



**eHEALTH INITIATIVE**

Real Solutions. Better Health.

# **Achieving Information Exchange: An Inside Look at Two Approaches to Interoperability at Scale**

**March 14, 2013**

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# eHEALTH INITIATIVE

Real Solutions. Better Health.

**Jonathan Dimsdale**

Director, Research and Programs

**eHealth Initiative**

# Housekeeping Issues

- All participants are muted
  - To ask a question or make a comment, please submit via the chat feature and we will address as many as possible after the presentations.
- Audio and Visual is through [www.readytalk.com](http://www.readytalk.com)
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- Today's webinar is being recorded
  - Members can access slides and replays of any webinar for free from eHI's store
  - Non-members can purchase access to any webinar replay for \$25.00
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    - <http://www.ehealthinitiative.org/store.html>



# About eHealth Initiative

- Since 2001, eHealth Initiative is the only national, non-partisan group that represents all the stakeholders in health care.
- Mission to promote use of information and technology in healthcare to improve quality, safety and efficiency.
- Coalition of over 200 organizations and the most influential groups in data issues, HIT and HIE.
- eHealth Initiative focuses its **research, education and advocacy** efforts in four areas:
  - Using Data and Analytics to Understand and Improve Care
  - IT Infrastructure to Support Accountable Care
  - Technology for Patients with Chronic Disease
  - Connecting Communities through Data Exchange



# Thank You to Our Sponsor



# Agenda

- Welcome – 1:00 p.m.
  - **Jonathan Dimsdale**, eHealth Initiative
- 1:05 – 1:20 PM – **Arien Malec**, RelayHealth
- 1:20 – 1:35 PM – **Julie Patterson**, Baptist Healthcare System
- 1:35 – 1:50 PM – **Linda Reed**, Atlantic Health and Jersey Health Connect
- 1:50 – 2:25 PM – Questions and Answers
- 2:25 PM – Final Thoughts from Speakers and Closing





# **Achieving Information Exchange:** *An Inside Look at Two Approaches to Interoperability at Scale*

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Baptist Health, Louisville, KY and  
Jersey Health Connect, Morristown, NJ

# Arien Malec



Vice President, Strategy and Product Marketing, RelayHealth

- Oversees strategic development and marketing for RelayHealth Clinical Solutions
- Recently detailed to the Office of National Coordinator (ONC) as Coordinator of the Direct Project
- Former Coordinator for the Standards and Interoperability Framework for ONC; developed the standards strategy and participatory framework for many of the standards included in Edition 2014 ONC Certification
- BA in International Relations from The American University, Washington, D.C.



# Julie Patterson

## Corporate IS Program Manager, Baptist Health

- Focused on Health Information Exchange, Personal Health Records and Meaningful Use for Baptist Health
- 25 years of experience in Healthcare Information Systems - areas of focus have included Admitting/Registration, Medical Records/Health Information Management, and Order Entry
- Member of HIMSS, Bluegrass HIMSS, AHIMA and KHIMA
- BS in Computer Science from the University of Kentucky, Lexington, Ky.
- Currently pursuing an MBA ,Webster University, St. Louis, Mo.



# About Baptist Health

More than

**2.5 million**  
patients



**7** hospitals



**2,400-bed**  
health system

**368**

Employed  
Physicians



**220**

Affiliated  
Physicians

## Extensive affiliate network

- Urgent care practices
- Outpatient surgery centers
- Home health

# Objectives

Reduce readmissions

Improve patient accountability

Help providers make informed clinical decisions

# Challenges

## Disparate health information systems, platforms

- Employed physicians use Allscripts Enterprise
- Oncologists use Mosaic EHR
- Emergency department uses T-Systems

## Affiliated providers have a greater variety of systems

- Need to construct interfaces
- Overcome interoperability challenges

## Ability to address impact of Meaningful Use

- Number of practices requesting hospital-based results delivery implementations increased
- Still working through backlog



