



# SmartHealth

## VistA in



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**SmartHealth Inc.**

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- MBA with major in Technology Management
- BSBA with major in Computerized Information Systems and Finance
- Certified HIPAA Professional (CHP)
- Certified HIPAA Administrator (CHA)
- Over Fifteen (15) years of professional experience:
  - Over ten (10) years in Project Management
  - Over ten (10) years in the Healthcare Industry
- Worked as IT Director of a Top Leader Healthcare Insurance Co.
- Recognized leadership in PR Healthcare Industry for the contribution in projects such as: HIPAA EDI Transactions, Prompt Payment Rule and Reform Implementation.
- Proven experience in conducting the adoption of IT Solutions by medium sized businesses and assuring the **SYNERGY** between Systems and Operational Processes, mainly in the Healthcare Industry: Insurance Co. & Providers.

# AGENDA

- Puerto Rico Tour
- SmartHealth Inc. Organizational Structure
- Puerto Rico Healthcare System
- HIT Challenges in PR
- SmartHealth & VistA
- SmartHealth Services & Methodology



# Where is Puerto Rico?



**Caribbean  
Island**



# Three Islands: PR Main Island, Culebra y Vieques



# Puerto Rico (PR) Data

- Discover: November 19, 1493
- Topography Vary
- Weather: Tropical, about 80 F°
- Main Island Measure of 100 X 35 miles
- US Territory - Commonwealth
- Main Language – Spanish
- Population - 3.6 million
- Capital – San Juan
- 78 Towns or Cities



# Current Healthcare Situation



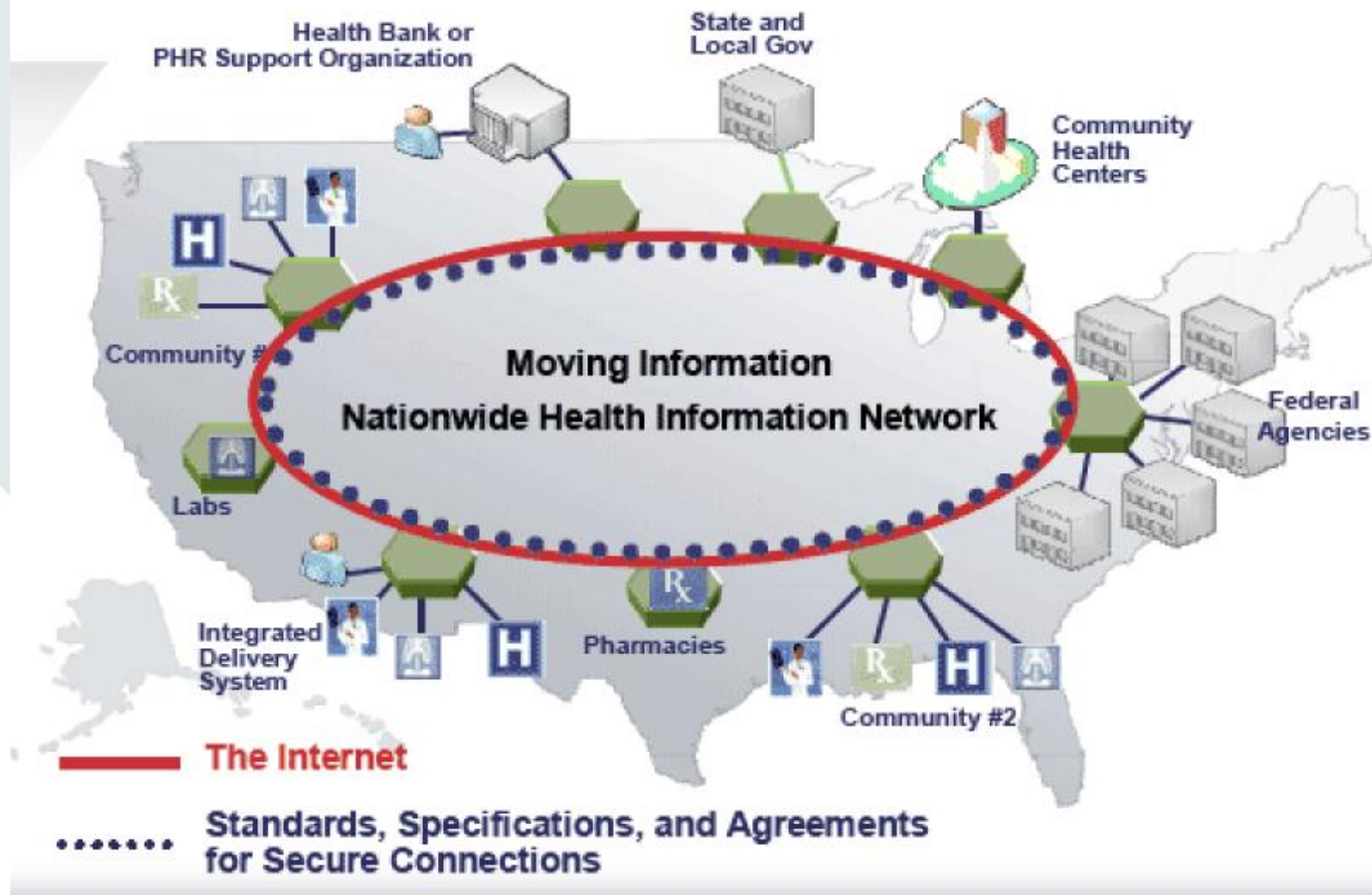
## Higher Cost & Poor Patients Health Outcomes

