Outpatient Clinical Decision Systems that Work: Lessons learned from research and experience

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Conflict of Interest

- Patrick O'Connor reports no industry funding, travel/honoraria from WHO, CDC, NIH; Research Grants from NCI, NHLBI, NIDDK, NICHD, AHRQ, NIMH, NIDA, and PCORI
- JoAnn Sperl-Hillen reports no industry funding, Research Funding from PCORI, NIDDK, NHLBI, NCI, AHRQ, NIDA, and NIMH
- Both employed at HealthPartners, Minnesota

CDS History

- 1991 EMR CDS will change the world (IOM)
- 1997 EMR implementation worsens care
 - O'Connor et al
 - Crossan, Crabtree et al
- 2000-2010 CDS does not improve chronic disease outcomes (increases test rates)
 - Mayo, Mass General, Regenstreif, + dozens

Look Under the Hood in Primary Care

- 4+ problems per clinical encounter
- 200 clicks per encounter (RJ Koopman, 2011)
- 15 minutes "face time" per visit
- 5 hours a day on EMR documentation, tasks
- Overestimate own quality of care
- Respond to "patient agenda" and priorities
- Value autonomy
- Trying to get home before 8 pm

Designing CDS for Primary Care

- Develop CDS systems that are:
 - Fires only when potential large benefit (CV risk)
 - Save time (goal: zero clicks)
 - 1 CDS per patient, NOT 1 CDS per disease
 - Prioritized
- High CDS Use Rates
- → Improve Quality of Care, QOL, Cost, and Patient Experience of Care (+ home before 8)

Communication with Patients

- Keep messages short and simple
- Repeat the same message as often as possible
- Make the message relevant to the person
- Recommend specific action
- Make sure the message presenter is a credible source of information



Richard K. Thomas

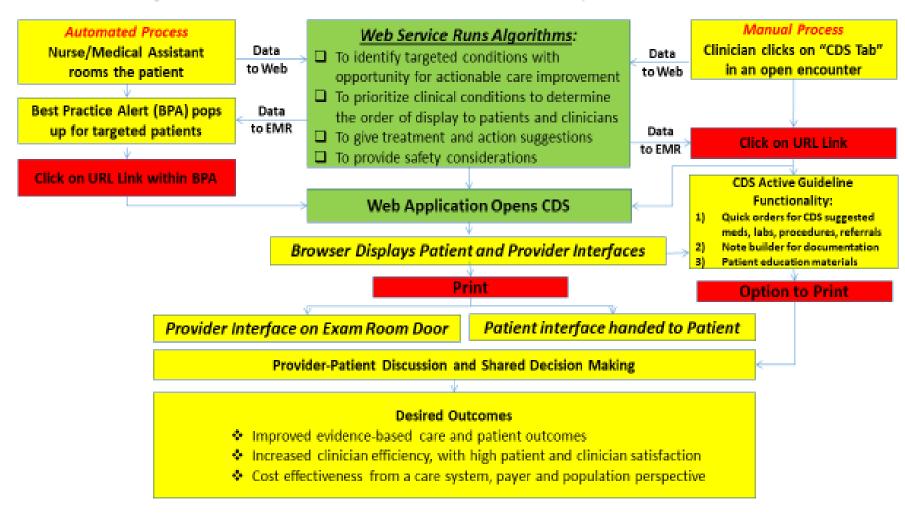
Springer Science & Business Media, Oct 21, 2006 - Medical - 212 pages

Cardiovascular (CV) CDS What does it do?

- Identifies and targets Individuals with the greatest potential for CV benefit (Reversible Risk)
- Prioritizes CV risk factors based on potential benefit
- Displays personalized treatment options (medication intensification, behavioral/lifestyle change, safety alerts, referrals, and testing due)
- Provides tools to both the patient and clinician to support patient engagement and shared decision making (Greenfield & Kaplan, 1988)



