REC Reported Challenges to Achieving Meaningful Use

September 16, 2012

Background

- In November, 2011, RECs were asked to enter site-level challenges in the CRM

- RECs are using the CRM challenge feature in varying ways
  - Some are creating a "challenge" for every site; for those sites on track, they are creating an "On Track" issue
  - Others are only creating "challenge" issues for those practices that are stuck in the process

- 3 RECs are sending challenge files to OPAS external to the CRM. Those data are incorporated into these slides

- One field captures the stage of adoption for the practice: are they trying to reach AIU, or MU?

- There are then 5 challenge Types: Practice Issues, Vendor Issues, Attestation Process problems, problems with MU Measures, and an "On Track" classification

- Within each of the challenge types, there are secondary categories. Some will even have tertiary or quaternary categories as well.

Primary and Secondary Challenges Categories

Practice Issues	Vendor Issues	Attestation Process Issues	MU Measures
Workflow adoption	Upgrade	Calculating patient volume	Core CQMs
Provider engagement	Delays in implementation / installation	Medicaid program not up yet	Alternate Core CQMs
Training	Certification	Medicaid technical/ administrative	Additional CQMs
Vendor selection	Reports slow / not available	Medicare technical/ administrative	Each of the Core / Menu Set measure
Administrative	Training / support materials inadequate/not available		
Financial	Lack of vendor support		
Staffing	Technical		
	Inaccurate reports and/or data		

Complete list of Challenges categories, including tertiary categories and descriptions of the categories, is available here:
http://dashboard.healthit.gov/DATA/data/REC_Reported_Practice_Level_Challenges_to_Achieving_MU_Descriptions.xlsx

- Challenges can be resolved with at the site level or provider level
- At the site level, a challenge would be resolved if:
  - the REC indicates the issue is "Completed"
  - a new issue is created to indicate the site is now on track
  - An "on track" issue is resolved if a new challenge issue is created

- At the provider level, all challenges are resolved if the provider receives an MU payment from CMS.
- Other ways a provider may have a challenge resolved:
  - Attestation Process issues are resolved when a payment is received from CMS
  - AIU issues are resolved if an AIU payment is received by CMS
  - Vendor selection issues are resolved if a provider reaches M2 and the issue was created before the M2 date
  - All issues except Attestation Process are resolved if a provider reaches M3
  - All AIU Vendor Issues when the provider reaches M2, provided the issue was created before the M2 date

Top Ten Overall Challenge Categories by Number of Providers Impacted

Rank	Secondary Challenge Category	Rank Last Month	Total Providers Impacted (% resolved)	New reports this month by number of providers (% of total providers with new reports)
1	MU Measures	1	4,888 (15%)	427 (15%)
2	Provider engagement	2	4,000 (14%)	249 (9%)
3	Administrative practice issues	3	3,465 (13%)	493 (18%)
4	Vendor selection	4	2,961 (25%)	73 (3%)
5	Workflow adoption	5	2,317 (12%)	301 (11%)
6	Vendor delays in implementation/ installation	6	2,162 (13%)	173 (6%)
7	Practice financial issues	8	1,637 (15%)	54 (2%)
8	Medicaid Program not up yet	7	1,534 (32%)	72 (3%)
9	Vendor EHR reports slow/ not available	9	1,487 (31%)	109 (4%)
10	Practice staffing issues	10	1,310 (15%)	85 (3%)

Data as of September 16, 2012, pulled from the ONC CRM. A total of 20,823 Challenge Issues have been reported by RECs, impacting 56,783 providers. A total of 1,663 Challenge Issues were created between August 1 and September 16, 2012, affecting 3,710 providers. 3,676 providers had challenge issues resolved between August 1 and September 16, 2012.

Challenge Activity For The Month

Top Ten New Challenge Issues

Secondary Challenge Category	Number of Providers (% of total providers with new reports)
Administrative practice issues	493 (18%)
MU Measures	427 (15%)
Workflow adoption	301 (11%) 6
Provider engagement	249 (9%)
Vendor delays in implementation / installation	173 (6%)
Technical	122 (4%) 12
Vendor EHR reports slow/ not available	109 (4%)
Practice staff training	86 (3%) 6
Practice staffing issues	85 (3%)
Vendor selection	73 (3%) 1

Top Ten Resolved Challenges

Secondary Challenge Category	Number of Providers (% of total providers impacted by secondary category)
Vendor selection	218 (7%)
Administrative practice issues	211 (9%)
Provider engagement	205 (5%)
MU Measures	185 (4%)
Vendor EHR reports slow/ not available	158 (11%)
Workflow adoption	109 (5%)
Upgrade	104 (9%)
Vendor delays in implementation / installation	97 (4%)
Medicaid	86 (7%) 9
Inaccurate reports/data	70 (8%) 3

Data as of September 16, 2012, pulled from the ONC CRM. A total of 1,197 challenge Issues were created between August 1 and September 16, 2012, affecting 3,251 providers. 2,942 providers had challenge issues resolved between August 1 and September 16, 2012. The green circle represents the issue with the most movement this month.

