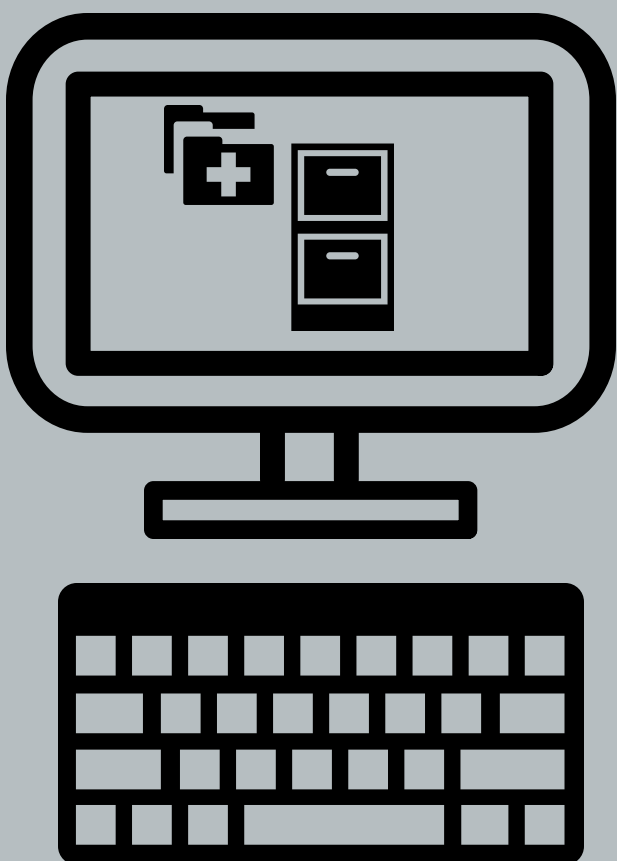


# Electronic Medical Records

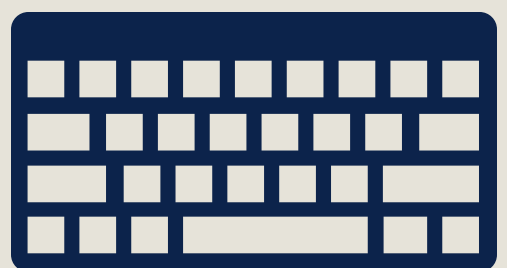
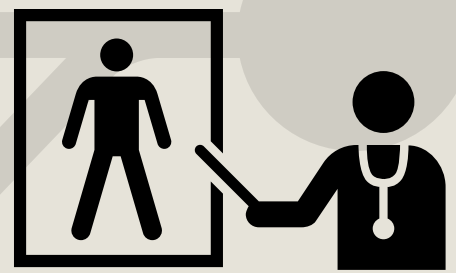
## Why should clinics integrate CHW work into their EMR?



- EMR communication with providers can help integrate CHWs into the patient centered medical home team (1, 2)
- Clinics that document the benefits of employing CHWs are more likely to secure sustainable funding mechanisms for CHWs and can better support CHWs as clinical team members . (3)
- When CHWs and physicians can communicate effectively in a variety of ways including through the EMR, the voice of both provider and CHW carries equal importance at case reviews. (4)
- Better documentation leads to better evaluation and real time assessment. (5) [See Evaluation Template]
- CHWs are well positioned to gather data about the social needs of patients that, when integrated with clinical data, can better address the social determinants of health and move the population health agenda forward. (6) [See Example Codes]
- CHW access to the EMR facilitates patient referrals to community resources. (7)

# How do clinics integrate CHW work into EMR systems?

- Create standardized CHW activity assessment tools or codes that are part of the EMR (e.g. patient support for transportation). (3)
- Regularly train CHWs on EMR guidelines and upgrades. (3)
- Educate the healthcare team on the importance of documenting CHW activities. (3)
- Create an environment where CHWs feel comfortable communicating with physicians using EMRs. (8) [See Example Note]
- Add CHW names to EMR notes so that it is clear they are part of the care team. (9)
- Integrate documentation of CHW activities into the current system. (9) [See Example Codes]

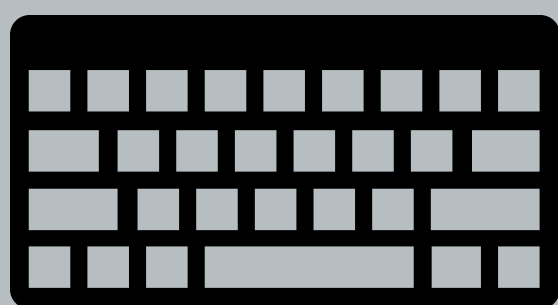
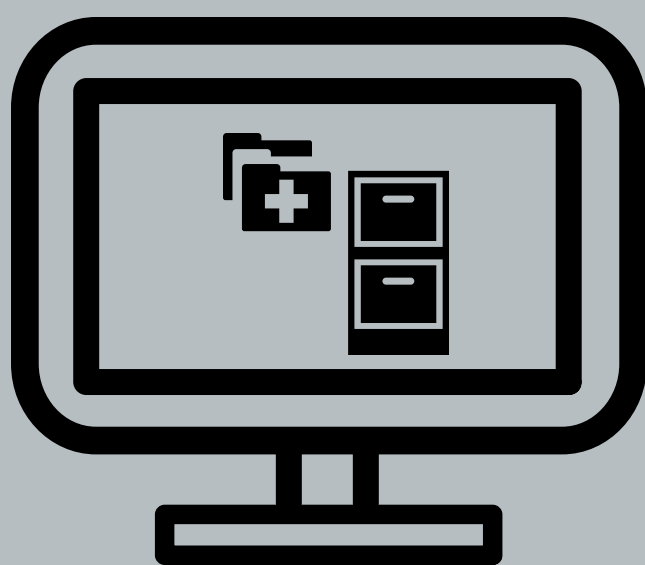


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# How can clinics evaluate CHW work using EMR systems?



- Complete evaluations monthly, quarterly and annually on EMR inputs, coding, and use of software. (5)
- Three areas should be tracked to effectively evaluate a CHW intervention:
  - a) Process: what activities occurred
  - b) Impact: Were there actions taken or was a situation resolved?
  - c) Outcome: Was there an improvement in the patients health? (4)
- By including CHWs in the creation and development of EMR codes, evaluation can be a welcome rather than punitive process (5). [See Evaluation Template]



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