



# eHEALTH INITIATIVE

Real Solutions. Better Health.

## **A Community HIE: Optimizing Patient Care in a Secure Environment**

**May 15, 2013**

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**Jennifer Covich Bordenick**

Chief Executive Officer

**eHealth Initiative**

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- 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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  - Non-members can purchase access to any webinar replay for \$25.00
  - eHI Store
    - <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





Don't miss eHealth Initiative's upcoming  
**2nd Annual National Forum on Data and Analytics in  
Healthcare!**

Gaylord National Resort Hotel and Convention Center  
**August 1-2, 2013**

**AT THE FORUM YOU WILL:**

- ❖ Learn Best Practices from Industry Leaders
- ❖ Discuss Experiences, Problems, and Solutions with HIT Peers and Experts
- ❖ Network and Make Valuable New Contacts within the HIT Community
- ❖ Discover Cutting-Edge Data & Analytic Products and Tools at the Forum

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**eHEALTH INITIATIVE**

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# Agenda

- Welcome – 3:00 p.m. – **Jennifer Covich Bordenick**, CEO, eHealth Initiative
- 3:05 – 3:40 PM – **Judith Gash**, RHIA, Director, HIM & HIE, Privacy Officer, CentraState Healthcare System
- 3:40 – 3:55 PM – **Kay Via**, Senior Manager, Client Care, Mobile MD Siemens Healthcare
- 3:55 – 4:05 PM – **Judith Gash**, RHIA, Director, HIM & HIE, Privacy Officer, CentraState Healthcare System
- 4:05 – 4:30 PM – Questions & Answers and Final Thoughts from Speakers