Overall Top Ten MU Measures-Specific Challenges

Rank	Meaningful Use Measure	Number of Providers Impacted	New Reports this month by number of providers impacted
1	Core 13: Clinical Summary	1764	151 (34%)
2	Menu 7: Medication Reconciliation	849	17 (4%)
3	Core 15: Security Review	836	15 (3%)
4	Menu 4: Patient Reminders	810	19 (4%)
5	Menu 8: Summary Care Record	800	17 (4%)
6	Menu 6: Educational Resources	586	27 (6%)
7	Menu 9: Immunization	539	5 (1%)
8	Core 9: Smoking Status	481	32 (7%)
9	Core 14: Electronic Exchange	478	8 (2%)
10	Core CQMs	450	8 (2%)

Data as of September 16, 2012, pulled from the ONC CRM. Users may select multiple measure-specific issues as challenges within one report, therefore, these numbers may overestimate the total number of challenge reports for Measure-specific issues. The blue ribbon indicates the top reported issue for the month. The green circle represents the issue with the most movement this month.

Top Ten Newly Reported MU Measures-Specific Challenges:
August 1-September 16, 2012

Rank	Meaningful Use Measure	New Reports this month, by number of providers impacted	Percent of total monthly providers impacted
1	Core 13: Clinical Summary	151	34%
2	Core 9: Smoking Status	32	7%
3	Menu 6: Educational Resources	27	6%
4	Core 3: Problem List	8 ⬆ 25	6%
5	Core 4: eRx	24	5%
6	Core 6: Active Medication Allergy List	9 ⬆ 22	5%
7	Core 7: Demographics	9 ⬆ 22	5%
8	Core 5: Active Medication List	14 ⬆ 21	5%
9	Menu 4: Patient Reminders	11 ⬆ 19	4%
10	Menu 7: Medication Reconciliation	3 ⬆ 17	4%

Data as of September 16, 2012, pulled from the ONC CRM. Users may select multiple measure-specific issues as challenges within one report, therefore, these numbers may overestimate the total number of challenge reports for Measure-specific issues.

Top Ten Top Ten Challenge Categories for Providers Trying to Reach MU

Rank	Secondary Challenge Category	Rank Last Month	Total Providers Impacted (% resolved)	Providers impacted this month (% of total monthly providers impacted)
1	MU Measure	1	3,243 (16%)	385 (23%)
2	Provider Engagement	2	1,601 (11%)	104 (6%)
3	Practice administrative issues	6	1,595 (8%)	419 (25%)
4	Workflow Adoption	3	1,191 (6%)	197 (12%)
5	Vendor EHR reports slow/ not available	4	1,101 (10%)	61 (4%)
6	Upgrade	5	787 (5%)	6 (0.4%)
7	Vendor delays In Implementation/Installation	7	647 (1%)	103 (6%)
8	Practice staffing issues	9	614 (3%)	66 (4%)
9	Inaccurate Reports and/or Data	11	597 (3%)	60 (4%)
10	Practice staff training	12	537 (3%)	85 (5%)

Data as of September 16, 2012, pulled from the ONC CRM. MU refers to the implementation phase the site is at for their EHR. A total of 15,870 providers have MU challenge Issues. The green circle represents the issue with the most movement this month; the blue ribbon indicates the top reported challenge for the month.

# Top Ten Newly Reported Challenge Categories for Providers Trying to Reach MU

Rank	Secondary Challenge Category	Rank Last Month	Total Providers Impacted	Percent of total monthly providers impacted
1	Administrative practice issues	3	419	25%
2	MU Measure	2	385	23%
3	Workflow Adoption	10 ⬆6	197	12%
4	Provider Engagement	1	104	6%
5	Vendor delays In Implementation/Installation	7	103	6%
6	Practice staff training	9	85	5%
7	Practice staffing issues	5	66	4%
8	Vendor EHR reports slow/ not available	13 ⬆5	61	4%
9	Vendor reports and/or data inaccurate	8	60	4%
10	Vendor Selection	14 ⬆4	45	3%

Data as of September 16, 2012, pulled from the ONC CRM. MU refers to the implementation phase the site is at for their EHR. A total of 1,708 providers have newly reported MU challenge Issues between August 1-September 16, 2012. The green circle represents the issue with the most movement this month.