- **Clinical Service is a Manual & Paperwork Process**
- **Minimum use of Information Technology**
- **Reduced Information Systems Integrations**
- **Needs for Transcription Services**

**> 20 yrs behind with IT Adoption**

- **Lack of Healthcare Continuity**
- **Elevated Malpractice Insurance Cost**

# Using the Power of Health IT to Transform Health and Care



Synopsis  
Federal Health IT Strategic Plan (ONC): 2008-2012

June 3, 2008

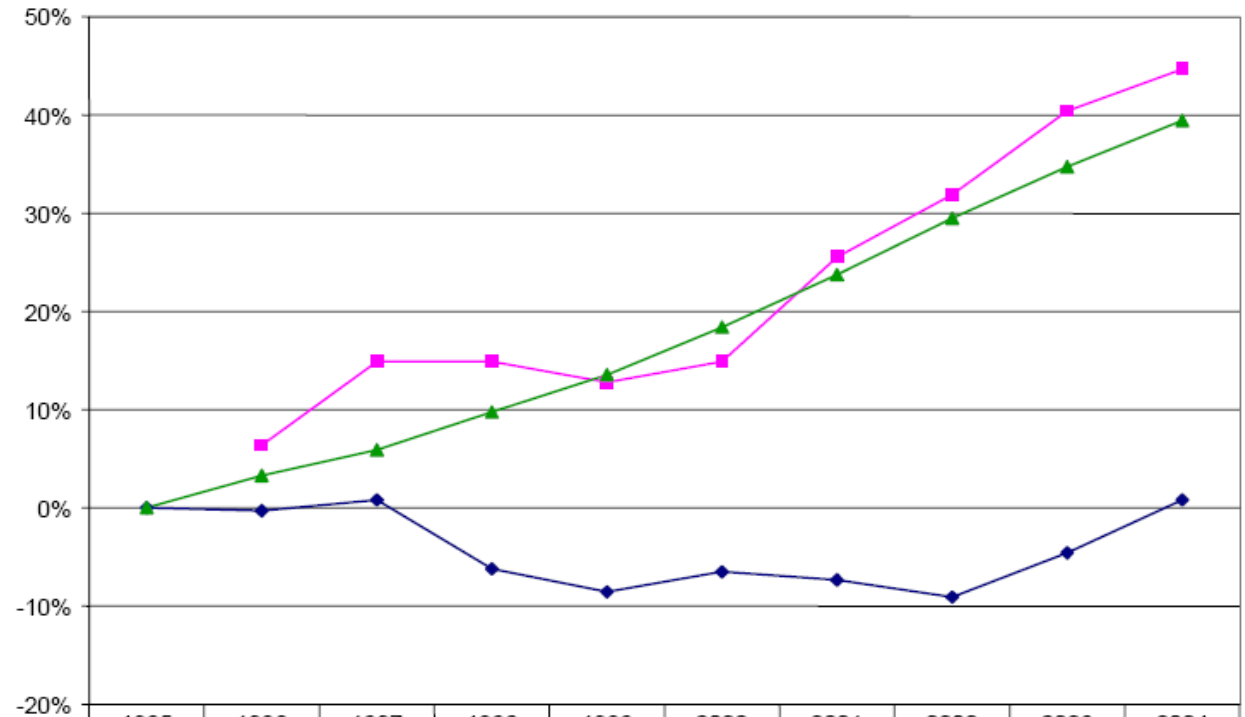




# COST-EFFECTIVENESS:

## Ten Year Cumulative Percent Change in Costs

- VHA Cost per Patient—Total Medical Care Obligations (including MAMOE) per Total Unique Patients (including non Veterans)
- Average Medicare Payment per Enrollee—Medicare Program Benefits per Enrollee ([www.cms.hhs.gov/researchers/pubs/datacompendium](http://www.cms.hhs.gov/researchers/pubs/datacompendium))
- Medical Consumer Price Index-- Bureau of Labor Statistics (household "out of pocket" medical expenses including insurance and co-payments)



	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004
VHA Cost Per Patient	-	-0.3%	0.8%	-6.2%	-8.6%	-6.5%	-7.3%	-9.1%	-4.6%	0.8%
Avg. Medicare Payment/Enrollee	-	6.4%	14.9%	14.9%	12.8%	14.9%	25.5%	31.9%	40.4%	44.7%
Medical CPI	-	3.3%	5.9%	9.8%	13.5%	18.4%	23.7%	29.5%	34.7%	39.4%

