

# EHRQIS

Quality Information System

## EHRQIS for Allscripts Enterprise EHR

### THE QIS V3.XX IMPLEMENTATION PACKAGE

Included in your licensing of the QIS add-on solution are the following:

- QIS install kit integrated with TouchWorks EHR (QIS database, QIS traffic signal and QIS website)
- QIS Starter Reports
  - Provider Measure Group
  - Provider Measure Group with Demographics
  - Analytical Measure Report
- QIS User's Manual
- QIS Implementation Service (installation, initial problem/metric mapping, testing and training)
- On-going Support

### THE QIS V3.X OVERVIEW

Quality Information System, or QIS, was developed to integrate with Allscripts TouchWorks EHR and allows alerting healthcare staff for specific patient services, and tracking improvements over time.

QIS is compatible with all *TouchWorks EHR* versions v11.4 and higher.

Key features/capabilities:

- Puts real-time quality measure feedback at the fingertips of providers and clinical staff by displaying a red-yellow-green traffic signal icon in the patient banner to indicate the status of quality data that is missing, outdated or incomplete
- Allows providers to customize the QIS traffic signal functionality to their specialty problems, and to insert quality data directly into TouchWorks EHR with minimal clicks
- Performs real-time updates to the Works database using standard Allscripts API utilities and interfaces without any



EHR Integration Services' Perfect Practice process of working with clients has earned the distinction as an Allscripts Developer Program (ADP) partner. They don't walk away from difficult data issues – their experienced team of experts listen and deliver results. They design, develop and support a suite of custom Allscripts application solutions.

performance impact on the Works database

- ADMIN users easily customize QIS to display and track specific problems/metrics
- Patient and Provider reports help communicate and manage quality performance as dictated by QIS configuration

## The QIS Implementation Process

The QIS implementation process is managed by an *EHR Integration Services* project consultant. The first step is the Project Kick-Off call, where the project implementation team members are introduced, the client is briefed on the QIS product capabilities and the project work plan/milestones are established.

This kick-off call is typically scheduled to begin within a 30-day timeframe upon receipt of a signed contract. **IMPORTANT:** A client resource is needed throughout the implementation process in order to facilitate the install, configuration set-up, testing and training steps.

The QIS installation, training, and support is performed remotely. The implementation consists of four main components:

### 1. COMPLETE THE PRE-INSTALLATION CHECKLIST

EHR Integration Services works with the client up-front to complete the pre-install checklist in order to gather the necessary technical and functional set-up preferences, such as: identifying the client's server configuration, QIS preferences, etc. See the QIS Pre-Installation Checklist for more specifics.

### 2. INSTALL QIS

#### a. Set-up a QIS database

A very small SQL database is installed next to the Works database and contains the code, tables, views, stored procedures, etc. that are needed to run QIS. **NOTE:** QIS acts solely as a pass-through tool to/from the Works database and does not store clinical data in this QIS database.

#### b. Set-up a web server application

A new web application is set-up using IIS in order to handle all the QIS front-end processing.

#### c. Integrate QIS into the TouchWorks EHR application

The QIS traffic signal tool is installed on the patient banner in the TouchWorks EHR application.

#### d. Set-up QIS Reports

### 3. SET-UP QIS PROBLEM/METRIC MAPPINGS

Upon the install and technical test of QIS and the completion of the pre-installation checklist, the client can begin to populate QIS with problems and metrics. This step is critical in syncing the problems/metrics tracked in QIS with the corresponding TouchWorks elements.

EHR Integration Services will train and coach the client in this problem/metric set-up effort (fully understanding the

QIS ADMIN feature). While it is the client's responsibility to determine and enter the initial QIS mappings, EHR Integration Services will provide the guidance and support needed to facilitate this initial set-up effort.\*

### 4. TECHNICAL/FUNCTIONAL TESTING AND USER TRAINING

Testing is conducted in the TEST environment before deploying to LIVE. Testing consists of an initial Technical Test to make sure QIS is installed and operating correctly in the client's environment. Then, upon completion of the problem/metric loading, a Functional Test will be performed, per the Functional Test Plan.