Figure 2: Workflow for CDS Use In Primary Care Encounters



First Iteration of CV Wizard – patient interface

V Wizard Print Patient Only &	Close Print I	Provider Only & Close Print All & Close (double s			
		Provider Only & Close Print All & Close (double s	sided printer)	Print All & Close (single sided printer)	
Provider Patient Feedback Stat	in Risk Asses	ssment Tool			
Patient Name Age	10 Year CV Risk*				
CVW,TESTONE 64		Calculated for ages 20-5	9	33.1%	
Can you reduce danger of heart attack and stroke?					
Yes, you can! If you want to reduce your chance of a stro		c, talk to your provider about what you can do about th	e things with the	most signs. The things with the are ok.	
Cholesterol	Priority 2	Blood Pressure		Blood Sugar	Priority 3
•		Goal: BP < 140/90		Goal: A1C <= 7.9	•
		Your BP: (110/80)		Your A1C: 8.8	
A A A				A A	
Recommendations:					
A cholesterol lowering drug called a statin may be ber	neficial for you.				
Talk to your doctor.					
Weight	Priority	Tobacco	Priority	Aspirin or Blood Thinner Use	
Your Weight : 183	4	Tobacco user	1		
Tour Weight . 183		Tobacco user			
4		4 4 4			
Recommendations:		Recommendations:			
For support with weight management contact: HP Nutrition Services		For help stopping tobacco use, consider calling He			
(952-967-5120), or visit www.healthpartners.com/public/health, or call		1-800-311-1052, or the smoking hotline at 1-800-7 QUIT NOW). Or visit www.quitplan.com	•		
your clinic. The estimated liklihood of having a heart attack or stro					



symbols. Take notes here about what you can do to improve your heart health

Talk to your provider about anything with one or more

Later iteration of CV Wizard patient interface

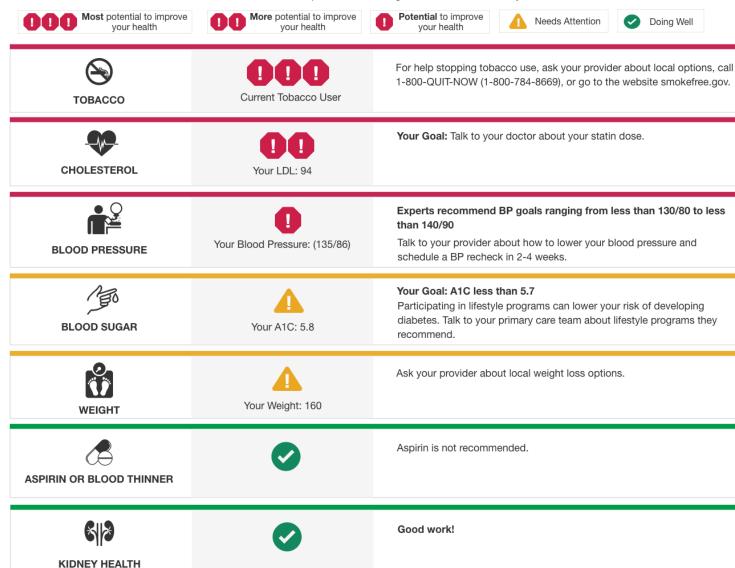
Low

literacy,

visual

TALK TO YOUR DOCTOR ABOUT HOW YOU CAN IMPROVE YOUR HEALTH

Start the conversation! Use the priorities below as a guide to take action to better your health.



Clinician (or high literacy patient) interface



button

Print

Suggestion tab to type feedback

👯 Cardiovascular Risk: Risk of having a heart attack or stroke over the next 10 years is 23.0% . Risk over your lifetime is Calculated only for ages 20-59

BLOOD PRESSURE



Potential CV Risk Reduction: 7.5 % **

Labs BP (mm Hg) 165/82 2/11/19 Last BP (mm 154/88 1/9/19 eGFR(ml/min) 56 11/14/18 eGFR(ml/min) 8/1/18 eGFR(ml/min) 8/5/16 53 K (mmol/L) 4.3 11/14/18

Medications

Metoprolol Succinate Tab SR 24HR 200 MG

Goal: Ideal BP <120/80

Treatment Considerations

- No blood pressure was documented today
- The blood pressure meets Stage 2 HTN criteria (>=140/90). Consider adjusting BP medication if BP has been consistently elevated, and reassess in 1 month.
- Consider home BP monitoring
- · Consider ACEI/ARB medications based on kidney function tests. Check a potassium and creatinine test 1-2 weeks after starting ACEI/ARB, and continue them unless the creatinine rises more than 30%
- · Consider starting:
- ACEI/ARB
- Thiazide Diuretic
- CCB

ВМІ		Labs		Treatment Considerations		
Potential CV Risk Reduction: 1.4 % **	Weight(lbs)	273	2/11/19	Discuss advantages of reducing weight by 10-20 lbs. Potential actions		
	ВМІ	41.51	2/11/19	are listed on patient interface. Based on BMI and/or other comorbid conditions, consider discussing bariatric surgery.		

