The HIMSS Value Score:
An Introduction

Lorren Pettit
Vice President, HIS and Research
HIMSS North America

September 2017

HiMSS North America

Measure What You Manage

Unless success is defined and tracked… how can you know whether or not you are successful.

H*i***MSS ValueScore**

H*i***MSS** *North America*

HiMSS
transforming health through IT

A global, cause-based, not-for-profit organization focused on better health through information technology (IT). HIMSS leads efforts to optimize health engagements and care outcomes using information technology.

HiMSS North America

HiMSS Europe

HiMSS Asia Pacific

HiMSS Middle East

HiMSS Latin America

HiMSS Analytics

HiMSS Media

Personal Connected Health Alliance

Health 2.0

We paid WHAT!!!

HIMSS ValueScore

HIMSS val·ue score

Hims /valyoō / skôr

A publically available tool developed by the HIMSS (Healthcare Information and Management Systems Society) organization designed to measure and numerically represent the positive impact healthcare organizations realize from their digital health investments.

http://www.himss.org/valuesuite/value-score

HiMSS *North America*

HiMSS ValueScore : Model

The HIMSS Value Score helps organizations measure and manage four types of value expressions
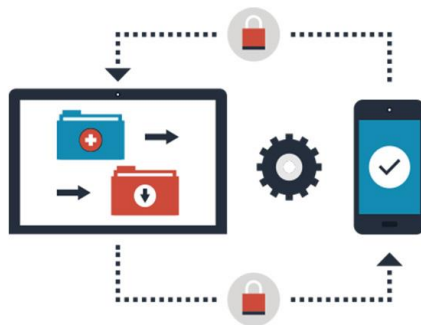
HiMSS ValueScore : Model

Baseline Value
Measures your organization's capability to "metabolize" patient information as reflected in your organization's…

1. Electronic medical record sophistication

HiMSS Analytics **EMRAM**

2. Employment of IT security best practices

Q: Which of the following information security practices has the organization adopted?

- *Risk assessment & management*
- *Asset management*
- *Identity & access management*
- *Threat & vulnerability management*
- *Awareness training*
- *Cyber threat intelligence*
- *Incident response*
- *Business continuity*
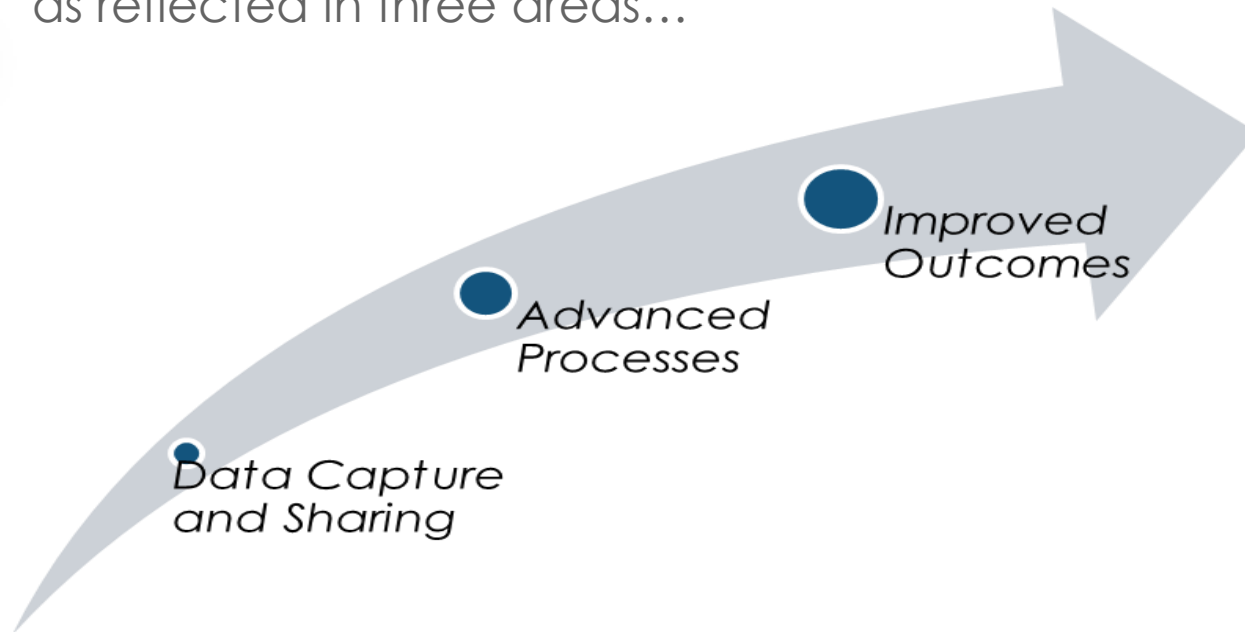- *Disaster recovery*