◆ VHA Cost Per Patient    ■ Avg. Medicare Payment/Enrollee    ▲ Medical CPI

# San Juan – La Capital

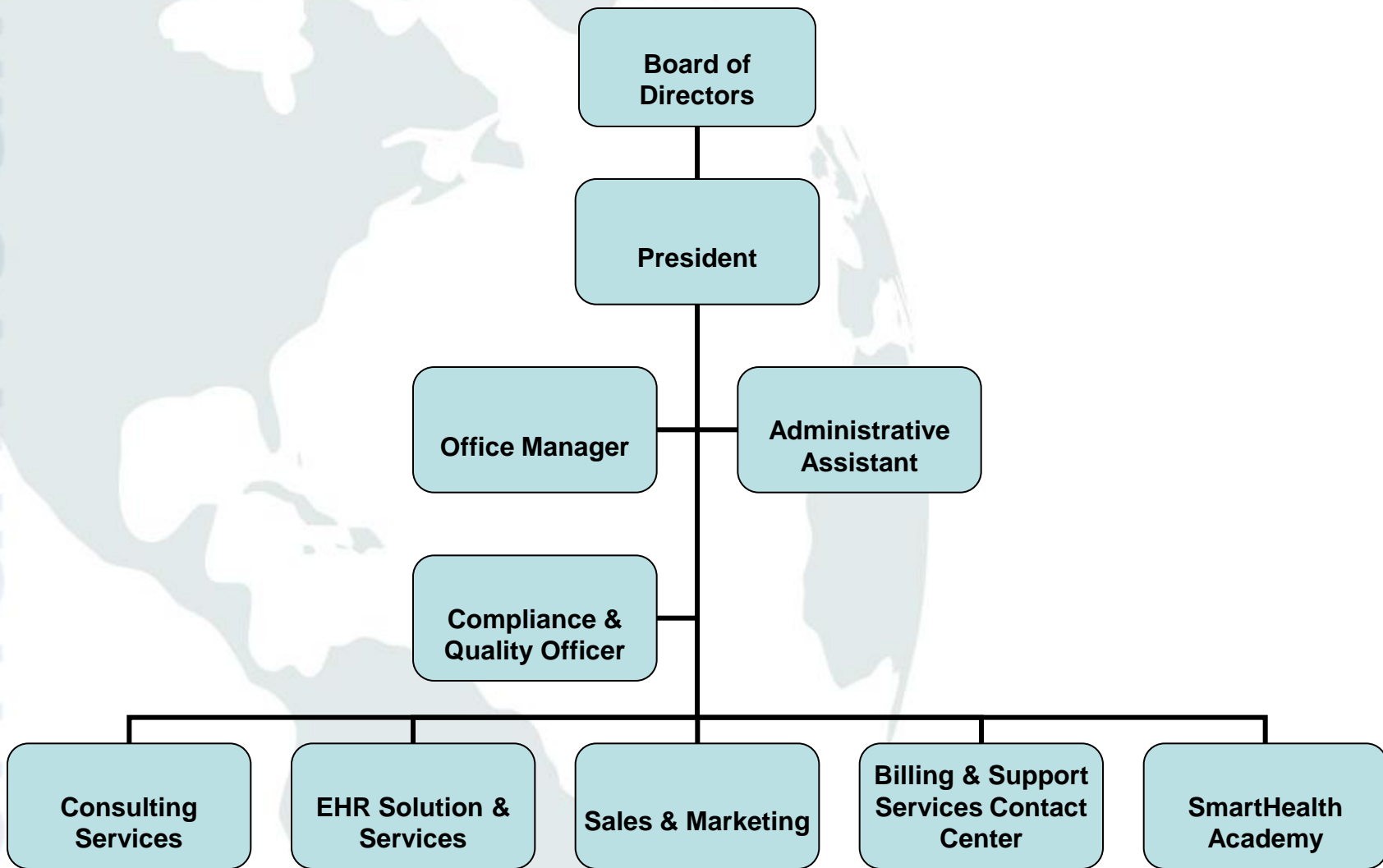




Our **VISION** is to be leaders in the enhancement of the Healthcare Industry with the adoption of proven Information Technology Infrastructure and Solutions that support the improvement of the Quality of Services and the Population Health in a Preventive and Cost Effective manner.

Our **MISSION** is to deliver the best HIT solutions, implementation and management services through an outstanding team of professionals with proven healthcare industry background; clinical experience and technology expertise. Delivering: Synergy and Innovation.







# El Morro – Fort at San Juan



# Professional Team

- Project Managers
- Healthcare & HIT Consultants
- Healthcare Professionals: Physicians, Nurses, Healthcare Services Administrators
- Healthcare Legal Advisors
- HIPAA Compliance Specialists
- IT Network Specialists
- EHR Technician
- Analyst/Programmers
- Trainers
- Support Technician
- Account Managers



# Dr. Matthew King in Puerto Rico













## VistA Tour Week





# Associated to:

- WorldVista Organization
- Ecfirst & HIPAA Academy
- HIT Standard Panel (HITSP)
- PR Commerce Chamber
