TLC TechLeaders Consulting
Improving the Quality of Healthcare Delivery with MU Implementation

The need for enhancing healthcare experiences to advance the quality of medical care has always been at the top of the agenda for healthcare providers. To that end, they need to have an established system of Health Information Technology (HIT) that allows the secure exchange of patient data between consumers and providers in such a way that the safety, quality, and accuracy of the medical records are accounted for. Assisting providers in delivering top-notch services with Meaningful Use (MU) and Electronic Medical Records (EMR) implementation is TechLeaders Consulting (TLC), a company that provides quality-based management following NCQA requirements. "We enable practices—from individual practitioners to larger hospitals networks—to deliver primary care consistent with national standards," says Marni Ehrlich, the CEO and founder of TechLeaders Consulting.

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TLC's unique understanding of behavioral health and integrated care is what facilitates them to operate in various domains of HIT consultancy and Healthcare Consulting. TLC offers practice transformation services that help their clients assess their environment and workflow pattern to determine if it matches the requirements of their program. "NYeC runs a number of programs that assist providers by offering education and support for implementing technologies and processes to improve healthcare delivery across New York State. We are pleased to collaborate and partner with skilled organizations, such as TechLeaders Consulting LLC," said Valerie Grey, Executive Director of the New York eHealth Collaborative. Being experts in Practice Transformation, MIPS and Medicaid MU consultation, they assist clinics in fulfilling the requirements of the MU regulations in order to achieve the EHR Incentive goals. By evaluating their clients' eligibility criteria, they come up with an incentive plan. For small and medium-sized companies, they take on the role of IT support specialists and deal with problems related to EMRs. For organizations that lack IT staff, the company provides extra assistance by working with the EMR vendors to set up the entire system. A unique attribute about TLC is that they assess risks within an organization by ensuring that they follow HIPAA and MU guidelines. Additionally, they analyze the IT network through all the layers and perform vulnerability tests to present the current security posture to the client so that they have a brief overview of all the risks.

As each state and the federal government has different regulations and mandates, TLC ensures that their clients comply with them accordingly. The consultancy understands business workflows to build relationships and develop expertise based on their specialty. TLC has created a procedure to review if every supplier is complying with the requirements of the EMR Incentive program and inspects the arrangements associated with allocating the payment. To ensure guaranteed registration, the organization works with EPs and associations to link their credentials appropriately to avoid any tax implications on the provider. A strategic plan surrounding new technologies devised by the company allows clinics to meet the MU/MIPS standards. TLC providers monitoring services furnishing information on the status each MU, MIPS and PCMH objective provided in a timely manner. The examination of aspects such as EMR, workflow, and practice domains decides the correct measures that have to be met by the different registration needs of medical homes. Project plans are developed by TLC to provide a road map for providers to reduce the complexity of fulfilling the necessary criteria. Additionally, the company offers services that reduce the burden of dealing with EMR vendors so that providers can continue to see patients and not be spending the entire day on a hotline with the vendor addressing a systems issue.

Steering ahead, TLC is developing programs in the field of informatics and devices with sensors. Next on their agenda is to create a technology that can communicate with EMR systems and doctors. By adopting IoT, TLC envisions a transformation into the next generation of services to provide remote monitoring services to patients. As endpoint devices continue to evolve, TLC is working on a technology that will be able to support multiple devices to assist doctors. **HT**

Marni Ehrlich