# Featured Speakers



**Judy Gash, RHIA**  
HIM & HIE Privacy Officer  
CentraState Healthcare System



**Kay Via**  
Senior Manager, Client Care,  
MobileMD  
Siemens Healthcare



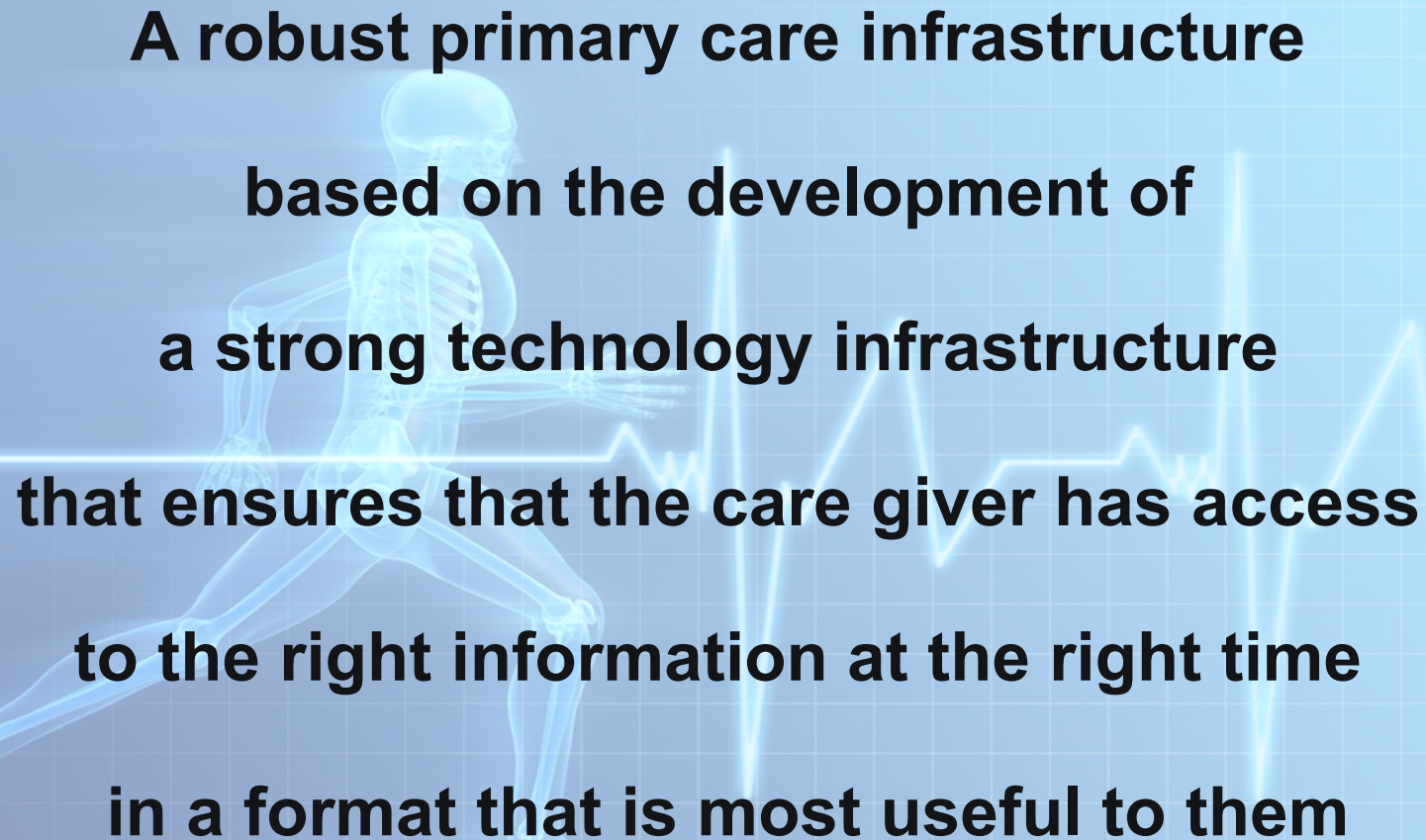


# How a Community HIE Can Optimize Patient Care

Presented by:

Judy Gash, RHIA, Director, HIM & HIE, Privacy Officer  
CentraState Healthcare System

Kay Via, Sr. Mgr. Client Care , Siemens MobileMD



**A robust primary care infrastructure  
based on the development of  
a strong technology infrastructure  
that ensures that the care giver has access  
to the right information at the right time  
in a format that is most useful to them**

# Benefits Defined

- Quickly access a patient's most recent medical Information, remotely from anywhere
- Share medical information, making it easier to collaborate on patient care to support better outcomes
- Easy access to patient results & reports to potentially prevent medical errors & reduce unnecessary or duplicate testing or treatment
- Streamline document management process saving valuable time & preventing delays in treatment
- Reduction in paper received & used
- Improve communication & coordination of care across providers involved in a patient's care



# Agenda

1. Vision & Strategy
2. Legal
3. Privacy & Security
4. HIE Implementation
5. Outreach, Adoption & Marketing
6. Care Optimization
7. Innovation & Future Goals



# Vision & Strategy

- Develop a realistic, clear vision for the HIE
- Determine scope of the HIE & resources
- Determine stakeholders
- Communicate clear business & clinical objectives
- Develop marketing strategy & outreach program
- Create financial sustainability plan

- Develop participation & data usage agreements
- Determine strategy for patient consent
- Determine if conflicting state laws exist
- Update Notice of Privacy Practices
- Develop opt-in / opt-out forms
- Update, communicate & enforce privacy policies

# Privacy & Security

- Develop standards for privacy & security
- Determine a strategy for assessments & audits
- Determine where PHI will be stored & who will have access to it
- Determine how opt-out information will be managed
- Create a comprehensive Security Training plan

# Privacy & Security

- Determine how 42 CFR Part 2 information will be handled, e.g. Substance Abuse, Mental Health
- Develop a detailed Security Incident Response Plan
- Implement solutions to monitor & audit access to PHI
- Develop a comprehensive Security & Privacy Management Program for compliance & audit preparation
- Continuously evaluate privacy & security risk



# HIE Implementation

- Determine what types of PHI documents will be shared
- Develop a roadmap for portal & EHR access
- Create a strategy for deploying the HIE & connecting members
- Determine interface requirements
- Communicate accurate cost information to prospective members