Challenge and On Track Reports by Site

Proportion of Sites with Challenge/On Track Reports

- Barrier Issue
- On Track Report
- No Barrier Issue
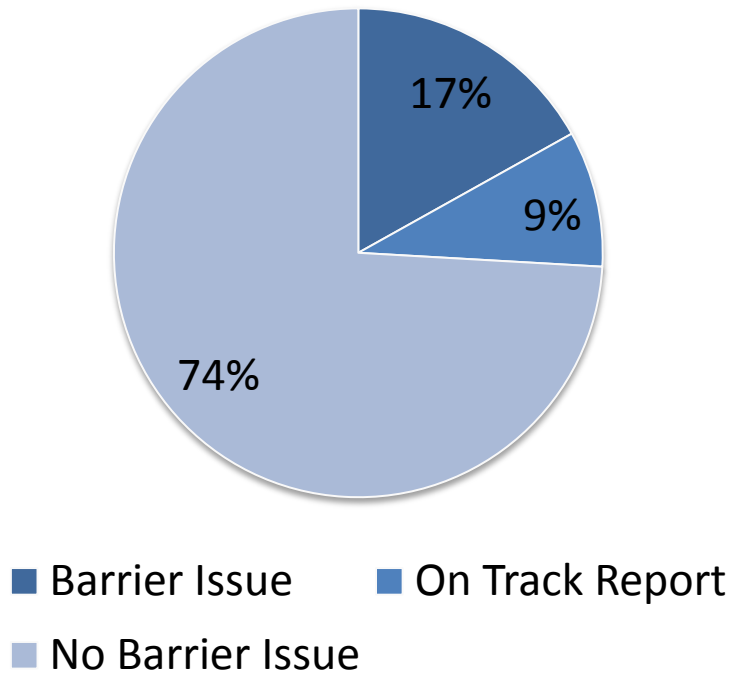
Data as of September 16, 2012, pulled from the ONC CRM. 16,639 sites are represented in 20,823 challenge reports. Each site in the CRM may have multiple challenge issues created for it.

Number of Reports Per Site

- 24
- 21
- 13
- 8
- 7
- 6
- 5
- 4
- 3
- 2
- 1
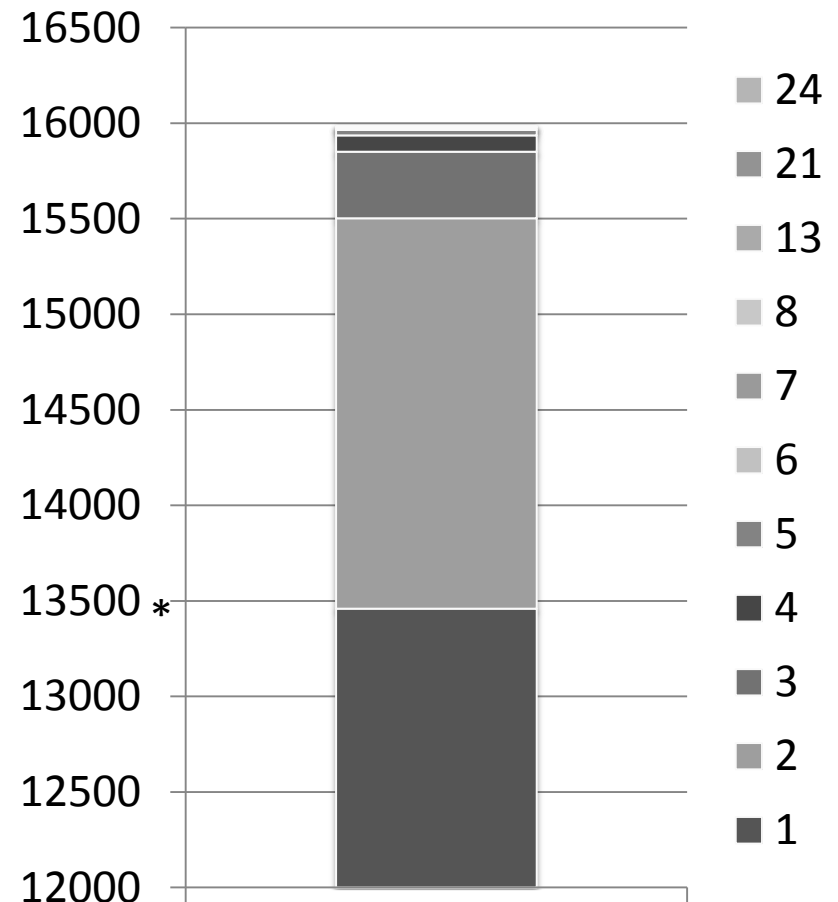
*84% of sites have only 1 challenge/on track issue reported.

