

Presentation to Health Information Technology Council

June 10, 2009

Laura Moore, President & CEO



MASSPRO

Making an Impact.



History of Masspro

Founded in December 1985 as a subsidiary of the Massachusetts Medical Society (MMS)

- 1986: Masspro designated by HCFA (now known as CMS) as the Peer Review Organization for Massachusetts for Medicare
- 1993: Masspro awarded its first contract with MassHealth
- 2002: CMS officially changed Peer Review Organizations (PROs) to Quality Improvement Organizations (QIOs)
- 2008: CMS regulations required Masspro to leave MMS and become an independent, not-for-profit organization
- 2009: Masspro merges with Quality Health Strategies the parent company of QIOs for Maryland and D.C. (also not-for-profit)

Continues to develop and disseminate innovative solutions that transform patient care



MASSPRO

Making an Impact.



CMS Contracts Related to HIT

- Scopes of Work (SOW's) – 3 year contracts awarded to QIOs in each state to meet CMS goals for improved quality of care for its beneficiaries
 - ◆ 8th SOW 8/2005 – 7/2008
 - › DOQ-IT – Supported 5,000 small to medium sized MD practices nationwide to effectively adopt and efficiently use EHRs, through office redesign and begin reporting of quality data
 - ◆ 9th SOW 8/2008 – 7/2011
 - Support practices that already have EHR technology in place to optimally use care management processes (84 in Massachusetts)



MASSPRO

Making an Impact.



CMS Contracts Related to HIT

➤ Special Studies

- ◆ Develop and pilot program to enhance EHR adoption in small to medium sized MD offices (7th SOW, DOQ-IT precursor)
- ◆ Assess effectiveness of DOQ-IT program (Office System Survey)
- ◆ Develop online learning tool based on DOQ-IT (DOQ-IT U)

➤ Demonstration Projects

- ◆ MCMP – Masspro was one of 4 QIO's developing and using DOQ-IT as a base for CMS project on Pay-for-Performance



MASSPRO

Making an Impact.



Masspro Experience: Federal HIT Contracts

- Comprehensive EHR adoption in MD offices for
 - ◆ Transformation from paper to electronic health records
 - ◆ Office redesign to accommodate effective use of EHR
 - ◆ Optimization of practice operations to demonstrate better, more coordinated care (e.g. Patient Centered Medical Home, Chronic Care Model)
 - ◆ Reporting on quality metrics



MASSPRO

Making an Impact.



Nationwide Results: First Year

- Office System Survey data, Sept 2007
 - ◆ 92% of almost 5,000 practices had readiness assessment and project plans in place
 - ◆ Doubling of EHR implementations (16% to 32%)
 - ◆ 7.5 to 17.5% expansion in practices working on care process improvement
 - ◆ Increase in e-prescribing from 30% to 50%, due to increased EHR use with e-prescribing functionality



MASSPRO

Making an Impact.



Masspro Experience, Private and Local

- Development Work in Pay-for-Performance
 - ◆ Portal technology development in support of real-time clinical measure reporting
 - ◆ Development of episode based reporting for Bridges to Excellence (Prometheus™ model)
 - ◆ Recognition database for all Bridges to Excellence P4P programs (Physician Office Link, Diabetes Link, Cardiac Care Link)



MASSPRO

Making an Impact.



Masspro in the Commonwealth

- Trained professional team for EHR adoption
- Used vendor agnostic approach – ASP models, software models, server based systems all supported
- Worked with key vendors
 - ◆ Upgrade functionalities
 - ◆ Service contracts
- Supported sustainable installation of EHRs and support for effective use in **250** small/medium sized MD practices
- Currently working with 93 practices to report clinical measures



MASSPRO

Making an Impact.



Masspro: Other HIT Adoption Initiatives

- Hudson River Valley – EHR implementation, use of HIE, and care process change commensurate with Patient Centered Medical Home in 70 practices (200 physicians.)
- Clinical and Patient Experience Collaborative – technical assistance with selected practices in MA to positively impact patient experience
- Practice support partnerships with several vendors (in progress)



MASSPRO

Making an Impact.



Opportunities to Support HIT in MA

- Masspro (with QHS) has requisite resources, expertise, and experience to become a Regional Extension Center
- Masspro can continue to train and supply professional support to any program offering support to MD offices
- Masspro can administer a program that trains/certifies professional staff from any organization interested in supporting practice transformation
- Masspro can upgrade its interactive DOQ-U service that provides all of the tools and information necessary for successful implementation and use of different types of EHRs and make it available to everyone in the Commonwealth.
- DOQ-IT University can be enhanced as a CME tool/test prerequisite for potential borrowers from the anticipated state based loan program.
- Masspro can assist in developing a state based Strategic Plan that aligns with federal incentive programs for HIT.



MASSPRO

Making an Impact.