# HIE Implementation

- Determine resource & support requirements
- Clearly define roles of the HIE vs. HIE Vendor
- Implement procedures for member onboarding
- Develop workflow for registration
- Determine reporting & analytics requirements
- Create a comprehensive marketing strategy

## Physician Engagement

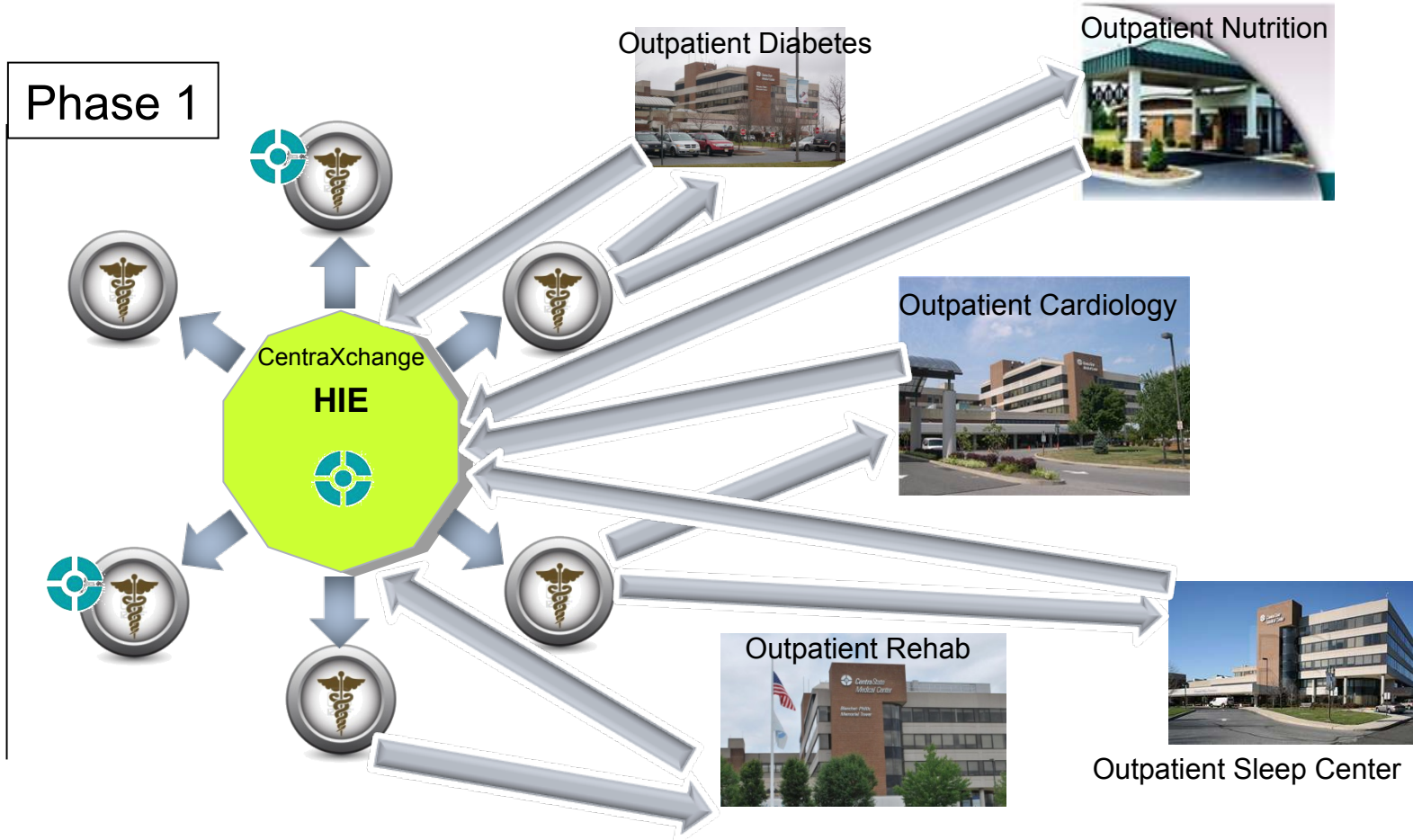
- EMR Adoption & Deployment:
  1. Selection of 3<sup>rd</sup> party vendor
  2. EMR events to assist physicians in EMR selection & attesting for Meaningful Use
- Physician & Consumer Awareness:
  1. Distribution of brochures so customers understood the benefits
- Marketing Plan:
  1. Identification of physician champions
  2. Events for office managers & physicians
- Training & Education - Two models for accessing data:
  1. Portal method
  2. Interface method

