

Workforce Competencies for Patient-Centered Health Care Delivery through Health IT: A Framework for Practice Transformation

* This project supported in whole or in part by ARRA HIT Grant # 90CC0079/02-04 awarded to the Cuyahoga Community College by the Federal HHS Office of the National Coordinator.

Meaningful Use (MU)

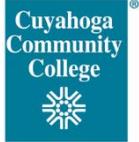
Comp. #	MU Competency	DC#	MU Detailed Competency	LO#	MU Learning Objectives	PSR, Schedulers, Front Desk, Med Secretaries	Nurses (LPNs/RNs), MAs	Providers (MDs, DOs, NPs, PAs)	Care Coordinators	PharmDs, Pharmacy	Health Care Mgmt (Practice Mgrs, Admin)	Health Info Mgmt Medical Records RHIA	IT Professionals	
Definitions & Principles														
1	Define MU and the connection to PCMH	1a	Explain the relationship between the HITECH Act and MU	1a.1	Identify the purpose and the components of the HITECH Act	x	x	x	x	x	x	x	x	
				1a.2	Describe the HITECH Act incentives for implementation of electronic health records	x	x	x	x	x	x	x	x	x
		1b	Describe what MU means in the context of electronic health records	1b.1	Describe what is meant by meaningful use (MU) in relation to electronic health records	x	x	x	x	x	x	x	x	x
				1b.2	Describe the timeline, requirements, and financial incentive components of MU	x	x	x	x	x	x	x	x	x
		1c	Describe the three stages of MU and the purpose behind the stages	1c.1	Identify and describe the three stages of MU	x	x	x	x	x	x	x	x	x
				1c.2	Describe the goals of each stage of MU	x	x	x	x	x	x	x	x	x
		1d	Describe how financial incentives are tied to achievement of MU	1d.1	Describe how achievement of MU affects financial incentives for health care providers	x	x	x	x	x	x	x	x	x
				1d.2	Compare and contrast the financial incentives for MU under Medicare and Medicaid	x	x	x	x	x	x	x	x	x



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		1e	Describe the relationship of MU to PCMH	1e.1	List ways that MU requirements contribute to the achievement of PCMH standards	X	X	X	X	X	X	X	X	
		1f	Identify the agencies administering MU and related programs and identify ways to stay informed about new rules, standards, and programs that affect MU and electronic health records	1f.1	Identify the agencies and offices administering MU and related programs.	X	X	X	X	X	X	X	X	
				1f.2	Identify ways to stay informed about new rules, standards, and programs that affect MU and electronic health records (including social media, if applicable).	X	X	X	X	X	X	X	X	
2	Demonstrate understanding of the standards and ability to perform MU functions appropriate to work role	2a	Describe the core objectives of MU for electronic health records	2a.1	List the core objectives of MU for electronic health records	X	X	X	X	X	X	X	X	
		2b	Identify the functions of MU that pertain to your job role	2b.1	List the MU objectives that are related to your job role	X	X	X	X	X	X	X	X	
				2b.2	Identify your responsibilities and opportunities for contribution that are related to MU objectives	X	X	X	X	X	X	X	X	
		2c	Perform the functions related to the MU objectives that pertain to your job role	2c.1	Describe what skills are needed to perform the MU functions that are related to your job role	X	X	X	X	X	X	X	X	X
				2c.2	Perform the functions related to MU that pertain to your job role	X	X	X	X	X	X	X	X	X
3	Knowledge of privacy and security	3a	Describe the privacy issues specific to MU and electronic health records	3a.1	Identify privacy issues specific to MU and electronic health records	X	X	X	X	X	X	X	X	
				3a.2	Identify technology requirements for compliance with privacy regulations for MU						X	X	X	



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				3a.3	Identify best practices for managing privacy for MU functions for electronic health records	x	x	x	x	x	x	x	x	
				3a.4	Identify steps each role must take to ensure compliance with privacy requirements of MU functions for electronic health records	x	x	x	x	x	x	x	x	x
		3b	Describe the data security issues specific to MU and electronic health records	3b.1	Identify data security issues specific to MU and electronic health records	x	x	x	x	x	x	x	x	x
				3b.2	Identify technology requirements for compliance with security regulations for MU							x	x	x
				3b.3	Identify best practices for managing data security for MU and electronic health records	x	x	x	x	x	x	x	x	x
				3b.4	Identify steps each role must take to ensure compliance with security requirements of MU functions for electronic health records	x	x	x	x	x	x	x	x	x
		4	Role-specific involvement in assuring data quality	4a	Outline the importance of data quality for MU and electronic health records	4a.1	List specific ways in which data quality is essential for successful implementation of MU and electronic health records	x	x	x	x	x	x	x
4a.2	Identify best practices for ensuring data quality in MU and electronic health records					x	x	x	x	x	x	x	x	x