HiMSS *North America*

HiMSS ValueScore : Model

Perceived Value

Measures the organization's <u>subjective</u> insights surrounding the impact of Digital Health in the organization

as reflected in three areas…

Improved Outcomes

Advanced Processes

Data Capture and Sharing

HiMSS ValueScore : Model

SATISFACTION

Focuses on people, process and technology use cases that increases stakeholders' satisfaction with the delivery of care. Satisfaction includes types of value such as:

- Patient satisfaction
- Provider satisfaction
- Staff satisfaction
- Other satisfaction

ELECTRONIC SECURE DATA

This type of value focuses on improved data capture, data sharing, reporting, use of evidence-based medicine, and improved communication by and between physicians, staff and patients. Electronic Secure Data includes types of value such as:

- Privacy & Security
- Data sharing
- Data reporting
- Enhanced communication

SAVINGS

This type of value focuses on documented financial, operational and efficiency savings resulting from factors such as improved charge capture, use of staff resources and workflow and increased patient volume and more efficient use of space .

TREATMENT/CLINICAL

This type of value focuses on effective and improved treatment of patients, reduction in medical errors, inappropriate/duplicate care, increase in safety, quality of care and overall clinical efficiencies. Treatment/Clinical includes types of value such as:

- Efficiencies
- Quality of Care
- Safety
- Other treatment/clinical

PATIENT ENGAGEMENT & POPULATION MANAGEMENT

This type of value focuses on improved population health and reduction in disease due to improved surveillance/screening, immunizations and increased patient engagement due to improved patient education and access to information. Patient Engagement & Population Management includes type of value such as:

- Patient education
- Patient engagement
- Prevention
- Population Health

HiMSS *North America*

HiMSS ValueScore : Model

Perceived Value Questions
Below are the questions used to determine your *Perceived Value* Score

What type of impact has the use of health information technology in the organization had on the organization's ability to…

Capture & share clinical data
Implement advanced clinical processes
Realize improved clinical outcomes

Where…
1 = No positive impact at all
2 = Inconsistent impact
3 = Slightly positive impact
4 = Moderately positive impact
5 = Very positive impact
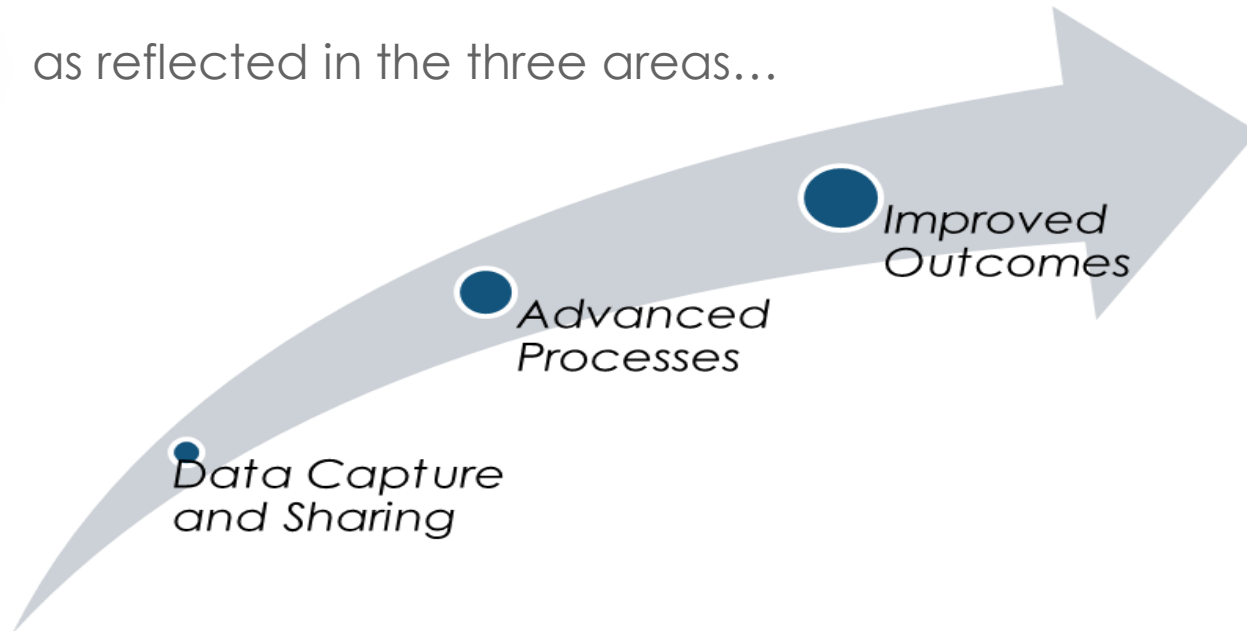
HiMSS *North America*

