

N e w s R e l e a s e

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For more information, contact:
Anna Dykeman, Communications Specialist
(505) 998-9730

New Mexico Physician Practices Give NMMRA High Scores for Supporting Electronic Health Record Adoption

Albuquerque, NM—As part of its current Medicare Quality Improvement Organization (QIO) contract, the New Mexico Medical Review Association was tasked with working with physician practices in the state to help them to make appropriate choices in planning for, selecting and implementing electronic health record (EHR) systems, and in using these systems to assist them in providing safe, effective, and efficient health care for New Mexicans. The Centers for Medicare & Medicaid Services (CMS) recently released the results of office system surveys conducted nationally to measure the satisfaction of participating physician practices with the support their state’s QIO provided to them during their adoption of EHR technology. The surveys were conducted as part of the overall evaluation criteria of the QIO program.

The survey evaluated two components: practice satisfaction and knowledge and perception. In addition to improving on both components from baseline to remeasurement, NMMRA scored well above the national averages on both measures, achieving scores of 93.7 percent and 78.9 percent, respectively.

| Survey Component | National Average (%) | NMMRA Score (%) |
|-----------------------------------|-----------------------------|------------------------|
| Practice Satisfaction | 86.1 | 93.7 |
| Practice Knowledge and Perception | 72.3 | 78.9 |

“We’re pleased that the practices that worked with us were satisfied with our support and found our services valuable as they charted their course to adopt electronic technologies,” commented Mark Gottlieb, PhD, NMMRA Doctor’s Office Quality – Information Technology (DOQ-IT) manager. “We’re happy to be of value to our partners.”

Under its current three-year federal contract with CMS, NMMRA focuses on improving specific clinical performance measures related to the care of Medicare beneficiaries in all health care settings. NMMRA was recently notified by CMS that it had passed its current contract evaluation and is eligible for noncompetitive renewal for the seventh consecutive time. For more information about NMMRA’s QIO contract work, visit NMMRA’s Web site at www.nmmra.org/scopeofwork.php.

NMMRA is an Albuquerque-based, non-profit, physician-sponsored organization. Serving as a resource to the state's health care community and to Medicare beneficiaries, NMMRA seeks to fulfill its mission to facilitate demonstrable and continuous improvement in the quality of health care and achieve its vision to be a premier and innovative leader in improving health care. NMMRA has served continuously as the state's only federally contracted Medicare QIO since 1984. NMMRA also serves as the state's Medicaid External Quality Review Organization.

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This material was prepared by the New Mexico Medical Review Association (NMMRA), the Medicare Quality Improvement Organization for New Mexico, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy. 8SOW-NM-DOQIT-08-01