Overall Monthly Challenge Activity
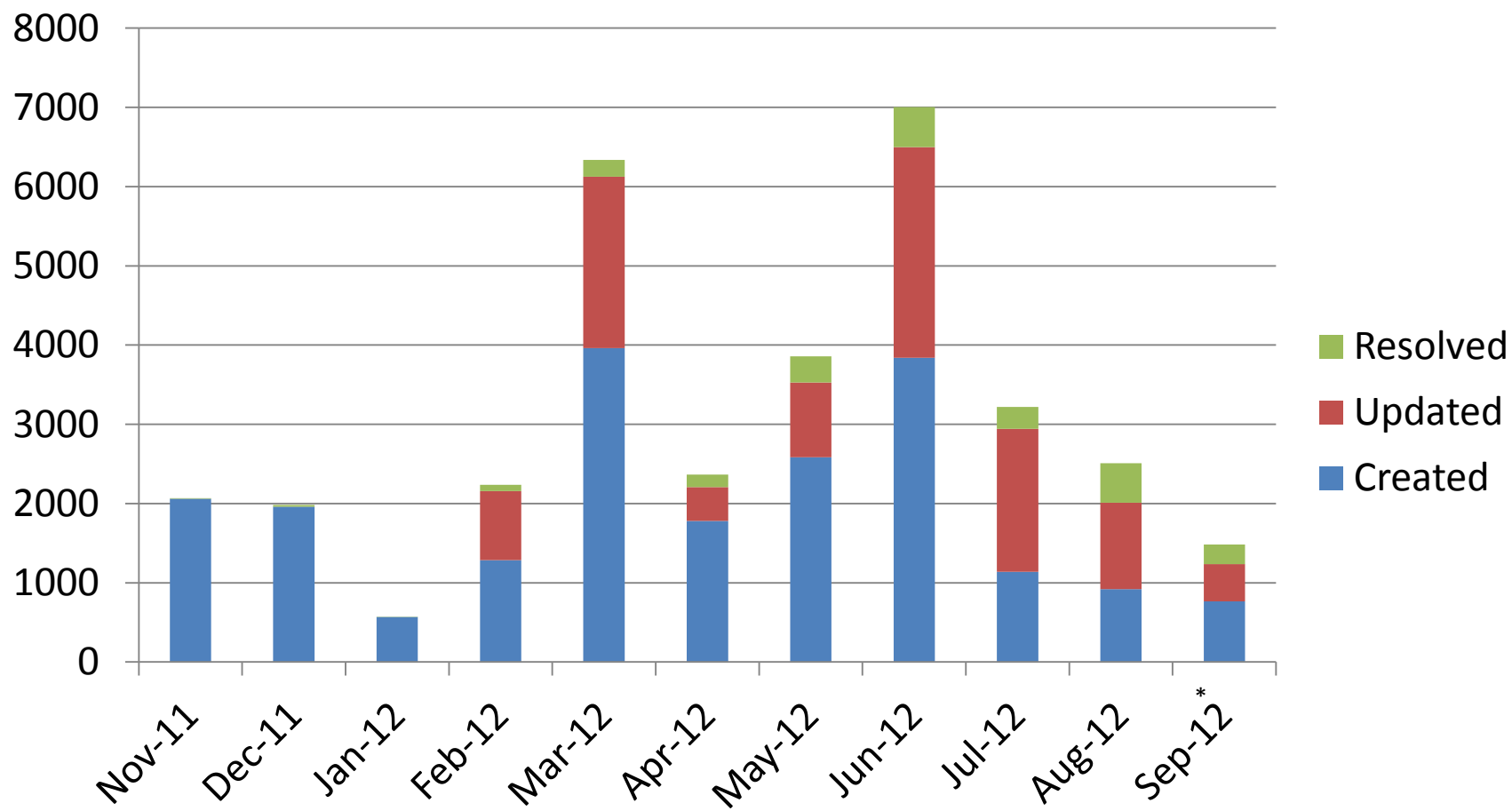
*Data as of September 16, 2012, pulled from the ONC CRM. A total of 20,823 challenge Issues have been reported by RECs.

Proportion of Providers Impacted by Challenge Types as Reported in CRM

Unresolved Challenge Issues
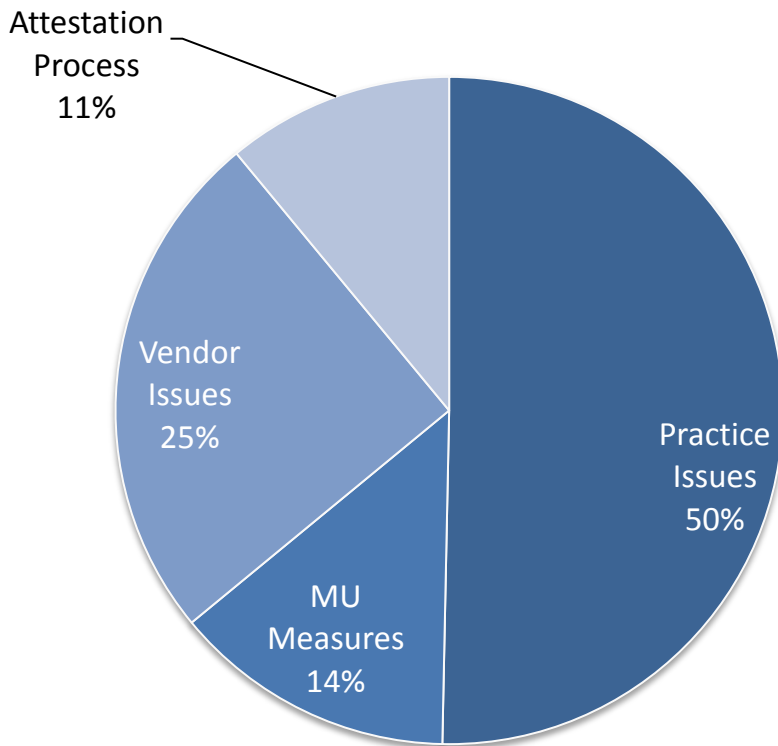
Resolved Challenge Issues

Issue Type	Percent Resolved
Attestation Process	31.7
MU Measures	14.9
Practice Issues	16
Vendor Issues	18.8

Data as of September 16, 2012, pulled from the ONC CRM. 44,481 providers have open challenge issues; 32% (14,121) of those are on track. 12,302 providers have resolved issues.