# Goals

## **Move data**

- From hospitals to provider practices

## **Expand IT capabilities**

- Support order entry and delivery via provider's EMR

## **Exchange continuity of care documents (CCD)**

## **Exchange data between ambulatory systems**

- Move data to the hospital

## **Create single interface for providers to view all patient information**

- Develop robust personal health record platform driven by data from the EHR

# Critical Issues



**Lack of technical expertise and resources**

**Difficult to bring all stakeholders to the table**

**Must frequently coordinate**

- Smaller practices
- Health IT system vendors
- Third-party health IT consultants

**Vendors' unwillingness to collaborate**

# Solutions



## **Identify providers using the same EHR system**

- Build an interface for all simultaneously

## **Work with EHR vendors to create hub systems**

- Interface between Baptist's health IT infrastructure and the vendor's system

## **Dedicated staff support from RelayHealth**

- Available to assist with system implementation

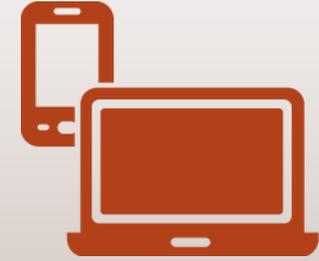
# Results



Satisfying providers with the advantages of being connected and sharing data



Meeting providers' clinical information needs



Enabling patients to take control of their data and become active participants in their care

# Linda Reed, RN, MBA, FCHIME



Vice President of Information Systems and CIO of Atlantic Health,  
President of Jersey Health Connect

- Served as a member of the Board of Trustees of The College of Health Information Management Executives (CHIME) and is a CHIME Fellow
- Currently serves as a trustee for the Francis E. Parker Home and affiliated long term care services in New Brunswick, NJ
- BA from Rutgers University, New Brunswick, NJ
- MS in Nursing with distinction from Pace University in Peekskill, NY
- MBA with honors from Widener University in Chester, Pa.
- Member of Sigma Theta Tau, International Nursing Honor Society and Sigma Beta Delta, National Honor Society for Business, Management and Administration.



# About Jersey Health Connect

**27 organizations**

Committed to secure exchange of health information



More than

**1,900 physicians**

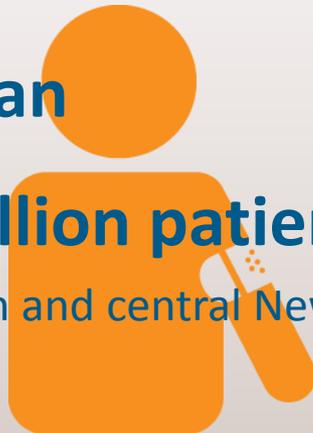
Secure clinical connectivity despite disparate EHRs



More than

**6 million patients**

northern and central New Jersey



**Self-sustaining health information organization**

One of the country's largest



# Jersey Health Connect – NJ HIO's

## Jersey Health Connect

Atlantic Health  
 Overlook Medical Center  
 Morristown Medical Center  
 Newton Medical Center  
 CentraState HealthCare System  
 Children's Specialized Hospital  
 Chilton Memorial Hospital  
 CJHIEP (physician group)  
 Deborah Heart and Lung Center  
 Englewood Hospital and Medical Center  
 Francis E. Parker Memorial Home  
 Hackensack University Medical Center  
 Holy Name Medical Center  
 Hunterdon Healthcare  
 JFK Health System  
 Palisades Medical Center  
 Robert Wood Johnson University Health System  
 RWJUH at New Brunswick  
 RWJUH at Hamilton  
 RWJUH at Rahway  
 Children's Specialized Hospital  
 Barnabas Health  
 St. Barnabas Medical Center  
 Clara Maass Medical Center  
 Saint Clare's Health System  
 Saint Peter's Healthcare System  
 Somerset Medical Center  
 Trinitas Regional Medical Center  
 Summit Medical Group (physician group)  
 Valley Medical Center  
 VISTA/Optimus Health System (IPA)

