

Outline of EMRAM survey data collection process and deliverables to participating hospitals

This document outlines the deliverables and process for HIMSS Analytics Europe (HAE) to collect data from individual acute hospitals and to deliver its Electronic Medical Record Adoption Model (EMRAM) score along with benchmarking reports based on the respective collected data.

Project Scope and Deliverables

HAE will provide the following services **free of charge** under its general terms and conditions:

- Data collection from the acute hospital; for details on the data collection process see below.
- Provide the hospital CIO with online access to the individual EMRAM score and benchmarking reports listed below, allowing the hospital to compare to and benchmark with peers in Europe, the U.S. or Canada. The individual EMRAM scores and benchmarking reports are confidential to the provider organization.
- Provide the hospital CIO with a country insight report featuring key market statistics and information.

Data collection and quality assurance process

Initial contact: There are different routes to establish an initial contact between CIOs and HAE

- the HAE team contacts the CIO by phone
- a CIO contacts HAE directly
- a CIO is introduced by a 3rd party

Survey: The survey can be conducted by phone, online or offline self-completion, and in any combination thereof.

- Telephone interview: a HAE team member will make an appointment and lead the CIO through the survey; this may take up to an hour, depending on the level of IT deployment in the hospital
- Offline self-completion: data can be provided offline in an Excel spreadsheet with core questions for the purpose of EMRAM scoring; this takes about 30 minutes to complete
- Online self-completion: data can be entered directly online by personalized access to the HAE database; access details are provided following direct contact between the CIO and the HAE team

Duration:

- The input effort per hospital is between 1 and 3 hours.
- Sessions can be interrupted and continued.

Quality assurance (QA):

- All data is reviewed by an in-house trained QA team; in case of questions there will be follow-up communication with the CIO or other hospital staff.
- Data is only processed when a certain completion level is achieved and all data is sufficiently verified (e.g. vendor and product names).
- When a hospital is scored Stage 6 on HIMSS European EMR Adoption Model algorithm, there is a formal validation call by a senior HAE representative to ensure that all key processes are in place.
- When a validated Stage 6 hospital is thought to be Stage 7, there is a formal validation visit by an inspector delegation comprising of a senior HAE representative, one CIO, one CMIO and one physician to verify all required applications and processes are in place and operational. Applying hospitals are expected to incur travel expenses of the validation inspectors.

Data security and confidentiality:


- Personal respondent data are treated strictly confidential and are used solely for further contact by HAE (e.g. data collection, quality assurance, information about benefits); HAE ensures that the data is collected in accordance with the applicable data protection regulations
- Organizational financial data collected are treated strictly confidential and are used solely for statistical purposes and to create peer benchmarking reports (NB: peers are anonymized)
- The individual EMRAM scores and benchmarking reports are confidential to the provider organizations; peers in the reports are anonymized

Access to benefits package:






- The CIO will receive notification of his benefit package availability together with a login as soon as the internal QA process is completed and the data is submitted to the live database on which the EMRAM algorithm runs.
- He can benchmark by selecting peers based on demography, geography and technology and receives following reports:

Peer Benchmarking Reports

The following criteria are available online to select peers for benchmarking reports:

Define Your Peers	
Base Facility: <input type="text" value="Academisch Medisch Centrum Universiteit Van Amsterdam (Amsterd)"/>	
Hospital Demographics <i>You may select up to two of the following data elements</i>	Geography <i>You may select one geographic region</i>
<input checked="" type="checkbox"/> Licensed Beds <input type="checkbox"/> Number of Full Time Equivalents <input type="checkbox"/> Total Qty of Physicians	<input type="checkbox"/> Hospitals in US <input type="checkbox"/> Hospitals in North America <input checked="" type="checkbox"/> Hospitals in Europe
	Hospital Type <i>You may select only one of the following data elements</i>
	<input type="checkbox"/> General Medical & Surgical <input type="checkbox"/> Specialized Acute
	Hospital Characteristics <i>You may select only one of the following data elements</i>
	<input type="checkbox"/> Academic/Teaching Hospital
	Technology <i>You may select only one of the following data elements</i>
	<input type="checkbox"/> Quantity of Vendors Installed <input type="checkbox"/> Quantity of Applications With an Installation <input type="checkbox"/> Specific Vendor Installed
	EMR Adoption Model Score <i>Selecting this option you will be limiting your peers to only those in the same EMR Adoption Model stage as you</i>
	<input type="checkbox"/> EMRAM Score 

The following peer benchmarking reports are available:

Report Selection	
<input type="checkbox"/>	IS Department Expense Comparisons
<input type="checkbox"/>	IS Department Operating Exp as a % of Total Hospital Operating Expense 
<input type="checkbox"/>	IS Department Operational Comparisons
<input type="checkbox"/>	Number of Workstations Supported by IS Department 
<input type="checkbox"/>	IS Department Full-Time Equivalent Comparisons
<input type="checkbox"/>	Hospital FTEs per IS Department FTE 
<input type="checkbox"/>	Workstations Supported per IS FTE 
<input type="checkbox"/>	EMR Adoption Model Comparisons
<input type="checkbox"/>	EMR Adoption Model Score Compared to IS Dept Op Exp as % of Total Hosp Op Exp 
<input type="checkbox"/>	EMR Adoption Model Score Compared to IS Department FTE's 
<input type="checkbox"/>	EMR Adoption Model Comparisons within Segments
<input type="checkbox"/>	EMR Adoption Model Score Compared to All Hospitals 
<input type="checkbox"/>	EMR Adoption Model Score Compared to all Hospitals By Bed Size Segment 
<input type="checkbox"/>	EMR Adoption Model Score Compared to All Hospitals in Your Country 
<input type="checkbox"/>	EMR Adoption Model Score Compared to All Hospitals of Your Hospital Type 
<input type="checkbox"/>	Highest EMR Adoption Model Score Compared Across Hospital Segments 