Practice Issue Challenges

Unresolved Practice Issue Challenges

Pie chart:
- Administrative 22%
- Financial 10%
- Provider Engagement 25%
- Staffing 8%
- Training 5%
- Vendor Selection 16%
- Workflow Adoption 14%
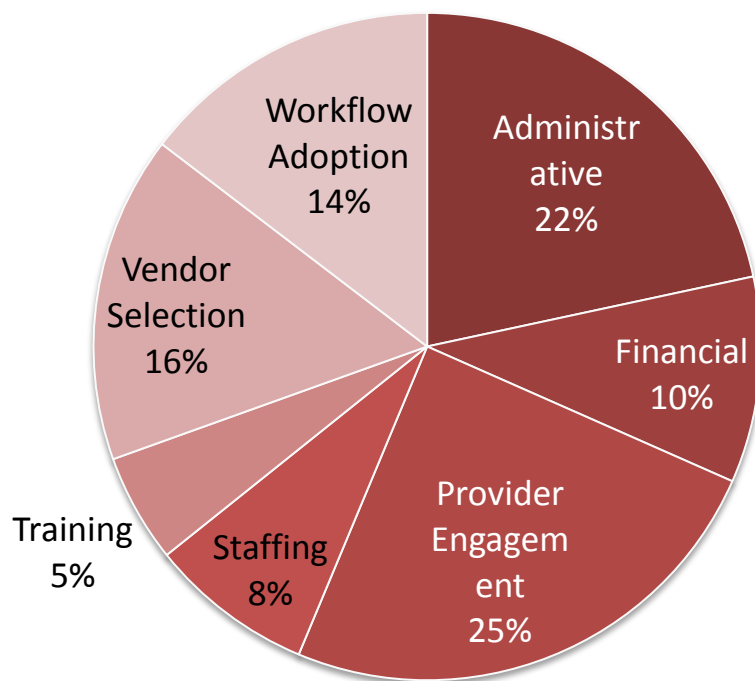
Resolved Practice Issue Challenges by Number of Providers

Legend:
- Workflow Adoption
- Vendor Selection
- Training
- Staffing
- Provider Engagement
- Financial
- Administrative

Y-axis: Number of Providers (0–500)
X-axis: Nov-11, Dec-11, Jan-12, Feb-12, Mar-12, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12
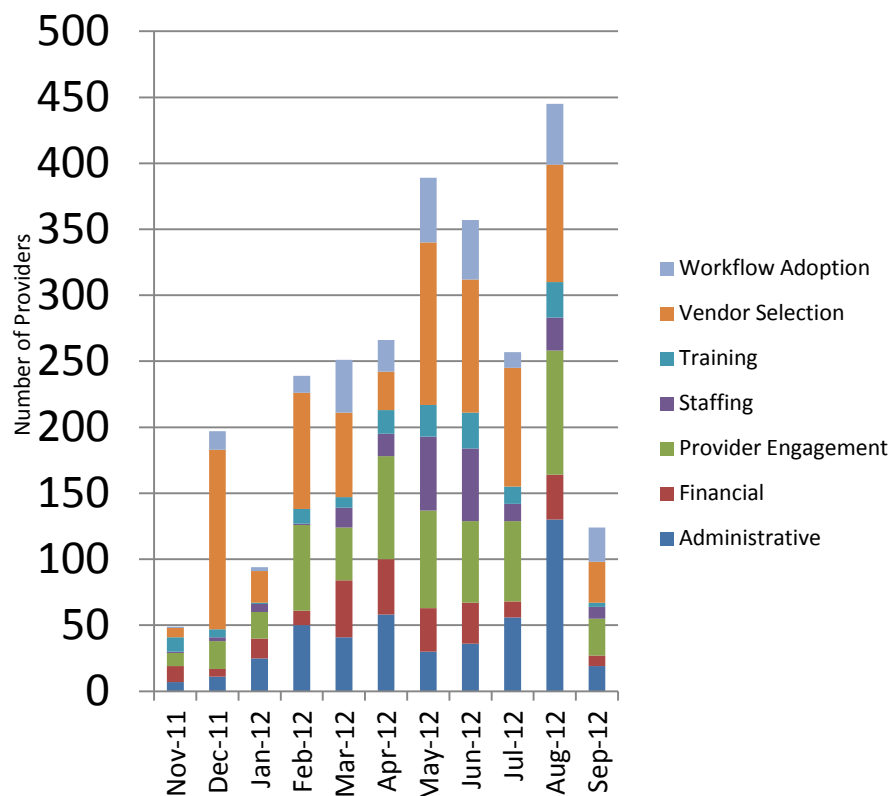
Data as of September 16, 2012, pulled from the ONC CRM. A total of 18,191 providers have a practice issue challenges report; 1,628 (9%) do not have a secondary category. 2,913 (16%) providers have practice issues that have been resolved.