- PR World Trade Center

**We serve as HIT consultants for awareness efforts of many healthcare professional associations and colleges.**



# Palomino – East Coast





# PR Healthcare System

- Department of Health of Puerto Rico
- Healthcare University & Colleges – aprox. 8 institutions
- Healthcare Professionals & Facilities – same credentials as US
- Healthcare Providers
  - Small Practices (1-5 physicians) – aprox. 8,000
  - Community Centers – aprox. 145
  - Hospitals – aprox. 58
- Health Insurance Payers – 85% local companies
- Health Plans
  - Reforma (“Mi Salud”) – Government/Medicaid 1.6 millions
  - Medicare & Medicare Advantage
  - Commercial
- Uninsured – aprox. 450 K

# VA Caribbean Healthcare System

- San Juan Medical Center (Hospital)
- Puerto Rico CBOCs/OPCs
  - Arecibo
  - Guayama
  - Mayaguez
  - Ponce
- Virgin Islands CBOCs/OPCs
  - St. Croix
  - St. Thomas



# View from the Mountain to the Sea





## Definición de un EHR Calificado

*“Definition of Qualified Electronic Health Record (EHR) is defined as “an electronic record of health-related information on an individual that:*

*(A) includes **patient demographic and clinical health information**, such as medical history and problem lists; and*

