



Virginia Center for Data, Analytics and Quality (CDAQ)

CDAQ eClinicalWorks Best Practice Webinars Reducing Provider Burden Part I

November 22nd, 2024

Introductions

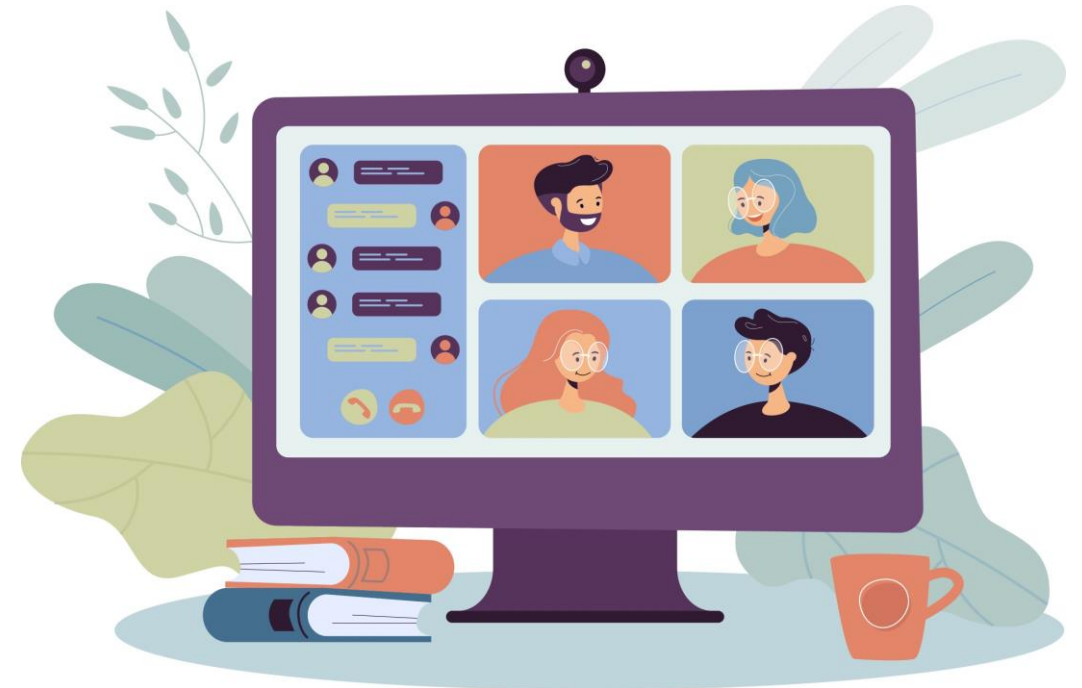


Monica Graham

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 CJoelson@medicusit.com.



Webinar Objectives

During this webinar, we will discuss key components of reducing Provider burden through the strategic use of the eClinicalWorks system.

1

Learn how to use order sets & standing orders.

2

Understand how to leverage Clinical Decisions Support System (CDSS) & alerts.

3

Review how to use templates and macros.

4

Explore the utilization of Flowsheets.

ORDER SETS & STANDING ORDERS

HOW TO UTILIZE

Order Sets



Order multiple things with ease



Eliminate multiple clicks

Review Items for 11/22:

Group order sets by Diagnosis

Link order sets to multiple diagnosis

Add Labs, DI, Procedures, medications, immunizations/injections, referrals, patient education

Training on effectively using order sets

After today's webinar, at your Health Center:

Work with your eCW Administrators to develop a workflow using order sets

Review training for staff

Standing Orders

Background: There is no special addition to the system to use/build standing orders

After today's webinar, at your Health Center:

Review workflow development for standing orders at your Health Center

Review training for Providers and Clinical Staff

Review Items for 11/22:

Know the difference between today, future and standing orders

Standing orders are treated as future orders and clinical staff should know the difference and where to locate them

Orders will stay in queue until they have been manually pulled

Understand how to remove/delete them if no longer needed

CLINICAL DECISION SUPPORT SYSTEM (CDSS) & ALERTS

HOW TO LEVERAGE

Clinical Decision Support System (CDSS)

Background: CDSS alerts come with the system and cannot be changed

After today's webinar, at your Health Center:

Review training for Providers and Clinical Staff

Review Items for 11/22:

Know the difference between CDSS, Practice and Patient Alerts

Use Practice alerts for customization when CDSS does not define what is needed

Decide which measures will be turned on

Turn off all measures that will not be used

Understand how to suppress CDSS

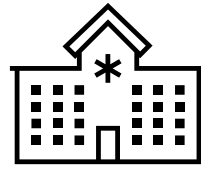
Alerts

After today's webinar, at your Health Center:

Review establishing a workflow for all alerts

Review suppressing alerts

Review train all Providers and clinical staff

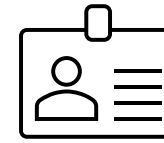


Practice Alerts

Used for the entire practice and must be defined by Administrator

Can be used to replace CDSS alerts

Administrator sets these up

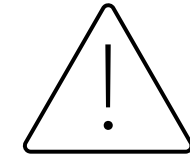


Patient Specific Alerts

Used for individual patients

Cannot be used for multiple patients

Must be set up by patient needs



Global Alerts

Pops up when accessing patient chart

Can be used for the entire practice

Limit access to prevent deletion and duplication

TEMPLATES & MACROS

HOW TO USE

Templates



Templates can be used for standardization

After today's webinar, at your Health Center:

Work with eCW Administrator or designee to have templates built

Training for Providers and Clinical staff

Review Items for 11/22:

Know the difference between Generic and Patient specific Templates

Limit access to build/modify templates; Lock Templates to prevent changes and/or deletions

Setup favorites; Understand the difference between pulling from your favorites and the full library

Set up template defaults to assure you are pulling what is needed

Clearing out templates pulled by mistake

Macros



Macros eliminate the need to constantly type the same things

After today's webinar, at your Health Center:

Review training for Providers & staff

Review Items for 11/22:

Can be set up in HPI, ROS, Examination

Can be used by more than one person after setup

Recommend using initials to name them

Understand the use of carrots and how they can be pulled in place of macros

FLOWSHEETS

UTILIZATION

Flowsheets

Background: The flowsheets that come with the system are not setup for your Health Center

All flowsheets must be customized to your Health Center needs

After today's webinar, at your Health Center: Work with eCW Administrator to configure new flowsheets

Review training for Providers and staff

Review Items for 11/22:

Create new flowsheets for things like Vitals

For flowsheets to work effectively, make sure items are connected to actual values. This should be done by the Admin.

Flowsheets are specific to patients

Values can be seen at one time from multiple visits

eClinicalWorks Best Practice Webinars

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