## Value

- Workflow Automation – Data is pushed out to physicians' secure Results Inbox or via interface directly into EMR
- Improve Access to Services & Treatments - Electronic referrals or orders physicians can be sent directly to outpatient depts. & results are returned into their secured Results Inbox
- Increase Provider & Consumer Satisfaction – Electronic referral & orders allow physicians to add comments or attach documents

# Supporting Primary Care

## Health Information Exchange (HIE)





# HIE Results Inbox

## Results Inbox - Demo Primary Care

**Filters:**

Patient Last Name <sup>^</sup>  Patient First Name <sup>^</sup>  Patient DOB  Start Date  End Date

Document Descriptor <sup>^^</sup>  Assigned To  Patient Class  Result Status

Document Type <sup>^^^</sup>  Category <sup>^^^</sup>  Facility <sup>^^^</sup>  Physician <sup>^^^</sup>

<sup>^</sup> Begins with <sup>^^</sup> Contains <sup>^^^</sup> Hold CTRL key down to select multiple options in listboxes

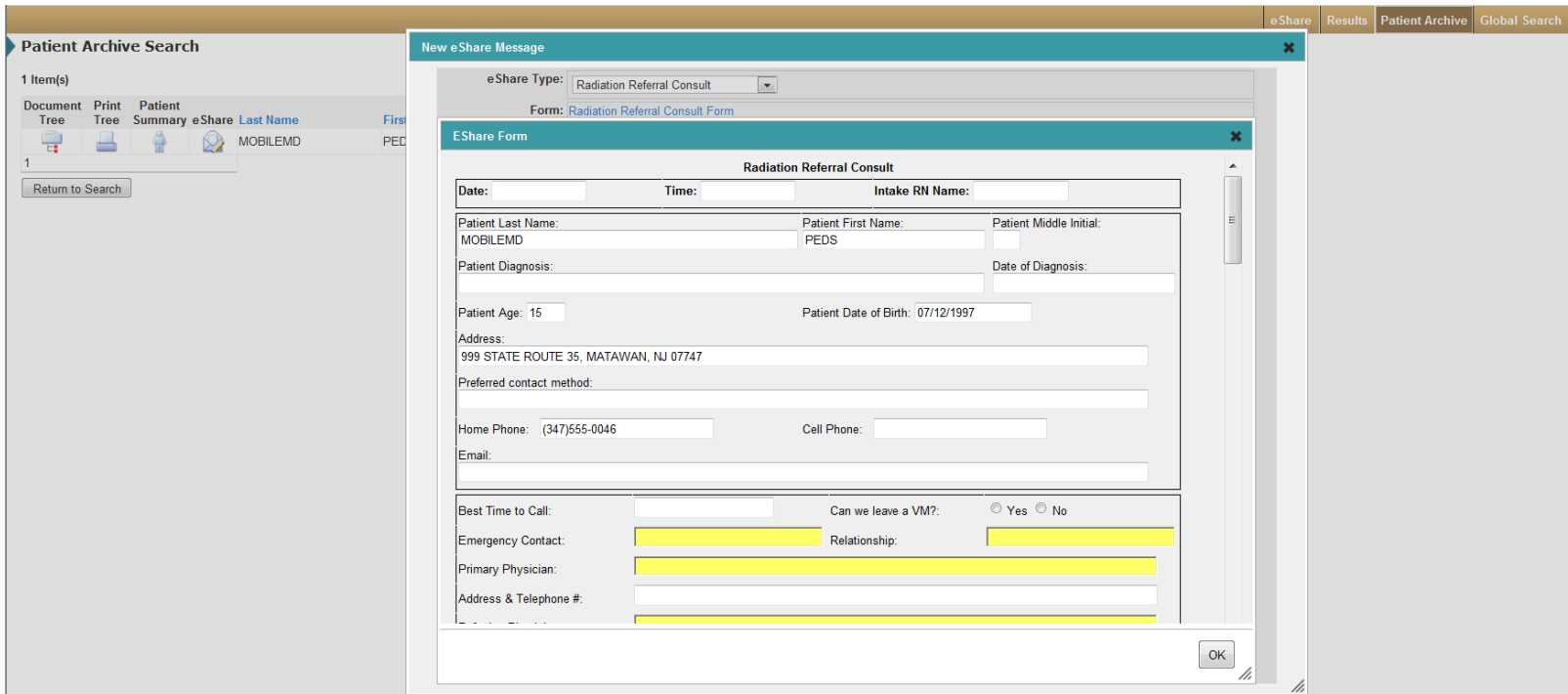
All times in Eastern Standard Time

**231 Items** results per page: 15

ID	Date	Patient	Document Type	Document Descriptor	ABN	I/O	Route Physician	Ordering Physician	Assigned To	Last Comment				
921777	05/12/2011	MOBILEMD,PEDS	Microbiology	WOUND CULTURE		O	MOBILEMD, TEST	MOBILEMD, TEST						
921775	05/12/2011	MOBILEMD,PEDS	Microbiology	GRAM-POSITIVE SUSCEP...	Y	O	MOBILEMD, TEST	MOBILEMD, TEST						