ASPIRIN



Potential CV Risk Reduction: 2.6 % **

Labs

Medications

Aspirin Tab 325 MG

Treatment Considerations

· CHADS2VASC score is >= 2 indicating a moderate to high risk of stroke Anticoagulation is strongly recommended

CKD



Potential CV Risk Reduction: 0.0 % **

Labs eGFR(ml/min) 56 11/14/18 eGFR(ml/min) 51 8/1/18 eGFR(ml/min) 53 8/5/16

Treatment Considerations

- Consider updating albumin to creatinine ratio results
- To prevent progression of Kidney disease pay attention to:
- Lowering blood pressure
- Starting an ace inhibitor or angiotensin receptor blocker medication
- Avoiding NSAIDs

RELEVANT INFORMATION AND RECOMMENDATIONS GLYCEMIC CONTROL Labs · A glucose reading >=100 mg/dL was identified (fasting status unknown). Consider screening for prediabetes with Random 139 8/1/18 Plasma A1c or FPG and/or add prediabetes to the problem list if indicated. Glucose LIPID Serum 11/14/18 Patient unlikely to benefit from statin use based on the ACC/AHA lipid guidelines. Creatinine eGFR(ml/min) 56 11/14/18 · Smoking is not identified. 47 8/1/18 LDL (mg/dl) HDL (mg/dl) 30 8/1/18 TRIG (mg/dl) 434 8/1/18 TC (mg/dl) 122 8/1/18 ALT (mg/dl) 6/1/15 Smoking NEVER 2/11/19 Status/Review Date NEVER 2/11/19 Smokeless Tobacco

More detailed information and treatment considerations

CKD and OUD content added

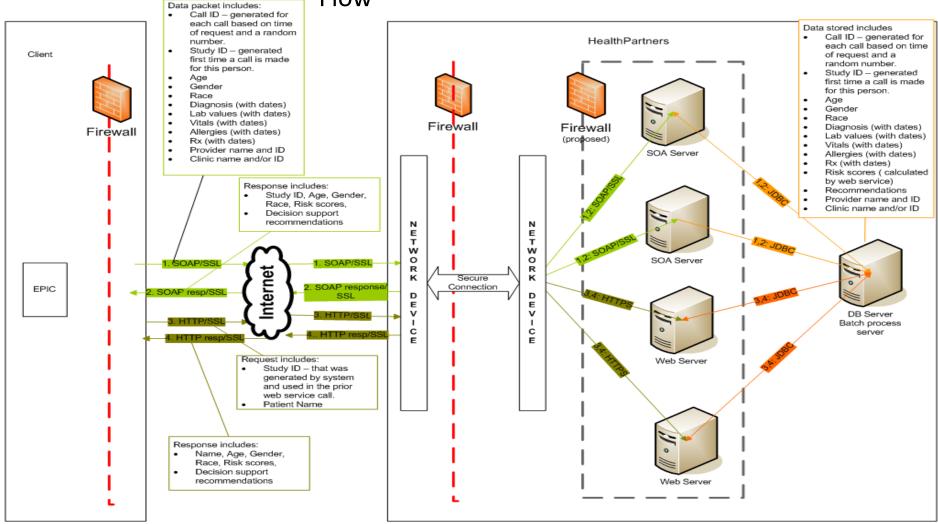
Study Design Issues

- Clinic-Randomized Trials (vs. Stepped Wedge)
- Waive written consent for clinicians
- Waive written consent for patients
- DSMB to monitor adverse over-treatment
- CDS-Linked Data Repository for analysis
- Data security
- Maintain and Update clinical algorithms