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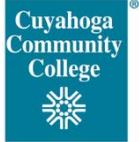
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		4b	Describe the data quality responsibilities for MU of the various health care roles	4b.1	List health care roles that have a responsibility for data quality as it relates to MU	X	X	X	X	X	X	X	X	
				4b.2	Identify best practices for each role to ensure data quality as it relates to MU	X	X	X	X	X	X	X	X	X
5	Structured workflows	5a	Describe how electronic health records affect workflows	5a.1	Explain what is meant by structured workflows	X	X	X	X	X	X	X	X	
				5a.2	Give examples of current workflows	X	X	X	X	X	X	X	X	X
				5a.3	Identify changes to workflows caused by use of electronic health records	X	X	X	X	X	X	X	X	X
				5a.4	Identify opportunities to improve workflows as a result of the implementation of electronic health records	X	X	X	X	X	X	X	X	X
		5b	Describe how electronic health records facilitate structured workflows and how that benefits patients and health care facilities	5b.1	Describe how electronic health records facilitate structured workflows	X	X	X	X	X	X	X	X	X
				5b.2	Design structured workflows that make use of electronic health records (workflows may differ for different roles)	X	X	X	X	X	X	X	X	X
				5b.3	Analyze how structured workflows benefit patients and health care facilities	X	X	X	X	X	X	X	X	X
6	Shared decision-making	6a	Describe how electronic health records are used in decision making	6a.1	Explain the role of electronic health records in health care decision-making	X	X	X	X	X	X	X		



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		6b	Describe how shared decision-making works in health care settings	6b.1	Describe how shared decision-making works with providers and patients in health care settings and give some examples	x	x	x	x	x	x	x	x
		6c	Identify the benefits and challenges of shared decision making in an environment with electronic health records	6c.1	List the benefits of electronic health records to shared decision-making	x	x	x	x	x	x	x	x
	6c.2			Identify the benefits of shared decision-making in health care settings	x	x	x	x	x	x	x	x	x
	6c.3			Describe common challenges to shared decision-making in health care settings	x	x	x	x	x	x	x	x	x
	6c.4			Identify best practices for shared decision-making in health care settings	x	x	x	x	x	x	x	x	x
Data & Documentation													
7	Capability to perform the electronic exchange of health information	7a	Describe situations in which the electronic exchange of health information is desired	7a.1	Identify situations in which the electronic exchange of health information could improve health care delivery	x	x	x	x	x	x	x	x
				7a.2	Describe the relationship between meaningful use and the electronic exchange of health information		x	x	x	x	x	x	x
		7b	Exchange electronic health information with other health care facilities and with patients	7b.1	Identify barriers to the exchange of electronic health information with other health care facilities and with patients	x	x	x	x	x	x	x	x



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				7b.2	Describe what is required for the exchange of electronic health information with other health care facilities and with patients	x	x	x	x	x	x	x	x	
				7b.3	Identify the technical requirements for the exchange of electronic health information						x	x	x	
				7b.4	Identify best practices for the exchange of electronic health information with other health care facilities and with patients	x	x	x	x	x	x	x	x	
8	Understand how data impacts clinical interventions – criticality of inputs	8a	Describe how data is used to select and implement clinical interventions	8a.1	Describe how data is used to select appropriate clinical interventions	x	x	x	x	x	x	x	x	
				8a.2	Describe how data is used to tailor and apply a clinical intervention	x	x	x	x	x	x	x	x	x
		8b	Explain the importance of data quality in clinical interventions	8b.1	Characterize the relationship between data quality and the success of clinical interventions that make use of the data	x	x	x	x	x	x	x	x	x
				8b.2	Identify best practices for ensuring data quality for clinical interventions	x	x	x	x	x	x	x	x	x
9	Adhere to care guidelines and assure quality of care	9a	Describe how care guidelines relate to electronic health records	9a.1	Explain the relationship between care guidelines and electronic health records	x	x	x	x	x	x	x	x	
				9a.2	Identify tools that leverage evidence-based care guidelines to improve quality of care		x	x	x	x	x	x	x	x