921774	05/12/2011	MOBILEMD,PEDS	Microbiology	GRAM NEG. SENSITIVIT...	Y	O	MOBILEMD, TEST	MOBILEMD, TEST						
921773	05/12/2011	MOBILEMD,PEDS	Microbiology	WOUND CULTURE		O	MOBILEMD, TEST	MOBILEMD, TEST						
921730	05/18/2011	MOBILEMD,FEMALE	Microbiology	GRAM-POSITIVE SUSCEP...	Y	O	MOBILEMD, TEST	MOBILEMD, TEST						
921729	05/18/2011	MOBILEMD,FEMALE	Microbiology	GRAM NEG. SENSITIVIT...	Y	O	MOBILEMD, TEST	MOBILEMD, TEST						
921728	05/18/2011	MOBILEMD,FEMALE	Microbiology	URINE CULTURE		O	MOBILEMD, TEST	MOBILEMD, TEST						
921726	05/18/2011	MOBILEMD,FEMALE	Microbiology	GRAM-POSITIVE SUSCEP...	Y	O	MOBILEMD, TEST	MOBILEMD, TEST						
921725	05/18/2011	MOBILEMD,FEMALE	Microbiology	GRAM NEG. SENSITIVIT...	Y	O	MOBILEMD, TEST	MOBILEMD, TEST						
921724	05/18/2011	MOBILEMD,FEMALE	Microbiology	URINE CULTURE		O	MOBILEMD, TEST	MOBILEMD, TEST						
921826	06/01/2011	MOBILEMD,MALE	CT Scan	BRAIN W/O STROKE PR...		O (E)	MOBILEMD, TEST	MOBILEMD, TEST						
921825	06/01/2011	MOBILEMD,MALE	CT Scan	CTA CHEST		O (E)	MOBILEMD, TEST	MOBILEMD, TEST						

# Electronic Referral Form

## Health Information Exchange Referral Form



The screenshot displays a web-based interface for creating a new eShare message. On the left, a 'Patient Archive Search' panel shows a search result for 'MOBILEMD'. The main area is a 'New eShare Message' window with the following details:

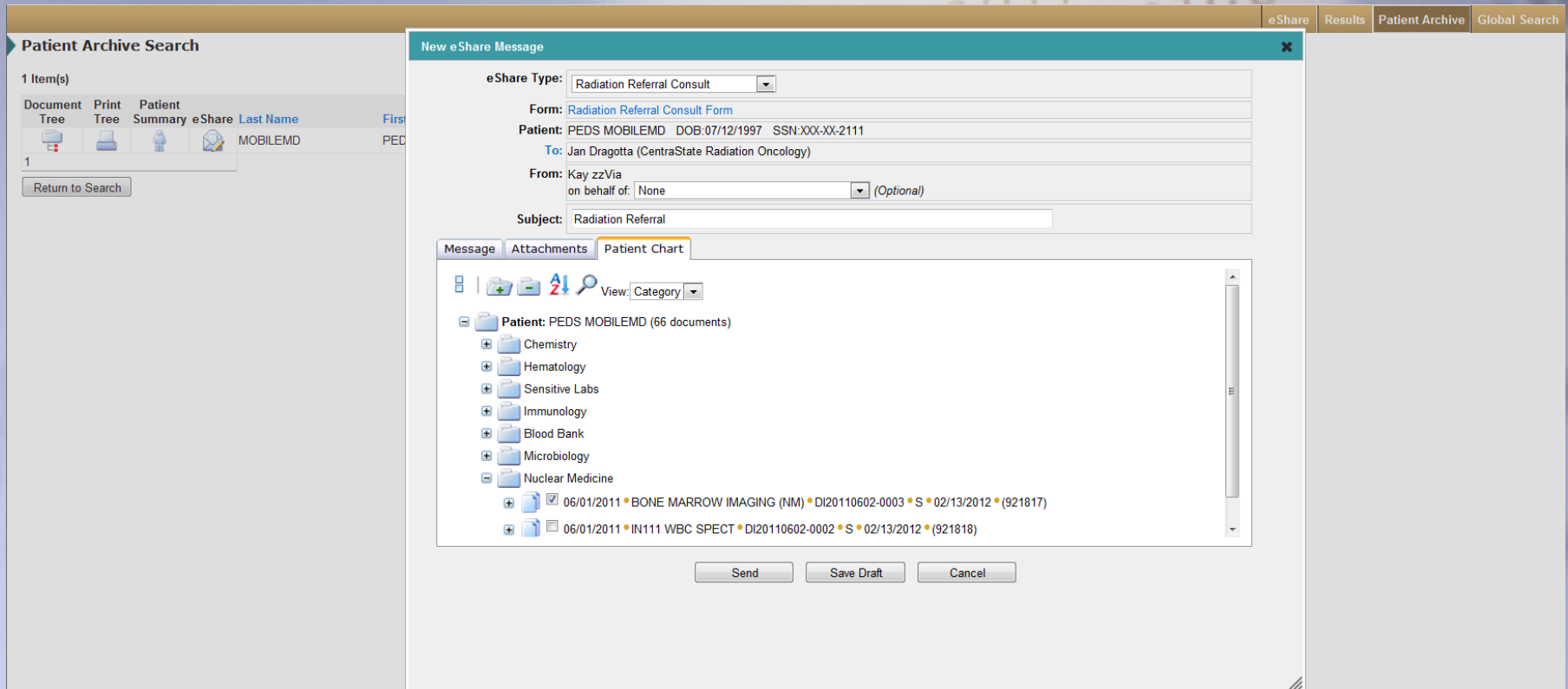
- eShare Type:** Radiation Referral Consult
- Form:** Radiation Referral Consult Form

The 'EShare Form' contains the following fields:

- Date:** [ ] **Time:** [ ] **Intake RN Name:** [ ]
- Patient Last Name:** MOBILEMD **Patient First Name:** PEDS **Patient Middle Initial:** [ ]
- Patient Diagnosis:** [ ] **Date of Diagnosis:** [ ]
- Patient Age:** 15 **Patient Date of Birth:** 07/12/1997
- Address:** 999 STATE ROUTE 35, MATAWAN, NJ 07747
- Preferred contact method:** [ ]
- Home Phone:** (347)555-0046 **Cell Phone:** [ ]
- Email:** [ ]
- Best Time to Call:** [ ] **Can we leave a VM?:**  Yes  No
- Emergency Contact:** [ ] **Relationship:** [ ]
- Primary Physician:** [ ]
- Address & Telephone #:** [ ]

An 'OK' button is located at the bottom right of the form.