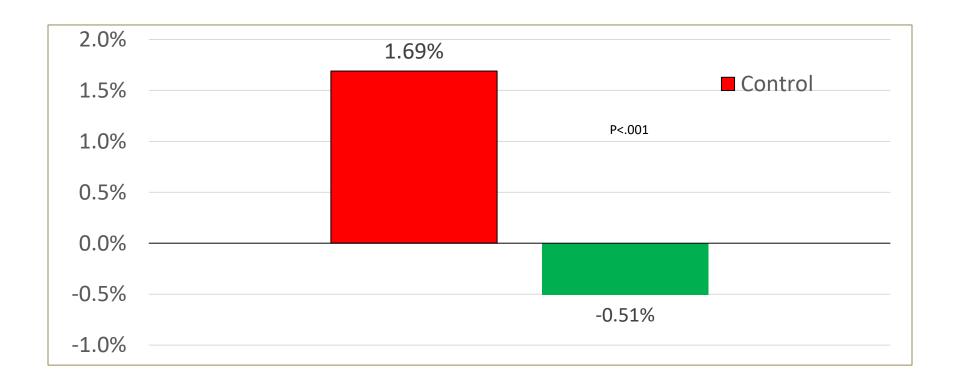
Additional Key Features

- Real Time: EMR→ Web→ EMR in < 1 second
- Data Security (need to send names)
- Feedback of CDS Use rates to maintain high rates
- Methods to Prioritize CDS suggestions
- Collect and use real-time user feedback for CDS improvement
- Support analysis through the CDS platform

CV Wizard Data Flow



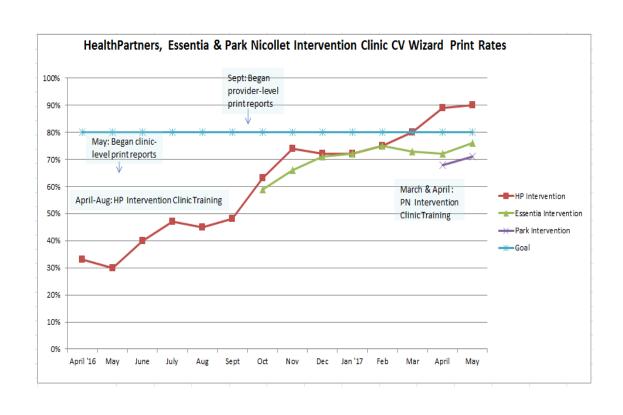
CV Wizard Significantly Reduced 10-year Cardiovascular Risk Over the 14 Month Observation Period



CV Wizard Use Rates

Wizard is used at more than 70% of targeted patient visits

- Training (very important) in person or remote
- Feedback on measured use rates (very important)
 - Compare clinics to each other by name
 - Compare clinicians within each clinic to each other by name
- Financial Incentives for achieving and maintaining high use (may not be needed)



CV Wizard Impact on Clinician Communication with Patients

Clinician Survey Results	User	Non-user	P-value
Use calculated CV risk while seeing patients	73%	28%	0.006
Feel well prepared to discuss CV risk reduction priorities with patients	98%	78%	0.03
Able to provide accurate advice on aspirin for primary prevention	75 %	48%	0.02
Often discuss CV risk reduction with patients	60%	30%	0.06

Clinician Satisfaction with CV Wizard

Wizard User Comments (N=47)	% Agree/Strongly Agree
Improved CV risk factor control	98%
Saved time when talking to patients about CV risk reduction	93%
Efficiently elicited patient treatment preferences	90%
Useful for shared decision-making	95%
Influenced treatment recommendations	89%
Helped initiate CV risk discussions	94%
My patients liked the Wizard	85%

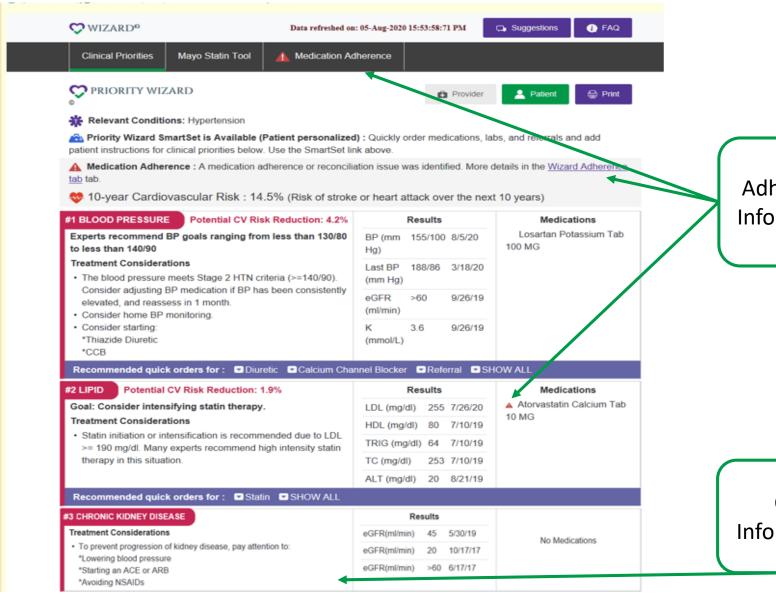
Debates & Decisions

- What is optimal CDS "surveillance" rate? (100%)
- What is optimal CDS firing rate? (20%, 60%)
- What is ideal CDS use rate? (80%)
- Who should trigger the CDS? (Dietrich)
- Print versus electronic CDS?
- How to use between visits....
- How to use patient reported data....
- How to support ordering and documentation....

