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July/August 2011 Newsletter: Volume 1, Edition 9

Featured White Paper

The Role of Patient-Centered Tools in ACOs

by Colin Konschak, MBA, FHIMSS, FACHE

When the U.S. Department of Health and Human Services released new rules to help health care providers better coordinate care for Medicare patients through ACOs, involving patients was an important issue. Since the goal of an ACO is to deliver seamless, high quality care for patients – a model that will eventually be adapted more widely – it's difficult to conceive of an ACO *without* involving patients. In fact, the name Accountable Care Organization implies accountability and therefore participation on the part of the patient. Looking ahead, it's likely that Patient Health Records (PHRs) will be included in Stage 2 of Meaningful Use. "PHRs, like CPOE and bar coded medications, are considered to be part of the right answer for our healthcare system," said David Shiple, Senior Consultant at DIVURGENT a national healthcare management consulting firm. PHRs fit in perfectly with the spectrum of care offered by ACOs; just as providers are connected in an ACO, these systems offer an avenue for patients to connect as well. They are destined to become the tools that will be utilized to help make patients accountable for their care.

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Project Spotlight

DIVURGENT's advisory services group visited the beautiful Pacific Northwest during May and June to work with a community hospital on their Meaningful Use (MU) strategy. DIVURGENT's objectives included developing a MU gap analysis, readiness assessment, and governance structure. DIVURGENT also helped to set up a best practices network to compare notes with similar

hospitals and systems on an on-going basis. At the conclusion of the first project, DIVURGENT was asked to provide further MU Program Management and Clinical Transformation Services.

News & Events

Epic UGM 2011 - Once Upon A Time

September 19 - 22, 2011
Verona, WI

Welcome to the Starting Line

*DIVURGENT Sponsored Event
featuring the CIO of Sentara Healthcare*
September 21, 2011
Madison, WI



MGMA Annual Conference

October 23 - 26, 2011
Las Vegas, NV

CHIME11 Fall CIO Forum

October 25 - 28, 2011
San Antonio, TX

Here We Grow Again

Burey C "Pete" Hall joined DIVURGENT this past June as a Senior Consultant certified in Resolute Professional Billing. Pete has been in the Healthcare industry for nearly 25 years, most of which in the analytical and programming field. He is currently working at Community Hospital in East Chicago, Indiana and is anticipating attending Epic training later this year for Resolute Hospital Billing.

Ann Domenech joins the DIVURGENT Team as an Activation Leader, after supporting several Go Lives with DIVURGENT in the ED environment. Her previous experience within the Healthcare industry gives her the expertise required to organize, schedule and implement the Physician Support platform for EPIC Implementations.

Keri DeSalvo is DIVURGENT's new Marketing Coordinator. Keri received her degree in Marketing with a minor in International Business from Old Dominion University. Throughout her career she has enjoyed learning the latest marketing trends and has excelled in print design, social media marketing, promotional campaigns and event planning.

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