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		9b	Identify ways that data and data quality affect adherence to care guidelines and quality of care	9b.1	Explain why data quality in electronic health records is essential to effective adherence to care guidelines		X	X	X	X	X	X	X
				9b.2	Identify ways that poor data interferes with adherence to care guidelines and quality of care		X	X	X	X	X	X	X
		9c	Describe ways that electronic health records can facilitate adherence to care guidelines	9c.1	Identify best practices for the use of electronic health records in the adherence to care guidelines		X	X	X	X	X	X	X
Change Management													
10	Ability to conduct assessments	10a	Describe the components of an assessment for a health care organization in relation to meaningful use	10a.1	Enumerate the relevant components of a health care organization assessment in relation to meaningful use and practice readiness		X	X	X	X	X	X	X
		10b	Complete the tasks necessary for a health care assessment in relation to meaningful use	10b.1	Determine the tasks necessary for completing an assessment of a health care facility in relation to meaningful use		X	X	X	X	X	X	X
				10b.2	Identify the skills necessary for completing an assessment of a health care facility in relation to meaningful use		X	X	X	X	X	X	X
11	Workflow redesign	11a	Describe the processes included in a workflow redesign involving electronic	11a.1	Determine the goals of a workflow redesign involving electronic health care records	X	X	X	X	X	X	X	X



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			health care records	11a.2	Describe how process mapping can be used in a workflow redesign	X	X	X	X	X	X	X	X	
				11a.3	Enumerate the steps in a workflow redesign involving electronic health care records	X	X	X	X	X	X	X	X	
				11a.4	Identify the tasks each role completes in a workflow redesign	X	X	X	X	X	X	X	X	
		11b	Identify the skills necessary to complete a workflow redesign project involving electronic health care records	11b.1	Identify the skills necessary for each role involved in a health care workflow redesign	X	X	X	X	X	X	X	X	
12	Outcome-driven change	12a	Develop a plan for change focused on outcomes that involves health information technology	12a.1	Describe what is meant by outcome-driven change and give examples, including process changes and quality improvement	X	X	X	X	X	X	X	X	
				12a.2	Define desired outcomes for outcome-driven change involving health information technology	X	X	X	X	X	X	X	X	X
				12a.3	Link actions to outcomes in change that involves health information technology	X	X	X	X	X	X	X	X	X
				12a.4	Identify ways reports can be used to plan and implement outcome-driven change	X	X	X	X	X	X	X	X	X



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		12b	Prepare a health care facility for outcome-driven change	12b.1	Identify challenges and mitigations for those challenges for process change or quality improvement change that involves health information technology	x	x	x	x	x	x	x	x
				12b.2	Create a plan to prepare a health care organization to undertake a process change or quality improvement change that involves health information technology (to be used only if the plan can be evaluated)		x	x	x	x	x	x	x
13	Systems thinking	13a	Identify and describe the main concepts of systems thinking	13a.1	Describe what is meant by systems thinking					x	x		x
				13a.2	Explain how systems thinking could be applied to a project that involves health information technology					x	x		x
				13a.3	List the benefits of systems thinking for implementation of a project involving meaningful use and health information technology					x	x		x
		13b	Apply systems thinking to the implementation of meaningful use in a health care organization	13b.1	Explain how systems thinking can facilitate the successful implementation of meaningful use					x	x		x
14	Working collaboratively	14a	Describe the benefits of working collaboratively	14a.1	Identify the barriers to working collaboratively related to meaningful use of health information technology	x	x	x	x	x	x	x	x



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				14a.2	List the benefits of working collaboratively related to meaningful use of health information technology	X	X	X	X	X	X	X	X	
				14a.3	Identify best practices for working collaboratively related to meaningful use of health information technology	X	X	X	X	X	X	X	X	X
				14a.4	Describe how working collaboratively can be incorporated into team-based care for better outcomes	X	X	X	X	X	X	X	X	X
				14b	Explain how implementation of meaningful use can facilitate working collaboratively	14b.1	Describe how a successful meaningful use implementation can facilitate working collaboratively	X	X	X	X	X	X	X
		14b.2	Generate a list of specific ways to use electronic health records to foster collaborative work	X		X	X	X	X	X	X	X	X	
		14b.3	Identify ways that meaningful use can facilitate collaboration in team-based care	X		X	X	X	X	X	X	X	X	
15	Effective communication skills	15a	Describe how meaningful use can facilitate effective communication skills	15a.1	Describe communication failures that are common in health care settings	X	X	X	X	X	X	X	X	
				15a.2	Identify ways that meaningful use can facilitate and encourage better communication practices	X	X	X	X	X	X	X	X	
				15a.3	Identify best practices for using electronic health records to facilitate effective communication	X	X	X	X	X	X	X	X	



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