Vendor Issue Challenges

Unresolved Vendor Issue Challenges

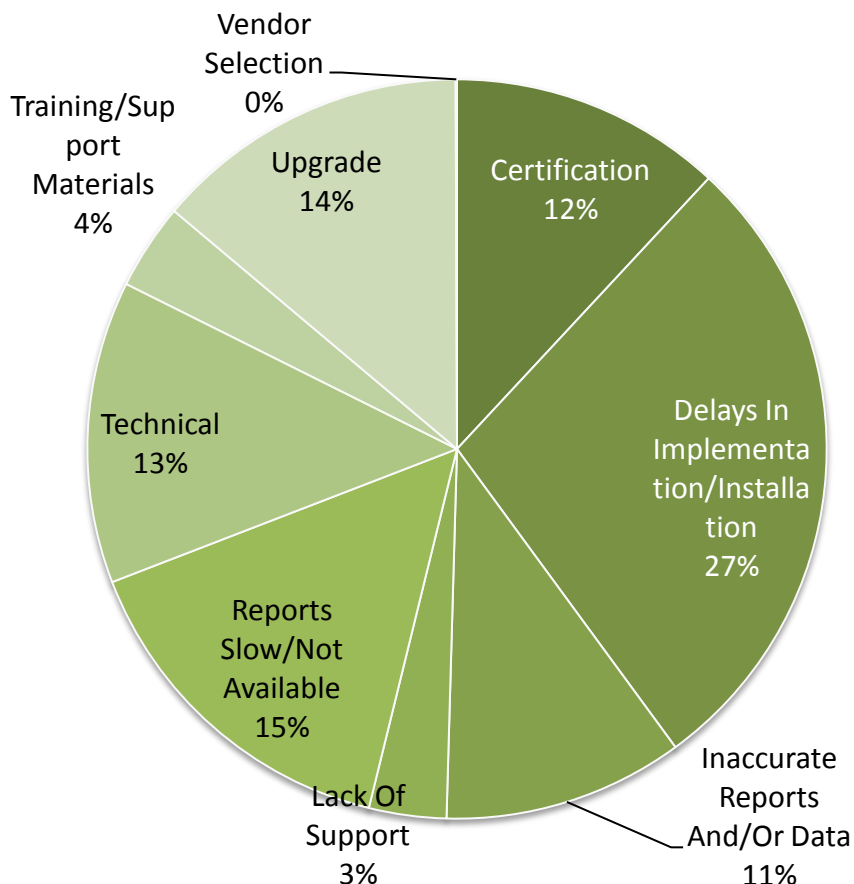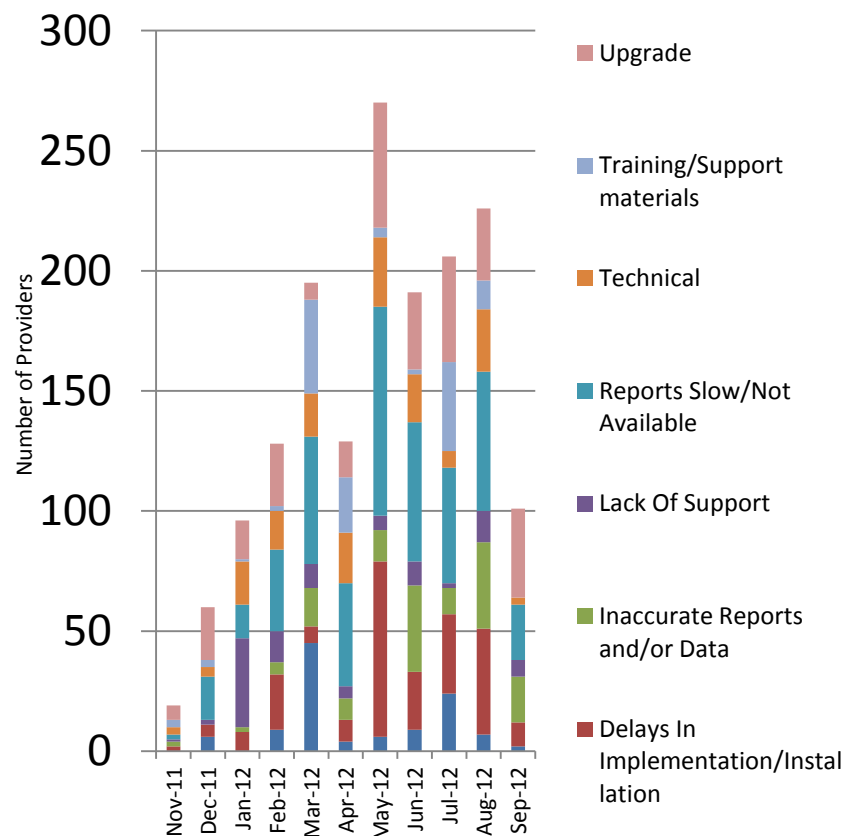
Pie chart:
- Certification 12%
- Delays In Implementation/Installation 27%
- Inaccurate Reports And/Or Data 11%
- Lack Of Support 3%
- Reports Slow/Not Available 15%
- Technical 13%
- Training/Support Materials 4%
- Vendor Selection 0%
- Upgrade 14%