# HIE Patient Chart



The screenshot displays a medical software interface. On the left, a 'Patient Archive Search' window shows a search result for 'MOBILEMD'. The main area is a 'New eShare Message' dialog box. The 'eShare Type' is set to 'Radiation Referral Consult'. The 'Form' is 'Radiation Referral Consult Form'. The 'Patient' information is 'PEDS MOBILEMD DOB: 07/12/1997 SSN: XXX-XX-2111'. The 'To' field is 'Jan Dragotta (CentraState Radiation Oncology)'. The 'From' field is 'Kay zzVia' with 'on behalf of: None' and '(Optional)'. The 'Subject' is 'Radiation Referral'. Below the message fields, there are tabs for 'Message', 'Attachments', and 'Patient Chart'. The 'Patient Chart' tab is active, showing a tree view of medical documents for 'Patient: PEDS MOBILEMD (66 documents)'. The tree includes folders for 'Chemistry', 'Hematology', 'Sensitive Labs', 'Immunology', 'Blood Bank', 'Microbiology', and 'Nuclear Medicine'. Under 'Nuclear Medicine', two documents are listed: '06/01/2011 • BONE MARROW IMAGING (NM) • DI20110602-0003 • S • 02/13/2012 • (921817)' and '06/01/2011 • IN111 WBC SPECT • DI20110602-0002 • S • 02/13/2012 • (921818)'. At the bottom of the dialog box are 'Send', 'Save Draft', and 'Cancel' buttons.



# HIE Secure Messaging Inbox



**eShare Inbox** eShare | Results | Patient Archive | Global Search | Reports | My Account

[eShare Inbox](#) | [Install Scan Cor](#)

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**Filters:**

Patient Last Name <sup>^</sup>  Patient First Name <sup>^</sup>  Patient DOB  Sender <sup>^^</sup>  Recipient <sup>^^</sup>  Apply Filters

Status <sup>^^^</sup>  eShare Type <sup>^^^</sup>  Date range: Begin Date:  End Date:  On Behalf Of <sup>^^</sup>  Clear Filters

All  New  Awaiting Info  In Progress  All  Cancer Navigator Consult Request  General Correspondence  Radiation Referral Consult Save Filters

<sup>^</sup> Begins with <sup>^^</sup> Contains <sup>^^^</sup> Hold CTRL key down to select multiple options in listboxes |All times in Eastern Standard Time


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**Inbox** | Drafts | Sent | Archived

14 Items 15 ▾

<input type="checkbox"/>	Patient	From On Behalf Of	eShare Type	Subject	Status	Date	To	Docs				
<input type="checkbox"/>	MOBILEMD, PEDS	Kay zzVia (Demo Primary Care)	Radiation Referral C...	Radiation Referral	New	5/6/2013 10:21 AM	Jan Dragotta (Centra...	1				

