

Hackensack University Medical Center



The CMIO and the EHR

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Medical Informatics What is it?

- Maximize accessibility to clinical data and information - using hardware, software, Internet, and reporting solutions
- Ease in translation of:
 - DATA to
 - INFORMATION to
 - KNOWLEDGE →
- Increase
 - SAFETY
 - QUALITY
 - PRODUCTIVITY

Healthcare information systems

Background

- **Financial** - been around the longest
- **Operational** - Departmental / Ancillary Source systems feed data (results) into EMR
- **Clinical** - EMRs - enterprise-wide and departmental (e.g. OB, ED, etc.)

- Success in implementation in one category doesn't guarantee success in other(s)
- Skill sets needed are different
- Resources needed are different

Titles

Not synonyms but a continuum

- **Physician champion** - “CPOE doc”, “IT doc”
 - Focus is **strictly CPOE**, often part-time
- **Director of Clinical Systems** - Medical Director
 - Focus is **ALL clinical systems**, not just CPOE
- **Medical Informatics** - Clinical Informatics
 - Additional focus on **data/information** flow
- **CMIO**
 - Additional focus on **Clinical Effectiveness, Public Reporting**

Traits

Clinical knowledge

- Credibility with clinicians
- Translate for IT - *What you're doing is going to save lives.*
- Translate for clinicians - *Why are you doing it that way? There's an easier way to order a med.*
- Beware of technophiles - *Techno-geeks don't have credibility with docs or administration*
- It's not the **technology** in IT, it's the **information**

Communication skills

- Facilitate, translate
- Negotiate, educate

Calm demeanor

- Sympathetic
- Empathetic - listen
- You are providing a service!

Perfect skill set/background

- M.D., M.B.A., S.A.I.N.T.

Considerations

Debated points

Advanced degrees

- Not necessary for CPOE Champion, may be for CMIO
- MBA - most common; brings administrative credibility and workflow re-engineering experience
- MPH, Masters in Med Informatics

Part time vs. Full time

- CPOE Champion - PT
- CMIO - FT

From Inside vs. Outside

- CPOE Champion - can be from inside/local
- CMIO - from outside?; rarer to find this skill set internally

Clinical Practice

- Typical for CPOE Champion, not for CMIO
- Not required for clinical credibility any more
- More important 'how effectively you practiced in past'
- Some specialties don't lend themselves to part-time, e.g. surgical sub-specialties

FUTURE

Medical Informatics

- As we transition to EMR- archived (legal) medical record will change and boundaries with HIM will blur
- RHIOs/ NHIN will require sharing pt-specific info (EMR) with others to make an effective EHR
- Will become part of core curriculum of medical schools
 - The pain of transformational change will go away
- Public Reporting
 - Requirements will increase
 - Prove quality and safety now
 - Link outcomes and value
 - Hospitals and Physicians will both be rated
 - Consumer-driven healthcare will evolve
- Expand from a position into its own department