HiMSS ValueScore : Model

Recognized Value

Measures the organization's ability to demonstrate the <u>objective</u> impact of Digital Health in universally expected ways

as reflected in the three areas…

Improved Outcomes

Advanced Processes

Data Capture and Sharing

HiMSS ValueScore : Model

Recognized Value Questions
Data Sharing Topic Areas

Select from the following list, up to two (2) examples in which health information technology had a positive measureable impact on your organization's DATA SHARING efforts within the past three years.

Efficiencies:	**Data Sharing:**
• Administrative & Care Delivery Workflow • Electronic Prescribing	• Protection of Patient Health Information
Safety: • Clinical Decision Support • Computerized Provider Order Entry	**Patient Education/Engagement:** • Patient Electronic Access to Health Information
Data Reporting: • Public Health and Clinical Data Registry	

HiMSS ValueScore : Model

Recognized Value Questions
Advanced Processes Topic Areas

Select from the following list, up to three (3) examples in which health information technology helped facilitate ADVANCED PROCESSES within your organization during the past three years.

Efficiencies: • Throughput of Congested Hospital Spaces (e.g. ED, OR, ICU) • Reduction of Waiting Time (e.g. Clinics, ED)	**Safety:** • Reduction of Infection (e.g. Central Line, Catheter, Ventilator Dependent Pneumonia)
Patient Education/Engagement: • Coordination of Care through Patient Engagement	**Data Sharing:** • Improved Tracking of Chronic Disease Management
Enhanced Communication: • Health Information Exchange	**Prevention:** • Population Health Initiatives
Business Efficiencies: • Revenue Cycle Management	

HiMSS *North America*

HiMSS ValueScore : Model

Recognized Value Questions
Improved Outcomes Topic Areas

Select from the following list, up to three (3) examples in which health information technology helped facilitate IMPROVED OUTCOMES within your organization during the past three years.

Efficiencies:	**Quality of Care:**
• Use of Blood and Blood Products	• 30 day Readmission Rate
Data Sharing:	**Evidence Based Medicine:**
• Early detection of Infectious Disease Outbreaks	• Change in Practice from the use of Clinical Analytics
Patient Education/Engagement:	
• Use of Patient Generated Health Data	

HIMSS ValueScore : Model

Recognized Value Questions

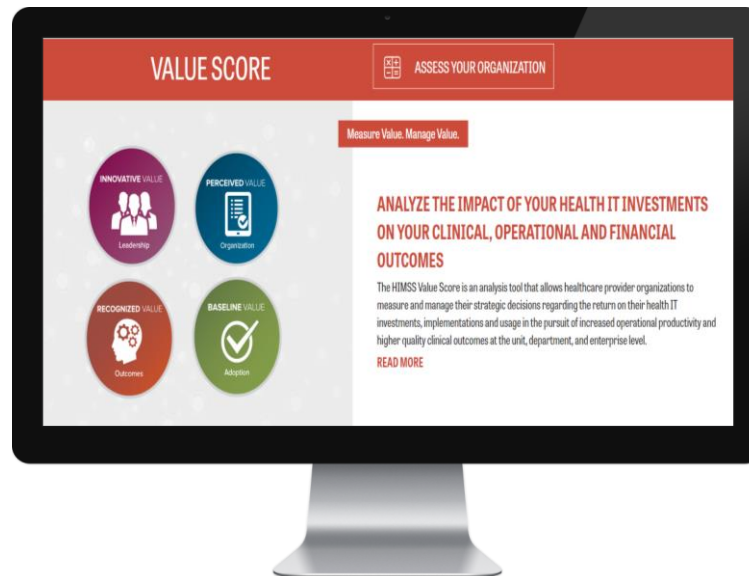Below are the questions used to determine your *Recognized Value* Score

1. What measurable value did you realize from the use of HIT in this specific area?
2. What was your baseline numeric score on this measure when you started your evaluation (period 1)?
3. What is your current numeric score on this measure or what was your numeric score on this measure when you completed your evaluation (period 2)?
4. How many months transpired between the start of your evaluation (period 1) and the completion of your evaluation (period 2)?
5. What lessons did you learn from this initiative?