*(B) has the capacity:*

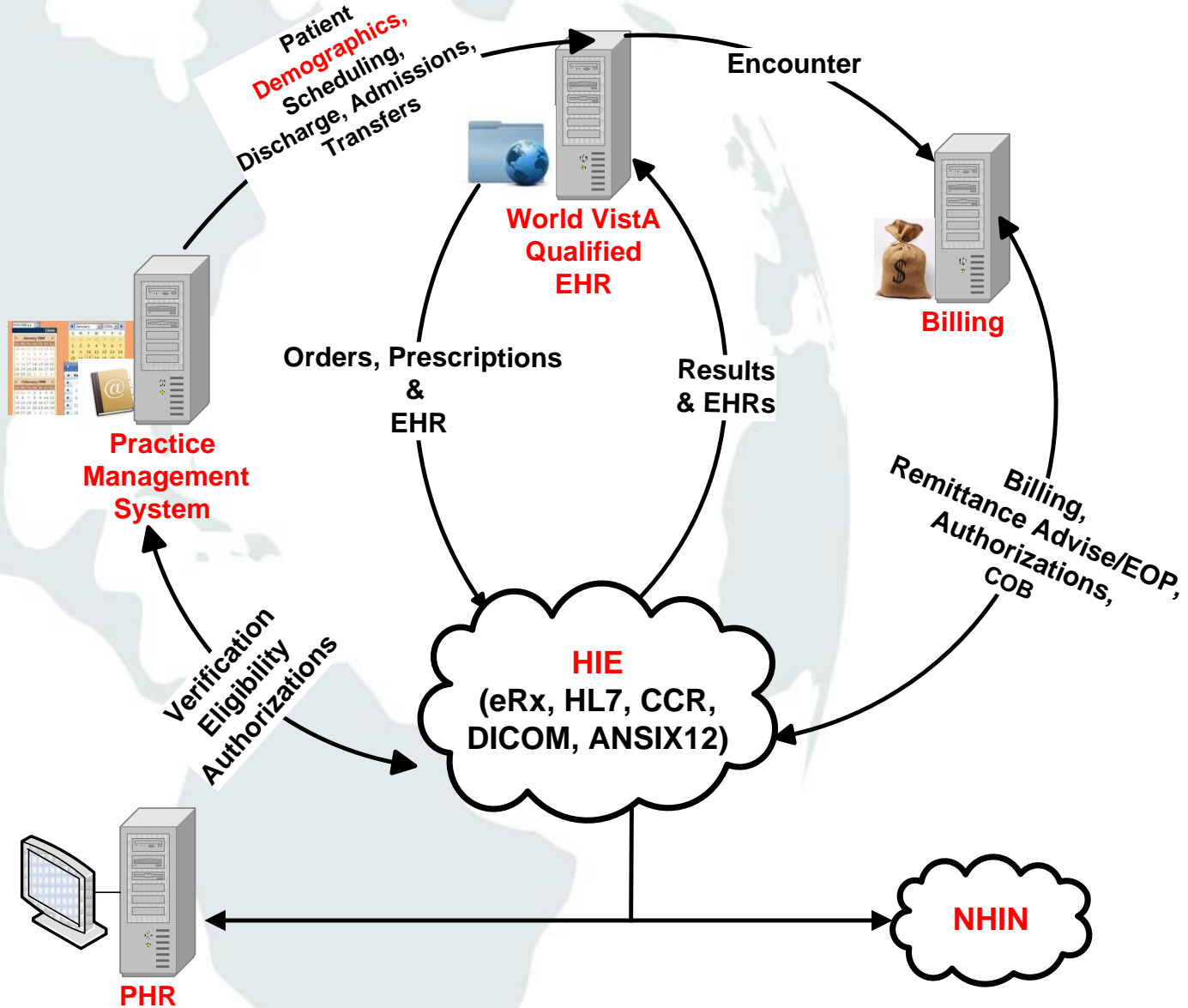
*(i) to provide **clinical decision support**;*

*(ii) to support **physician order entry**;*

*(iii) to **capture and query** information relevant to health care quality; and*

*(iv) to exchange electronic health information with, **and integrate such information from other sources.**”*

# EHR Technology Diagram



# Challenges for Adopting EHR

The main challenge is related to the **Implementation Approach**.

## EHR is NOT a Plug and Play Technology

### Impacted Areas:

- Health System Laws & Regulations
- Patients Expectations & Healthcare Outcomes
- Healthcare Operations Policy & Procedures
- Healthcare Staff
- Information Technology
- Healthcare System Cost
- Meaningful Use & Quality Measures