## Camden HIE

Lourdes Health System  
 Cooper University Hospital  
 Virtua Camden

## Trenton

Capital Health  
 St. Francis



## Health-e-citi-NJ

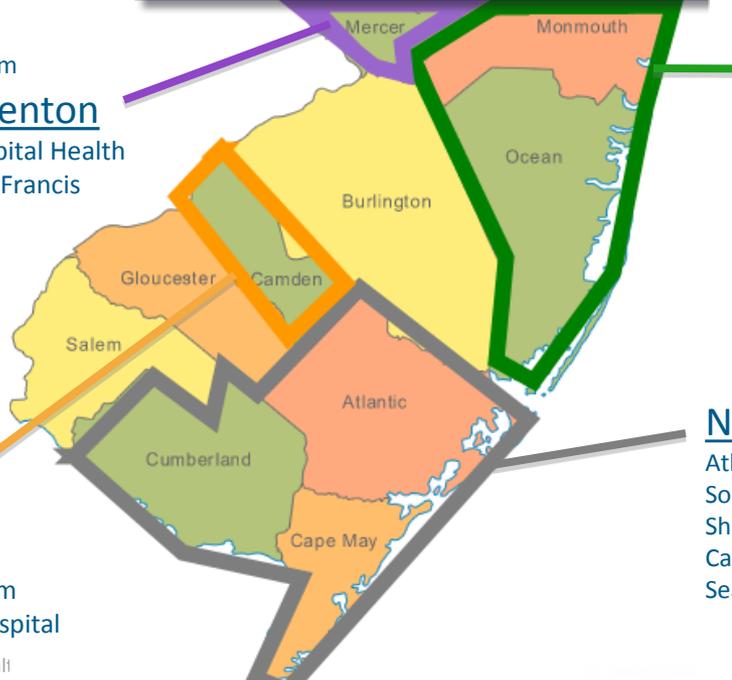
North Beth Israel Medical Center  
 East Orange General Hospital  
 St. Michael's Medical Center  
 UMDNJ  
 St. Joseph's Healthcare System  
 Meadowlands  
 Jersey City Medical Center

## Monmouth-Ocean HIE

Meridian  
 Monmouth Medical Center  
 Kimball Medical Center  
 Community Medical Center

## NJ Shine

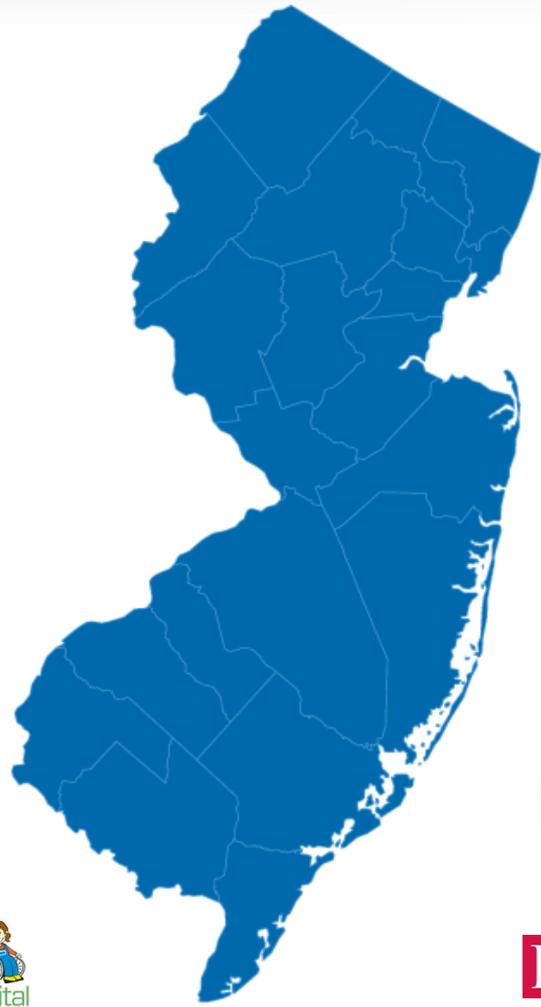
AtlantiCare  
 South Jersey Health System  
 Shore Memorial Hospital  
 Cape Regional Medical Center  
 SeaShore Gardens (Nursing Home)