HiMSS ValueScore : Model

Innovative Value
Measures the organization's ability to demonstrate the measurable impact of HIT in unique/non-expected ways

HiMSS ValueScore : Model

Innovative Value
Below are the questions used to determine your *Innovative Value* Score

1. What was the problem you were attempting to address?
2. What was your baseline numeric score on this measure when you started your evaluation (period 1)?
3. What is your current numeric score on this measure OR what was your numeric score on this measure when you completed your evaluation (period 2)?
4. How many months transpired between the start of your evaluation (period 1) and the completion of your evaluation (period 2)?
5. Please describe the *FINANCIAL* benefits (if any) your organization has realized because of your initiatives.
6. Please describe how these initiatives have impacted Physician, Employee and/or Patient SATISFACTION.

HiMSS *North America*

HiMSS ValueScore : Model

Innovative Value
Below are the questions used to determine your *Innovative Value* Score (cont'd)

7. Please describe the initiatives you undertook to positively impact this problem (to include the amount spent on the investment, and the reason why the technology was implemented)
8. Which IT systems and vendors/consultants (if at all) were involved in these initiatives?
9. Please describe the role your IT system and if involved, IT vendor/consultant played in these initiatives.
10. What lessons did you learn from this initiative?

11. How difficult was this problem for your organization to address?
12. How important was solving this problem to your organization?
   (1 = "Not important at all", 10 = "Extremely important")

HiMSS North America

The Value Score and Report

HIMSS Value Score and Report for:
St. Elsewhere Medical Center

Anywhere, USA
February, 2016

HiMSS
transforming health through IT

Value Score   74.7

St. Elsewhere Medical Center reflects an organization with robust evidence supporting the value of their health IT investments.

Baseline Value Score:	**80.0%**
Perceived Value Score:	**81.0%**
Recognized Value Score:	**64.1%**
Innovative Value Score:	**93.1%**

HiMSS *North America*

HiMSS ValueScore : Outcome

Perceived HIT Impact   vs.   Documented HIT Impact

Improved Outcomes

Advanced Processes

Data Capture and Sharing

Improved Outcomes

Advanced Processes

Data Capture and Sharing

Health IT Value Mirror

HiMSS North America

HiMSS ValueScore : Davies Award

- HIMSS' highest recognition surrounding the use of electronic health records and information technology to improve clinical and financial outcomes.

- It is a global award program

- Vendor-agnostic

- Open to all healthcare delivery systems that meet the prerequisites… **completion of the Value Score tool**

HiMSS ValueScore : Davies Award

Who can apply for the HIMSS Davies Award?

A-EMRAM or O-EMRAM relevant healthcare organizations

- **Enterprise**: Hospitals and Integrated Health Delivery Systems, Academic Medical Centers, Specialty Hospitals and Critical Access Hospitals

- **Ambulatory**: Fully Electronic at the Point of Care

- **Community Health Center**: Fully Electronic at the Point of Care

- **Public Health**: Value must be the result of enhanced process through the use of Health IT

HiMSS *North America*

HIMSS ValueScore : Davies Award

Submission Process/Key Dates

- Complete the HIMSS Value Score survey
    - Value Scores are accepted year-round

- Call for Submissions
    - opens **January 1st, 2018**
    - ends **May 30th, 2018** (Value Scores must be submitted by this date to receive consideration for the 2018 Award)

- Top scores will receive a HIMSS Davies Award site visit to validate how health IT is being utilized to improve care outcomes and generate value (as defined by the HIMSS Value STEPS Model)

- Site visits will be completed by **October 1, 2018**

HiMSS ValueScore : Contacts

http://www.himss.org/valuesuite/value-score

On Your Organization's Value Score

Lorren Pettit, MS, MBA
Vice President,
Health Information Systems & Research
HIMSS
lpettit@himss.org
312-519-5751

On applying for a HIMSS Davies Award of Excellence

Jonathan French, CPHIMS
Senior Director
Health Information Systems
HIMSS

jfrench@himss.org
703-562-8822

HiMSS *North America*