Future Directions

- New clinical domains (opioid use disorder, CKD, dementia, depression/suicide risk, asthma/COPD)
- Incorporate new data into existing domain algorithms
 - Medication adherence
 - Patient self- reported data
 - Device data (BP telemonitoring and CGM)
 - Better risk assessment models (AI)
 - Medication costs
- Improve workflow efficiency (Active Guideline Features)
 - Facilitate easy ordering of what CDS suggests (meds, labs, referrals)
 - Note builders for efficient documentation
 - Shared decision making tools and personalized educational materials
 - Interactive assessments and tools (e.g. for OUD, easy access to PDMP, screening tools)
- Improve current interfaces
 - Design Features
- Direct to patient applications
 - Patient portal access
 - Patient messaging (e.g. batch messages from the DM registry with Wizard link)
- Expand scalability, dissemination, interoperability
 - Greater use of FHIR
 - API capability Plug and Play
 - Communicate the business case for CDS adoption

Addition of Adherence and CKD CDS

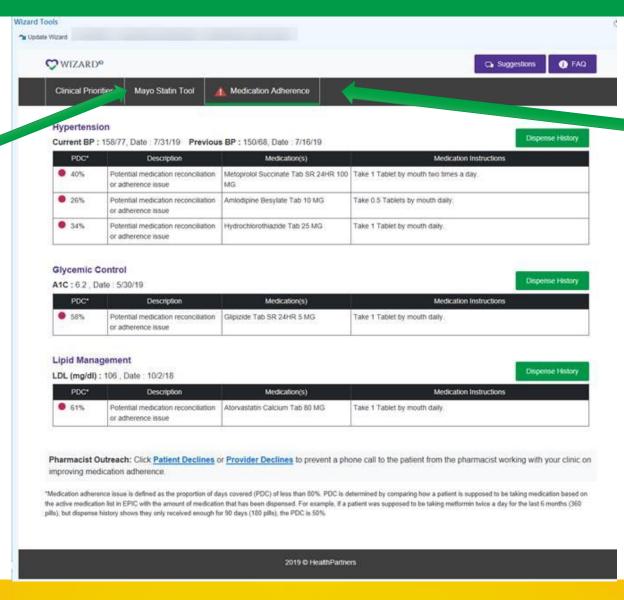


Adherence Information

CKD Information

Examples of Shared Decision Making Tools

Mayo statin tool is autopopulated with patient data



Medication Adherence Tab

Personalized CKD educational tool



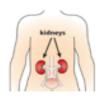
Patient: Name, Age, Date

Provider: Name

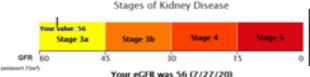
Your Kidney Health

What you should know and what you can do

When you have chronic kidney disease (CKD), your kidneys are not able to filter your blood and get rid of waste the way they should. Over time, your kidney function can worsen. However, there are steps you can take to help keep your kidneys working as well as they can. Use this handout to learn about your kidney disease and what you can do to keep your kidneys as healthy as they can be.



How do I know how well my kidneys are working?



eGFR 30-60: Moderately low kidney disease eGFR 15-29: Very low kidney function eGFR 0-14: Kidney failure

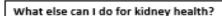
We use blood tests to find out how well your kidneys are working. A lab result called eGFR stands for estimated glomerular filtration rate. The eGFR is used to "stage" kidney disease. There are 5 stages. Stage 1 is mild kidney disease, and stage 5 is complete kidney failure. We may also check your urine for protein using a test called the urinary microalbumin creatinine ratio (UMACR) test.

What can I do about my kidney function?