Super-user and technical training consists of a 1 – 2 hr GoToMeeting training sessions where the client super-user(s) is trained on: how QIS interacts with TouchWorks, how to interpret and manage the QIS traffic signal icon, how to navigate among the QIS dialog windows, how to add/edit/remove the QIS problems/metrics. Training also highlights any pertinent workflow considerations and covers technical maintenance and support elements.

**NOTE:** Once the client's QIS super-user(s) is trained, it is the client's responsibility to deploy training among the QIS user population.

Once client approval of QIS TEST is received, the LIVE installation will be scheduled. The QIS configuration setup completed in TEST will then be moved to LIVE and tested.

## QIS SYSTEM REQUIREMENTS

### Allscripts Works Database Server Specifications

- Microsoft SQL Server 2005 Standard or higher

### Microsoft IIS Web Server Specifications

- The Microsoft IIS Web Server application runs the .NET Framework needed for implementing the front end web service.

### Web Server Software

- Microsoft Windows Server 2003 or 2008
- Microsoft IIS v7 ideal (v6 minimal)
- .NET v3.5 or above

The IIS Web Server application can be set up to run either on your AHS Web Server(s) or it can run on a separate standalone web server (physical or virtual).

- If choosing to set up the IIS Web Server application on a separate server, the server requirements are minimal:

QIS WEB SERVER ATTRIBUTES (VIRTUAL OR PHYSICAL)	MINIMUM REQUIREMENT	IDEAL
Processors	2 CPUs 32b or 64b	4 CPUs 32b or 64b
Speed of the Drive	9600 RPM Drive	9600 RPM Drive
Memory	4 GB	16 GB
Access	If a separate Web Server is used, a fully qualified domain name must be in place for the Web Server and the Allscripts Works database server to communicate	

## IMPLEMENTATION REQUIREMENTS

The EHR Implementation Consultant will need remote access and full administrative user credentials (including a password that does not expire) for the following TEST and LIVE servers:

- The Allscripts Works database server
- The Allscripts TouchWorks EHR application (admin and users rights)

## THE QIS SUPPORT PROCESS

The QIS Support Agreement provides access to EHR's Support Issue Tracking System where clients can easily post and track support issues related to QIS. Posting support tickets in this way ensures that the entire EHR Integration Services support team can respond to support requests as quickly as possible, per the Support Agreement standards set forth in the QIS contract.

The Support Agreement also ensures that QIS continues to operate effectively due to any Allscripts TouchWorks EHR related updates, in which case, automatic update fixes to the QIS will be processed accordingly.

NOTE: QIS continues to be enhanced as part of a controlled product enhancement process, but as new versions of QIS are released, the QIS Support Agreement does not assume that client QIS installations will be upgraded to the newest version at no cost. QIS version upgrades are handled on a case-by-case basis.

## \*ADDITIONAL SERVICES AVAILABLE

While it is the client's responsibility to determine and enter the initial QIS mappings, EHR Integration Services will provide the guidance and support needed to facilitate this initial set-up effort (see step 3 above).

Depending on the client's overall quality reporting requirements, quality data submission initiatives, and how QIS is used as a tool to facilitate these initiatives, the client may utilize EHR Integration Services for additional support or consulting services. For example:

- Advisement in understanding Stage 1 or 2 Meaningful Use attestation as it relates to QIS
- Custom report services to develop client specific reports integrated in the QIS report set
- Unique QIS coding changes outside scope of QIS, as designed

These additional services may be determined up front as part of the Pre-Installation Checklist once the client understands the QIS out-of-the-box functionality and then identifies any client customizations

Additional services will be scoped and contracted for in an amendment to the original QIS Agreement.