

WHAT'S NEW

Pickin' On Picknic!

HTA is proud to be sponsoring a local music festival this July in St. Clair, MO for the second year in a row! Our company has always cared deeply about supporting local businesses and community-based organizations, which is why the Picknic's focus on local craft vendors along with local and national music voices appeals to us. Combined with the environmental advocacy of the festival - focusing on preserving the natural beauty and resources of Missouri's woods and riverways - this musical bazar promises to be a weekend to remember! You can learn more and purchase tickets at pickinfestival.com!

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REFERRAL

Join the HTA Advisory Committee!



Have a coffee on us, and get a chance at a FREE iPad.

With our new referral rewards program, every qualified referral enters you into a drawing for a new iPad. Don't miss your chance to win this quarter!

UPCOMING EVENTS

Wednesday,
June 12th

Greater St. Louis MGMA
Legislative Update

11:30am-1pm at
Spazio Westport

Wed - Thurs
June 19th & 20th

Greater Heartland HFMA
Medicare Cost Report Training

Hampton Inn & Suites
in Columbia, MO



See more at:
htadvisorsllc.com/events



Healthcare Technology Advisors

This monthly publication provided courtesy of Derrick Weisbrod & Hugh Anderson, Founding Advisors of Healthcare Technology Advisors.

Our mission is to be trusted advisors guiding healthcare businesses through the complex IT and HIPAA landscape while providing a comprehensive service that always maintains a human touch.



QUARTERLY REFERRAL CONTEST WINNER!

HTA is extremely pleased to announce our Quarterly Referral Contest winner, Electrical & Data Service Company! Troy Exler provides all types of residential, commercial, and industrial electrical services and installations as well as low voltage installations such as fire alarm, CCTV, and security systems. Data network infrastructure and fiber optic installation and termination is handled with ease.

They can be reached at (314) 644-3120 for all your electrical needs because at Electrical & Data Service Company, great customer service NEVER comes as a shock!



BEST PRACTICE OF THE MONTH: DOCUMENTATION

Documentation is an important asset for every business. It spans all aspects of your operation, from your client list, billing procedure, data backup, to your login passwords. Any information that is vital to know to run your business is something that should be documented.

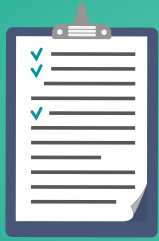
The reasons for keeping this documentation are as myriad as your practice's daily tasks. Having all passwords available negates the need to either write them down OR submit tickets to get forgotten passwords reset. The process of documenting often makes various procedures more efficient and repeating them becomes easier. Having a full list of credentials available will help you monitor when passwords need to be updated, and if one is compromised, it becomes easier to change all credentials related to it. Having hardware documented assists with any repair or maintenance work and means that end of warranty deadlines and replacements can be tracked and planned for.

HIPAA requires a full documenting of all hardware that may contain PHI. Maintaining a list of data repositories to know where data is at all times is important, while documenting backup procedures is critical. There must be a known path to follow in the event of a breach, loss of data, or disaster so that it is clear which assets need to be restored first in a crisis.

This documentation should be stored in a central depository that all members of an organization have access to, but access to specific information may need to be limited by job type or responsibility. Having one system that everyone uses is useful, as an employee only needs to learn one procedure, and this process can be applied to any documentation, both for how to document something and for how to access the documentation. Looking up the password for an EMR login should be the same process as looking up the type of ink in the office printer.

Having this information in hand is as invaluable for training new employees as it is for carrying out basic tasks. It means solving a problem in minutes rather than hours, and lessens the impact of lost productivity that can arise from a forgotten procedure, a misplaced password, or a hardware failure. Documentation means never having to reinvent that wheel, but rather simply looking up the process and moving on from there.

Healthcare Technology Advisors uses ITGlue and MyGlue as our documentation solutions. You can call us today to learn more about those services or discuss other solutions that might better fit your practice.



On March 18th, 2019 Fred Schulte and Erika Fry published the article “Death by 1,000 Clicks” on Kaiser Health News (KHN), a collaboration between KHN and Fortune Magazine. The article reviewed the findings of a three-month long investigation into the United States’ implementation of electronic health systems. Their key take-aways are summarized below.