# JERSEY Health Connect

Connecting your healthcare needs



# Objectives

## Ensure health information is available

- When and where it's needed, locally and nationally

## Accelerate HIE activity

- Real-time clinical exchange

## Improve care coordination

- Access, outcomes and efficiencies

## Comply with national standards

- Privacy and security considerations

## Provide consumers with their health information

- Encourage active and informed participation

# Challenges

Connect different technologies

Include physician practices not ready to commit to a complex EHR deployment

Avoid costly infrastructure investments and resource-intensive installations



# Goals



**Automate routine tasks**

**Simplify ability to exchange orders, results and other communications**

**Facilitate secure exchange of clinical data across the community**

- Hospital-based laboratory and radiology results
- Cardiac diagnostic testing
- Consult notes/discharge summaries

# Critical Issues



## **Physician practices with EHRs**

- Need to import data directly

## **Physicians without EHRs**

- Need to collaborate in near real-time

**Privacy and security must be ensured**

**Effective governance must be established**

# Solutions



## **Clinical integration engine**

- Patient identity
- Patient consent and privacy
- Clinical terminology mapping

## **Patient engagement tools**

- Enable patients to take action in their care

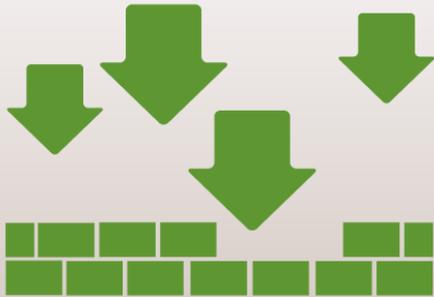
## **SaaS- based**

- Continuous development

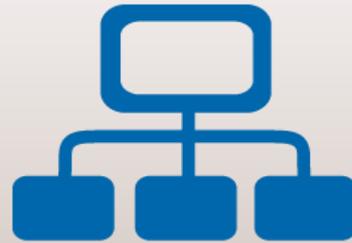
## **Repeatable integrations with top HIT vendors**

- Connect disparate systems

# Results



Barriers to collaboration and enhanced care efficiency reduced



Workflows and processes for referring providers improved



Strategic goals such as increasing physician alignment realized



# Q&A

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# ***THANK YOU TO OUR MODERATOR AND SPEAKERS!***



**Julie Patterson**

Corporate IS Program  
Manager, Health Information  
Exchange at Baptist  
Healthcare System



**Arien Malec**

Vice President, Data  
Platform Solutions for  
RelayHealth



**Linda Reed**

Vice President of Information  
Systems and Chief Information  
Officer of Atlantic Health, which  
includes Morristown, Overlook  
and Newton Medical Centers

# Thank You to Our Sponsor



# Upcoming eHealth Initiative Events

## SAVE THE DATE!

***eHI's 2<sup>nd</sup> Annual Data and Analytics Forum*** – August 1, 2013 at the Gaylord National Harbor Resort and Conference Center in Washington, DC area!

Join health IT executives, experts and innovators as they share examples of best practices and case studies on:

- Leveraging analytics to facilitate accountable care
- Use of analytics in health insurance exchange operations
- Predictive analytics for genomics and personalized medicine
- Integration of data and EHR Systems
- Analytic techniques for community, population health management and surveillance
- Data and analytic services for health information exchange
- Privacy issues in the era of Big Data & Analytics
- Building the business case for data analytics
- Quality improvement through data analytics
- Data policy for addressing interoperability and standardization issues