From a review of your health record, you may be able to slow or stop kidney damage by:



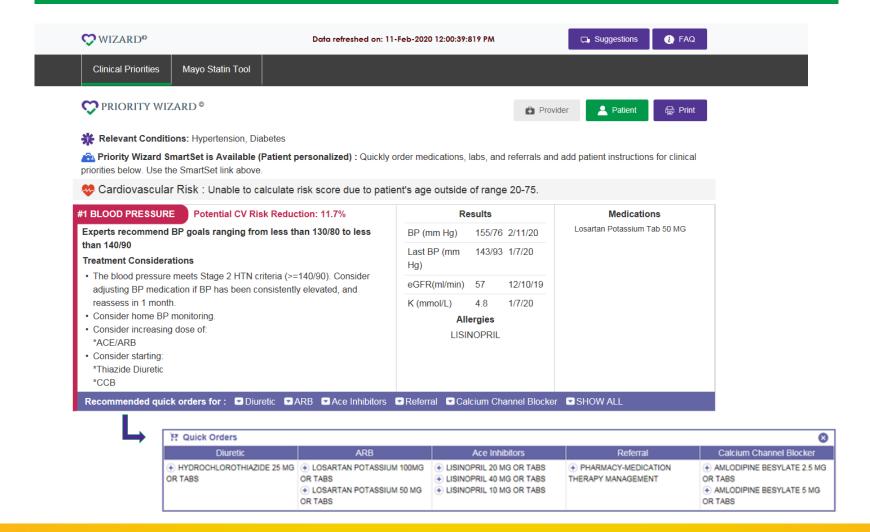
- Working to keep your blood pressure at a healthy level. It's best for blood pressure to be below 130/80 mmHg. Your last blood pressure was 136/84 mmHg. High blood pressure can hurt the tiny blood vessels in the kidneys. This can make your kidney disease worse. Ask your doctor about how to lower your blood pressure.
- Talking with your doctor about all the medicines you take now, even the ones you buy at the store
 without a prescription. A medicine named IBUPROFEN was found in your health record. This is a pain
 medicine called an NSAID (nonsteroidal anti-inflammatory drug). Using NSAIDS for prolonged periods can
 hurt your kidneys. People with CKD need to stop using NSAIDs if possible. Your doctor can also talk with
 you how to manage your pain if you stop taking IBUPROFEN.



Here are other steps you can take:

- Don't take any medicines, vitamins, minerals, or supplements unless your doctor says it's okay, and
 only take them exactly the way your doctor tells you to. Some of these can be harmful to your kidneys.
- Eat healthy. Eating less processed and pre-packaged foods can help lower the salt and phosphorous in your diet. This helps with kidney health.

Quick Orders are shown at the bottom of domain card in Active Guideline



Priority Wizard integrated into Telehealth Encounters

At phone and video encounters, clinician can access Wizard three ways:

- Click on Wizard Tools tab located on the navigation bar within encounters
- Use the .cvrisk dot phrase in a documentation note and click on the Wizard link
- Click on the Wizard link in the BPA section

Messaging through the Patient Portal

Your Cardiovascular Health-Personalized Recommendations

You have personalized information available that you can use to help make decisions on how to improve your health and lower your risk of heart attack or stroke.

Please click the link below to view the information. MyHealthSnapshot

The information provided is based on recent information in your medical records. Please consider scheduling a visit with your clinician to discuss any questions or concerns and develop a plan to improve your health. You now have the option to schedule either a video or office visit.

Publications

Clinical Effectiveness

- Sperl-Hillen JM, Crain AL, Margolis KL, Ekstrom HL, Appana DX, Amundson G, Sharma R, Desai JR, O'Connor PJ. Clinical Decision Support Directed to Primary Care Patients and Providers Reduces Cardiovascular Risk: A Randomized Trial. *J Am Med Inform Assoc*. 2018 Sep;25(9):1137-46.
- O'Connor PJ, Sperl-Hillen JM, Rush WA, Johnson PE, Amundson GH, Asche SE, Ekstrom HL, Gilmer TP. Impact of Electronic Health Record Clinical Decision Support on Diabetes Care: A Randomized Trial. Ann Fam Med; 2011; 9(1) 12-21. PMCID: PMC3022040.

Cost Effectiveness

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 Amundson GH, Appana DX, Bergdall AR, Hayes MG, O'Connor PJ. TeenBP: Development and Piloting of an EHR-Linked Clinical Decision Support System to Improve Recognition of Hypertension in Adolescents. *EGEMS (Wash DC)*. 2015 Jul 9;3(2):1142. PMCID: PMC4537153
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 Diabetes Clinical Decision Support that Works: Lessons Learned from Implementing Diabetes Wizard. *Diabetes Spectr.* 2010:23(3):149
- O'Connor PJ. Opportunities to increase the effectiveness of EHR-Based Diabetes Clinical Decision Support. Appl Clin Inform. 2011 Aug 31; 2(3):350-4. PMCID: PMC3631926
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Thank you!

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