**EHR is more than an Information System  
it is a  
New Healthcare Paradigm**

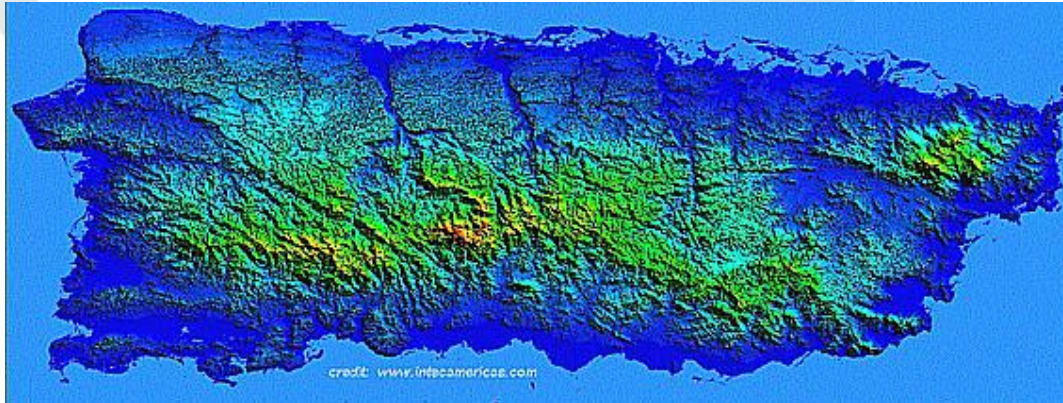


# Culebra – Flamenco Beach



# PR HIT Structure

- Regional Extension Center (PRREC)
- Health Information Exchange (PRHIE)
- Telecommunications & Bandwidth Coverage - Weak
- 85% Providers with Internet Access for Electronic Billing
- Clearinghouse (HIPAA Transactions) - Strong
- HIPAA Privacy & Security Compliance - Poor





# HIT Challenges in PR

- Healthcare Community HIT Awareness
- Healthcare System – Different from US
- Current HIT Tools (PMS & Billing) – In House Programs
- Hospitals No Eligible for Incentives; Yes for Penalties
- Financial Support
- Cultural & Behavioral Change – Spanish Language; Implementation, Manuals & Support
- Computer Literacy
- VistA Myths



# SmartHealth & VistA in PR

- General Medicine Small Practice – Running 4 weeks
- Florida Community Health Center – Contracting
- HIE
- Evaluation:
  - PR REC
  - 1 Healthcare System
  - 2 Hospitals
  - 2 University & Practice Clinics
  - 7 Community Health Centers
  - 15 Small Practices
- International:
  - Panama
  - Mexico
  - Spain



# Cabo Rojo Lighthouse – Beacon Community Vision





# SmartHealth Services

## ■ Consultant & Planning

- Grants Proposals Development (ARRA y Otros)
- HIT Adoption Strategies
- Readiness Assessment
- Change Management
- Project Management
- Health Information Systems Integration
- Reengineering of Operations
- HIT Requirements & Design

## ■ Implementation (Vista EHR & other HIT Solutions)

- Healthcare Policy & Procedures – SOPs Manuals
- Hardware Installation & Configuration
- IT Network Security Design
- System Configuration & Customization
- Data Analysis, CleanUp, Conversion & Migration
- Interfaces Development
- SmartHealth Training Program



# SmartHealth Services

## ■ Support & Maintenance

- Contact Center
- System & Standard Codification Upgrades
- Backup & Restore
- SmartHealth Training Program
- On Demand Services – Reporting, Interfaces & Others

## ■ HIPAA Compliance – Privacy & Security

- Risk & Audits Assessment
- Compliance Certification
- Policy & Procedures Manuals
- Compliance Monitoring Services
- Hardware Disposal & Data Clean Up





# SmartHealth ACADEMY

- HIPAA & HITECH Overview Seminar
- Basic Computer Training & Skills Development
- Advance Computer & Introduction to EHR
- HIPAA Certifications
  - Certified HIPAA Administrator™ (CHA)
  - Certified HIPAA Professional (CHP)
  - Certified HIPAA Security Specialist™ (CHSS)
  - Certified Security Compliance Specialist™ (CSCSTM)



# Implementation Methodology





# Boquerón – West Coast Sunset



# For SmartHealth EHR Adoption

- Is not a One Time Job, neither a One Company Shop
- Is More than an IT Project
- Is a Cultural and Organizational Change
- Is Our Opportunity to Build a Healthy World with Collaboration



# Coquí – PR Night Singer





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[www.smarthealthpr.com](http://www.smarthealthpr.com)



SmartHealth

EHR NETWORK SOLUTIONS & SERVICES



Thanks!

We look forward to become your Business Associates to support the adoption of VistA through the World.



SmartHealth