Read the whole article at:

[khn.org/news/death-by-a-thousand-clicks](https://www.khn.org/news/death-by-a-thousand-clicks)

Part 1 - Patient Harm

The most troubling consequence of a troubled system is, of course, patient harm. While the adoption of EHR systems may have alleviated certain risks, such as mis-reading a doctor’s handwriting, it has resulted in many cases of misdiagnosis, improper medication, or mishandling of a case due to how the EHR functions.

One example was the case of Fabian Ronisky, who in 2015 was admitted to a hospital in Santa Monica. A doctor suspected meningitis and typed in an order for a critical lab test. However, the test never made it to the lab, and a proper diagnosis was delayed by days. Ronisky ended up suffering irreversible brain damage, which he alleges could have been minimized had the EHR functioned properly.

The EHR in question was Epic, which had been installed at the Santa Monica hospital four months earlier. Although the doctor who had ordered the test could see it on Epic’s screen in Ronisky’s chart, Epic didn’t fully interface with the lab’s software, and so the ordered test simply never went anywhere. In the lawsuit, Epic denied liability or defects, saying that the doctor had been at fault for not pushing the right buttons, and that the hospital

had set up the interface between the EHR and the lab software.

The lack of proper interfacing has been found to cause many incidents of harm, including giving a patient a medication they are allergic to, or reading a test result that has been returned but is not actually complete. A whistleblower case against eClinicalWorks cited many problems with the medication lists, such as prescribed drugs not showing up while discontinued drugs were shown as current. One patient’s medication profile could be accompanied by a physician’s note for a different patient. And nearly 30,000 prescriptions lacked stop and start dates in the system.

The private health care analytics firm Quantros said it logged 18,000 EHR-related safety events from 2007 to 2018. 3 percent of those events resulted in patient harm, including seven deaths. A 2016 study by The Leapfrog Group, a patient- safety watchdog, found that the medication-ordering function in hospital EHRs failed to flag potentially harmful drug orders in 39% of cases in a test simulation. 13% of those mistakes could have been fatal if they occurred with a patient.

Several other studies and cases cited examples of EHR software failing to correctly match records to patients, failing to fire critical medication warnings, or burying the important information under a sea of functionally useless alerts, warnings, and pop-ups. While errors in the software’s basic code can cause direct patient harm, the lack of usability can also lead to mistakes, frustration, and burnout among the medical practitioners struggling to put this software to use in meaningful ways.

Our summary coverage will continue on this topic next month.

HIPAA FINE SPOTLIGHT - \$111,400



The Pagosa Springs Medical Center (PSMC) is a Colorado critical access hospital that agreed to pay \$111,400 to settle potential violations of the HIPAA Privacy and Security Rules. This hospital employed about 175 workers and provided more than 17,000 clinic and hospital visits annually. The complaint stemmed from a situation where a former employee did not have their access to PSMC's scheduling calendar terminated when their employment ended.

This former employee was still able to remotely access the web-based service, meaning that PSMC impermissibly disclosed the electronic protected health information (ePHI) of 557 individuals over the course of the incident. The Office of Civil Rights (OCR) also discovered in the course of its investigation that there was no Business Associate Agreement (BAA) in place with the web-based scheduling calendar vendor, meaning that the ePHI was also impermissibly disclosed to the vendor.

While it is obvious that an employee should lose access to sensitive data once their employment ends, without proper documentation of procedures it may be difficult to track down every access and ensure they are resolved. Over the course of

offboarding it is not difficult to see where one application may be missed. This represents not only a security risk (what if that employee left on bad terms, yet retained access to either PHI or sensitive business information or credentials?) but a clear HIPAA violation and therefore risks enforcement action. This underscores the need to have all data repositories documented, to always know where PHI may be stored and who has access to it, and to have procedures documented on the steps to comprehensively terminate all access privileges for an individual when they leave employment. Whether your organization has high turn over and this must be done on a regular basis, or if you rarely ever lose an employee and this only comes up once or twice a year, having it documented, repeatable, and provable is a clear advantage for keeping your practice compliant and secure.

Healthcare Technology Advisors often works with our clients to improve documentation and procedures, both to improve HIPAA compliance and general workplace efficiency. Whether you're starting from a point of compliance need or basic operational efficiency, HTA can assist with these processes and bring you up to speed.