs will come into this bucket and not to them automatically

Determine who will monitor Interface Reconciliation for each clinic

Establish a workflow, and train staff on how to clear out interface reconciliation

Interface matches Name, DOB, and SSN if applicable

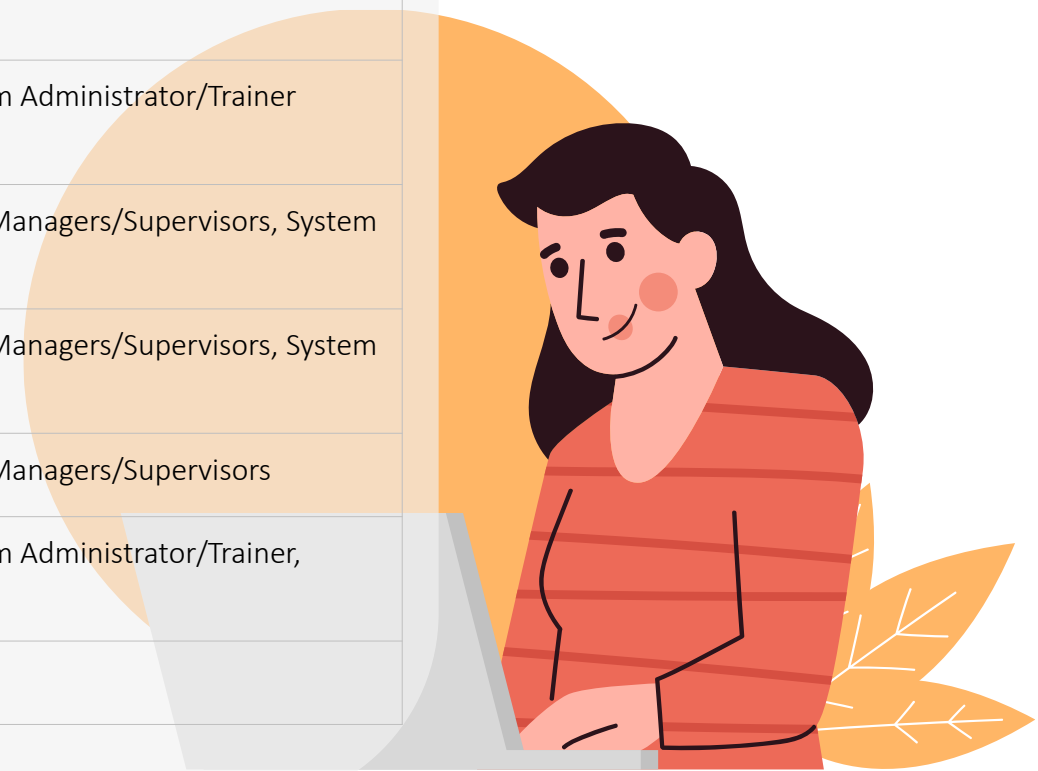
Change the date on Interface Reconciliation to make sure all labs are accounted for

If the same patient continues to pop up in Interface Reconciliation, update the patient info to prevent this from happening

eClinicalWorks Best Practice Webinars

Patient Engagement Webinar Series *All webinars 12 – 1pm EST.*

Date	Topic	Intended Audience
September 27 th , 2024	System Build Best Practices	System Administrator / Trainer
October 18 th , 2024	Lab Workflows	Providers & Clinical Support Staff, System Administrator/Trainer, Practice Managers/Supervisors
November 22 nd , 2024	Reducing Provider Burden Part I	Providers & Clinical Support Staff, System Administrator/Trainer
December 13 th , 2024	Self-service Reporting	Data Analytics & Quality Staff, Practice Managers/Supervisors, System Administrator/Trainer
January 17 th , 2025	UDS/UDS+	Data Analytics & Quality Staff, Practice Managers/Supervisors, System Administrator/Trainer
January 31 st , 2025	Healow	System Administrator/Trainer, Practice Managers/Supervisors
February 21 st , 2025	Artificial Intelligence & Automation	Providers & Clinical Support Staff, System Administrator/Trainer, Practice Managers/Supervisors
March – July 2025	To Be Announced	To Be Announced



CDAQ eClinicalWorks Open Hours



- **Best Practice Sharing:** Facilitate forum where clinics can share successful strategies and innovative approaches to using eCW, fostering a community of continuous learning and improvement.
- **Follow-up One-on-One Health Center Meetings:** Conduct individualized meetings with each health center to review specific concerns and items, providing tailored advice and support to optimize eCW usage.
- **Review of Common Challenges and Solutions:** Identify and discuss common challenges faced by clinics, sharing effective solutions and strategies to overcome these obstacles, enhancing overall system efficiency.
- **Documentation of Key Takeaways and Follow-ups:** Document important insights and action items from each session, ensuring accountability and follow-through on discussed improvements and solutions.
- **Engagement with eClinicalWorks for Resolutions:** Collaborate directly with eClinicalWorks to review specific items and issues raised by clinics, working together to develop and implement effective resolutions.

CDAQ eClinicalWorks Open Hours – Schedule

Month	Date	Time	Month	Date	Time
Sept. 2024	9/13/24	Noon – 2pm EST	Feb. 2025	2/28/25	Noon – 2pm EST
Sept. 2024	9/27/24	1pm – 3pm EST *begins after noon webinar	Mar. 2025	3/14/25	Noon – 2pm EST
Oct. 2024	10/11/24	Noon – 2pm EST	Mar. 2025	3/28/25	Noon – 2pm EST
Oct. 2024	10/25/24	Noon – 2pm EST	Apr. 2025	4/11/25	Noon – 2pm EST
Nov. 2024	11/8/24	Noon – 2pm EST	Apr. 2025	4/25/25	Noon – 2pm EST
Nov. 2024	11/22/24	1pm – 3pm EST *begins after noon webinar	May 2025	5/9/25	Noon – 2pm EST
Dec. 2024	12/6/24	Noon – 2pm EST	May 2025	5/23/25	Noon – 2pm EST
Dec. 2024	12/13/24	1pm – 3pm EST *begins after noon webinar	Jun. 2025	6/13/25	Noon – 2pm EST
Jan. 2025	1/10/25	Noon – 2pm EST	Jun. 2025	6/20/25	1pm – 3pm EST *begins after noon webinar
Jan. 2025	1/24/25	Noon – 2pm EST	Jul. 2025	7/11/25	Noon – 2pm EST
Feb. 2025	2/14/25	Noon – 2pm EST	Jul. 2025	7/25/25	Noon – 2pm EST

Questions?



Thank You!

Please complete the post webinar survey to tell us how we did! We value your feedback and would welcome any of suggestions on how we can improve on these best practice webinar presentations.

The electronic survey will be sent to your email following this webinar.

Thank
you

