

Development of Return on Investments Work Group Meeting December 19, 2006

Participants: Judy Moore, Ayeshia Ellington, Philip Powers, Bill Hayes, Stephanie Jursek
Phone: Doug Anderson

Welcome and Introductions

Bill Hayes welcomed the group and all attendees introduced themselves.

The purpose of the Development of ROI Work Group is to create short Return on Investment documents for key stakeholder groups. These documents will outline the advantages for investing money, time, and energy into HIT adoption and health information exchange.

Questions to be considered

- What information do we need to have?
- Where can we find existing information on ROIs?
- What groups do we want to do ROI analysis on?
- Where can we find people to write draft ROI analysis?
- Where do we need to develop return on investment?
 - Physicians, safety net clinics, long term care, employers, health plans, government, behavioral health providers, government, pharmacies, citizens/consumers, and hospitals are all stakeholders that can benefit from the development of ROIs.
 - What groups are missing from this list?
- What do we need to include/consider in any ROI?
 - Practice administrative gains/savings (or costs) including storage costs, billing assistance, customer service, copying records, and coordinating care with other providers.
 - Clinical improvement gains (or costs)
 - Workplace efficiency gains in seeing patients (or costs)
 - Transition phase costs versus long term phase savings
 - Costs associated with managing new HIT
 - Training of staff, purchase of system, managing downtime of system, upkeep, maintenance, and upgrading
 - Other issues
- Relationship of increased use of HIT and malpractice\
 - To decrease insurance rates
 - To increase chance of being sued for something someone else did, but could have seen in the record

The group needs to identify individuals who can develop short ROIs. Possibly look at interns, law school students, or groups who are already working on developing ROIs for the healthcare industry. OSU, UC, and Capital Law School may have students who want to take this on as a project. KePRO may have already developed ROIs for the Eighth Scope of Work project. Margie White may also have access to ROI information. It may also be useful to bring in physicians who have adopted HIT. If we can not find anyone to develop the ROIs for us, then we need to prioritize the ROIs and decide which ones are needed most and are feasible.

Judy Moore is involved in making a case for her organization and can help with the development of ROIS. Philip Powers noted that the book *Return on Investment: Maximizing the Value of Healthcare Information Technology* by Jim Oakes and Pam W. Arlotto is a useful tool to use when talking about ROIs. It was noted that ROIs are not always a monetary return. Practices will gain greater efficiency of time and increased, timely access to relevant information. Also the return on alignment is clear but the issue is aligning the cost. People installing system will not get all benefit from all the ROI; other people may get it benefit also.

Doug Anderson reported that OSU Medical Center is doing physician order entry. Have studies been done on this? Has it worked? It was suggested that the group do research to find hospitals that document implementation of evidence based practices or studies where institutions have implemented them already.

Volunteers

It was suggested that insurers talk about what their ROIs have been for implementation of some of their systems. Aetna and other insurers are implementing web based systems for their consumers. Doug Anderson will send information on a physician who recently implemented an EHR. There are various kinds of personal health records and no one has agreed to what information should be included in the personal health record.

Bill Hayes may have a contact with HOPES program. Allard Dembe is the director for the Center for Hopes at OSU's School of Public Health.

Next Steps

Judy Moore will look to see if her organization or CIGNA has developed ROIs. She will also pose a question about ROIs on the HIPAA listserv. Stephanie Jursek will contact Bill Mitchin, Margie White, and Kim Keiser about ROIs that might know of or helped developed. Doug Anderson will e-mail the Florida State Study to Ayeshia Ellington.

The goal is to develop brief ROIs for key stakeholder groups by the end of February, early March.

Obtain copies of ROI documents from other states (ex: Holt Anderson in NC).

Next Meeting

The next meeting will be held on January 25, 2007.