

QIS (Quality Information System) for *Enterprise EHR* Implementation Process and System Requirements

The QIS v2.1 Implementation Package

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

- QIS install kit integrated with Enterprise EHR (QIS database, QIS traffic signal and QIS website)
- 4 QIS Starter Reports
 - o Patient Report, Problem Report, Meaningful Use Scorecard (Enterprise v11.2 required), Clinical Performance Report
- QIS User's Manual
- QIS Implementation Service (installation, initial problem/metric mapping, testing and training)
- On-going Support

QIS v2.1 Overview

- *Central Utah Informatics* originally developed QIS specifically for the *Central Utah Clinic*. *EHR Integration Services* then worked with CUI to develop the current commercialized client version, QIS v2.1.
- *EHR Integration Services* serves as the implementation, training and support services vendor for QIS v2.1.
- QIS is compatible with *Enterprise EHR* v10 and v11, including v11.2
- Key features/capabilities:
 - o Puts real-time quality measure feedback at the fingertips of providers by displaying a red-yellow-green traffic signal icon in the patient banner to indicate the status of quality data that is missing, out dated or incomplete
 - o Allows providers to customize the QIS traffic signal functionality to their specialty problems, and to insert quality data directly into Enterprise with minimal clicks
 - o Performs real-time updates to the Works database using standard Allscripts API utilities and interfaces without any performance impact on the Works database
 - o QIS acts as a pass-through tool with Enterprise – meaning no patient data is stored in the actual QIS database and no CCHIT certification is required
 - o ADMIN users easily customize QIS to display and track specific problems/metrics
 - o Patient and Provider reports help communicate and manage quality performance as dictated by QIS

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 QIS problems/metrics to track, understanding current workflows as they affect QIS, assessing extent of initial problem/metric mapping set-up effort, 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 Enterprise EHR application

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

d. Set-up QIS Reports

The SQL Reporting Services utility used to produce the 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 Enterprise 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 2 1hr GoToMeeting training sessions where the client super-user(s) is trained on: how QIS interacts with Enterprise, 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	<ul style="list-style-type: none"> - 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)
 - o 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	

Microsoft SQL Server Reporting Services Specifications

- Microsoft SQL Reporting Services must be installed and available in order to produce the QIS reports. The client is expected to install and set-up this service prior to the QIS installation.

Implementation Requirements

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

- The Allscripts Works database server
- The Allscripts Enterprise EHR application
 - o Typically clients provide credentials for the TWADMIN and AHSUser login for install and testing purposes

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 Enterprise 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 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 v2.1, as designed

These additional services may be determined up front as part of the Pre-Installation Checklist once the client understands the QIS v2.1 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.