Resolved Vendor Issue Challenges

Stacked bar chart — Number of Providers (0–300) by month (Nov-11 through Sep-12).
Legend:
- Upgrade
- Training/Support materials
- Technical
- Reports Slow/Not Available
- Lack Of Support
- Inaccurate Reports and/or Data
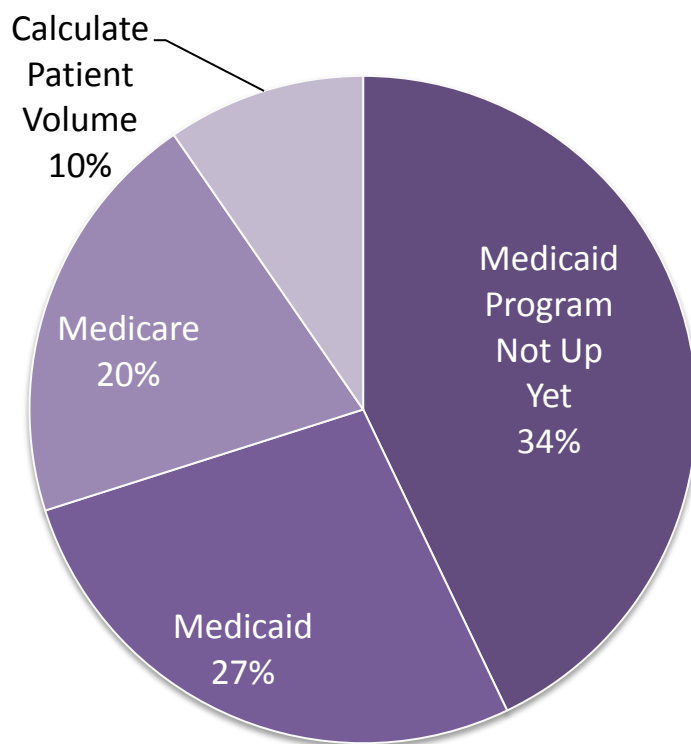- Delays In Implementation/Installation

Data as of September 16, 2012, pulled from the ONC CRM. A total of 9,336 providers have a vendor issue challenge report ; 950 (10%) do not have a secondary category. 1,757 (19%) providers have resolved vendor issue challenges.
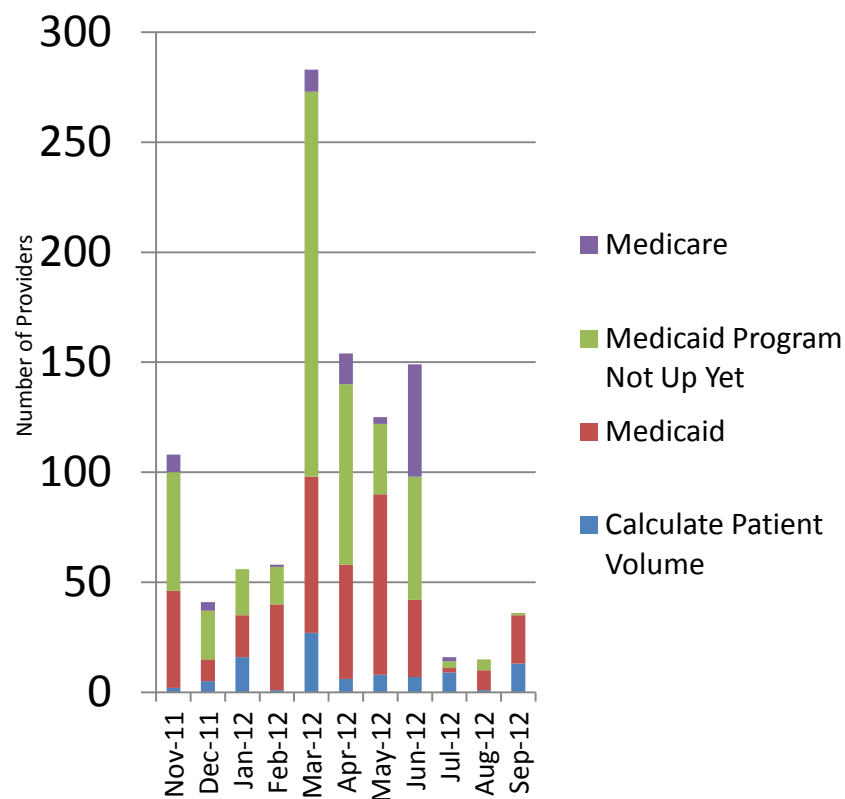
Attestation Process Challenges

