

QUESTIONS & ANSWERS: SURESCRIPTS WHITE COAT AWARD



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What is the Surescripts White Coat Award?

In 2016, 73 percent of all prescriptions in the U.S. healthcare system were delivered electronically. That's 1.6 billion e-prescriptions in one year.¹

The emergence of e-prescriptions allows us to track transactions digitally and see gaps and human errors more clearly. To date, the industry's focus has been on moving prescriptions efficiently, safely and reliably. We now must turn our attention to the quality, accuracy and consumability of prescription data by ensuring electronic transactions are flawlessly executed – an area which has room for improvement. For example, more than one in ten e-prescriptions contain Sigs with a quality issue that has the potential to cause confusion or workflow disruption at the pharmacy.²

Surescripts is dedicated to helping improve the accuracy of electronic prescriptions to reduce the need for manual intervention and prescription delays. Our Critical Performance Improvement program for Prescription Accuracy & Optimization is focused on working with customers from across the Surescripts Network Alliance to measure and continuously improve prescription completeness and integrity.

The Surescripts White Coat Award recognizes the efforts our customers are making in improving prescription accuracy and awards leaders who have adopted best practices and technology enhancements to achieve top results.

Who is eligible?

Electronic health records (EHRs) that contract directly with Surescripts and serve multiple provider groups will be considered for the 2018 Surescripts White Coat Award. No submission is required.

What are the award categories?

The Surescripts White Coat Awards recognize those that are actively taking steps to improve some of the biggest pain points regarding prescription accuracy. There are three award categories:

- 1. Highest Accuracy:** Awards best prescription accuracy based on Quality Index Score as of August 1, 2018.
- 2. Most Improved Accuracy:** Awards greatest change in Quality Index Score between August 1, 2017 and July 31, 2018.
- 3. Trailblazer Award:** Awards most accurate combined Drug Description, Drug ID, Sig and Potency Unit Code as of August 1, 2018.

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What is Quality Index Score?

Quality Index Score is a rating system developed by the Surescripts Critical Performance Improvement program which assigns a composite score between 1 and 1,000 to reflect overall e-prescription accuracy relative to 11 accuracy-related pain points.

Quality Index Score is based on data provided by Surescripts Sentinel™.

What are the accuracy-related pain points covered by Quality Index Score?

With input from hundreds of prescribers, pharmacists, technology vendors and drug compendia, Surescripts has identified and validated 11 of the most impactful problems affecting e-prescription accuracy. The Critical Performance Improvement program for Prescription Accuracy & Optimization is focused on improving the pervasiveness and accuracy of:

- Drug Description
- Drug ID
- Sig (patient directions)
- Potency Unit Code
- Days' Supply
- Patient Notes
- PBM ID
- Duplicate prescription reduction
- RxChange/CancelRx
- Electronic Prescribing for Controlled Substances (EPCS)
- Provider & pharmacy directory integrity

What is Surescripts Sentinel?

Surescripts Sentinel links multiple data sources, including the Surescripts network, industrywide drug compendia, such as First Databank, and the National Library of Medicine, to provide actionable intelligence that is used to validate ongoing data quality improvements; identify opportunities to improve process efficiency; track e-prescribing utilization to identify trends and patterns; and inform research, white papers and clinical information.

Sentinel monitors the accuracy of all electronic prescriptions sent across the Surescripts network, raising the bar for patient safety, care quality and workflow efficiency by pinpointing specific areas for improvement and providing analysis of electronic prescribing trends to inform better patient care.

How are winners of the Surescripts White Coat Award selected?

Surescripts will evaluate the data available in Sentinel to determine finalists and winners of the awards on August 1, 2018.

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How many winners will be selected?

The Surescripts White Coat Award leverages the following tier structure, which is based on organization size.

EHR Tiers

- Over 20,000 monthly active prescribers
- 20,000 monthly active prescribers or less

Each of the three awards will be given to the one EHR in each tier that demonstrates the best performance. The top two EHRs in each tier will be named as finalists.

When will winners be announced?

Finalists will be notified the week of August 6, 2018, and will be announced the week of August 27. Finalists must provide Surescripts with permission to use their organization name publicly before they will be announced and considered to win the awards.

Winners will be announced during the Surescripts Network Alliance Forum (formerly Customer Forum), taking place on October 1-3 at the MGM National Harbor near Washington, D.C

What do winners receive?

Each winning organization will receive:

- Plaque and official letter
- “Surescripts White Coat Award 2018” winner emblem for use in marketing materials
- Recognition during the 2018 Surescripts Network Alliance Forum
- Opportunity for a senior representative to record an interview for inclusion in a Surescripts video showcasing leaders in e-prescribing accuracy (at the 2018 Network Alliance Forum)
- Organization name included in a Surescripts press release announcing winners
- Organization name included in an industry publication advertisement announcing winners
- Organization name included in Surescripts 2018 [National Progress Report](#) with the potential for a standalone feature
- Organization name included in a Surescripts [Intelligence in Action](#) blog post with the potential for a standalone feature
- Organization name highlighted on Surescripts social media properties as a winner
- Opportunity to participate in a Surescripts-organized panel discussion during at least one the following events (travel and expenses covered by Surescripts):
 - HIMSS 2019
 - 2019 Network Alliance Forum
- \$3K sponsorship dollars towards 2019 User Group Meeting

¹ Surescripts 2016 internal network data

² “Quality and Variability of Patient Directions in Electronic Prescriptions in the Ambulatory Care Setting.” Journal of Managed Care & Specialty Pharmacy, January 2018