Unresolved Attestation Process Issues

- Medicaid Program Not Up Yet 34%
- Medicaid 27%
- Medicare 20%
- Calculate Patient Volume 10%

Resolved Attestation Process Issues

Legend:
- Medicare
- Medicaid Program Not Up Yet
- Medicaid
- Calculate Patient Volume

Y-axis: Number of Providers (0–300)
X-axis: Nov-11, Dec-11, Jan-12, Feb-12, Mar-12, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12

Data as of September 16, 2012, pulled from the ONC CRM. A total of 4,890 providers have an attestation process challenge report; 1,254 (26%) do not have a secondary category. 1,550 (32%) providers have a resolved attestation process issue.

Top Five Challenges by Practice Type

Rank	CHCs	CAHs	Other Underserved Setting	Practice Consortium	Private Practice 1-10	Private Practice 11+	Public Hospitals	Rural Health Clinic	Rural Hospital	Specialty Practice
1	Practice Administrative	Vendor selection	Medicaid	Workflow adoption	MU Measures	Workflow adoption	Vendor delays In Implementation/Installation	Provider Engagement	Provider Engagement	Provider Engagement
2	Workflow adoption	Technical	Practice Administrative	MU Measures	Provider engagement	MU Measures	Practice staffing	Practice Administrative	Practice financial issues	Vendor EHR reports slow/not available
3	Technical	Practice staffing	Medicare	Provider engagement	Workflow adoption		Vendor EHR reports slow/not available	Practice financial issues	Practice staffing	Vendor selection
4	Vendor EHR reports slow/not available	Vendor delays In Implementation/Installation	Vendor selection	Practice Administrative	Practice Administrative		Workflow adoption	Vendor EHR reports slow/not available	Practice Administrative	MU Measures
5	Vendor delays In Implementation/Installation	Provider engagement		Vendor delays In Implementation/Installation	Practice staff training		Vendor selection	Inaccurate Reports and/or Data	Vendor EHR reports slow/not available	Workflow adoption

MU Measures	Attestation Process	Practice Issue	Vendor Issue

Top five based on number of providers affected. Data as of September 16 2012, pulled from the ONC CRM. Non-priority hospitals did not report any challenges.

Top Five MU Measures-Specific Challenges by Practice Type

Rank	CHCs	CAHs	Other Underserved Setting	Practice Consortium	Private Practice 1-10	Public Hospitals	Rural Hospital	Rural Health Clinic	Specialty Practice
1	Core 15: Security Review	Core 15: Security Review ⬆5	Core 13: Clinical Summary	Core 13: Clinical Summary	Core 13: Clinical Summary	Core CQMs	Menu 4: Patient Reminders	Core 4: eRx	Core 9: Smoking Status
2	Menu 9: Immunization	Core 14: Electronic Exchange ⬆7	Menu 8: Summary Care Record	Core 15: Security Review	Core 15: Security Review	Core 13: Clinical Summary	Core 13: Clinical Summary	Core 13: Clinical Summary	Core 13: Clinical Summary
3	Menu 5: Electronic Access	Menu 4: Patient Reminders	Menu 4: Patient Reminders	Core 14: Electronic Exchange	Core 14: Electronic Exchange	Core 1: CPOE	Menu 7: Medication Reconciliation	Core CQMs	Menu 5: Electronic Access
4	Core 4: eRx	Core 12: Electronic Copy ⬆3	Menu 7: Medication Reconciliation	Core 11: Implement CDS	Core 9: Smoking Status	Core 9: Smoking Status	Menu 8: Summary Care Record	Additional CQMs	Core 4: eRx
5	Core 12: Electronic Copy	Menu 7: Medication Reconciliation	Menu 6: Educational Resources	Core 9: Smoking Status	Menu 9: Immunization	Core 4: eRx	Menu 6: Educational Resources	Core 10: Reporting Ambulatory CQMs	Core 15: Security Review

Data as of September 16, 2012, pulled from ONC CRM, Private Practices >10 and non-priority hospitals did not report any MU Measures challenges.

Users may select multiple measure-specific issues as challenges within one report, therefore, these numbers may overestimate the total number of challenge reports for Measure-specific issues.

Green arrows indicate measures with significant upward movement in the rankings.

Questions?

- Contact Dawn Heisey-Grove at dawn.heisey-grove@hhs.gov for questions

- Current summary data available here: http://dashboard.healthit.gov/DATA/data/REC_Reported_Practice_Level_Challenges_to_Achieving_Meaningful_Use.pdf

For more information about ONC visit: healthIT.gov

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