# Electronic Order Form

Laboratory Order Form		
		Location: <u>CentraState HealthCare System</u> Phone: (555) 555-5555 Fax: (555) 555-6666
Ordering Physician: <u>Dr. O. Doctor</u> Copy To: <u>Dr. CC Doctor; Dr. CC2 Doctor</u> Attending Physician: <u>Dr. A Doctor</u>		<b>Routine Order (once)</b> Date Ordered: <u>04/08/2013</u> Order Number: <u>1359688</u> Order Status: <u>Order Filled</u>
To Be Drawn Date: <u>04/08/2013</u>		
First Name: <u>Patient</u> MI: <u>T.</u> Patient Last Name: <u>Test</u>	Sex: <u>F</u> Date Of Birth: <u>01/01/1946</u>	SSN: <u>##-##-XXXX</u>
Patient Address: <u>123 Any Street</u> <u>City: Any ST: NJ Zip: 00000</u>	Patient Telephone Number: (555) <u>111-1111</u>	Preferred ABN Language: <input checked="" type="radio"/> English <input type="radio"/> Spanish
Bill To: <u>Medicare/Medicaid</u>		
Collection:	Date: <input type="text"/>	Select or Enter Date: <input type="text"/>
	Time: <u>HH:MM (24 hr clock)</u>	By: <input type="text"/>
LABORATORY TESTS		
Code	Description	Test Comments
CBC	COMPLETE BLOOD COUNT	
PT	PROTHROMBIN TIME	
ICD - DESCRIPTION		
Code	Description	
V58.61	V58.61 - LONG-TERM USE ANTICOAGUL	
Diagnosis:		
Practice Comments: <u>Can't use right arm</u>		
Hospital Comments:		
Practice Name: <u>Primary Practice</u> Practice Address: <u>255 Main Street, Any Town, NJ 00000</u> Location Code: <u>123</u> Telephone Number: (555) <u>489-5801</u>		
Additional Instructions Results To Be: Phoned: <input type="text"/> Faxed: <input type="text"/>		Patient Instructions: <input type="checkbox"/> Fasting Other: <input type="text"/>
<a href="#">View/Attach Files</a>		<a href="#">Print Label</a>
<a href="#">Directions and Maps</a>		
v2.5r(2.5)		Order Created By: <u>User</u>

# HIE Process Orders Inbox

**Process Orders** Create Orders | Process Orders

---

**Filters:**

Patient Last Name:  Patient First Name:

Patient DOB:

Physician Last Name:

Form Type:  Facility:

Dates:  Start Date: 02/17/2006 End Date:

Form Status:  (check all)  (uncheck all)

Ordered  Hold

In Process  Canceled

Modified  Action Requested (Practice Action Requested)

Cancel Order (Practice Req for Cancel)  Order Filled

Scheduled

^ Begins with ^^ Contains ^^^ Hold CTRL key down to select multiple options in listboxes

!All times in Eastern Standard Time

---

**Inbox** Archived Items

94 Items results per page: 15

Order Date	Patient Name	Date of Birth	Physician	Form Type	Service Requested	Status	Med. Rec.	Sched Date	Last Updated	Prac. Comments	Facility Comments
5/3/2013	Wright, Franklin	10/13/1946	Amanna, Jeffrey	Lab Order	CBC(HEMOGRAM)	Order Filled	Pass	5/3/2013 12:00 AM	5/3/2013 8:57 AM	Hard Stick	Needs to shudule fo...
3/21/2013	Parker, Mary	7/4/1965	House, Gregory	Lab Order	Multiple tests	Ordered		3/22/2013 12:00 AM	3/21/2013 3:19 PM	hard stick	
3/5/2013	Smith, Ellen	10/3/1977	Jones, David	Lab Order	Multiple tests	Order Filled		3/14/2013 12:00 AM	3/19/2013 12:47 PM	Patient is a hard...	
3/4/2013	Parker, Mary	7/4/1965	Jones, David	Biopsy Approval Form	left arm mass	Ordered			3/4/2013 10:43 AM		
3/1/2013	Simpson, Salvatore	10/3/1967	Jones, David	Biopsy Approval Form	Left upper arm	Ordered			3/1/2013 1:45 PM		
3/1/2013	Wright, Franklin	10/13/1946	Jones, David	Biopsy Approval Form	Left arm	Ordered			3/1/2013 1:49 PM		
3/1/2013	Wright, Franklin	10/13/1946	Jones, David	Lab Order	CBC(HEMOGRAM)	Ordered	Pass	3/1/2013 12:00 AM	3/1/2013 1:54 PM	Patient is a hard...	



# HIE Global Search

## Global Search

Search:

^^Last Name:

^First Name:

MI:

\*Date of Birth:  mm/dd/yyyy

\*SSN# (last4):

\*MRN:  Min 6 chars

\* Last Name and DOB, SSN, or MRN are required

^ You may search on partial strings. Entering "Smith" will return all results starting with "Smith", includ

Please provide a reason for search:

**\*\* WARNING \*\* YOU ARE NOT A PHYSICIAN OF RECORD \*\*WARNING\*\***  
Detailed records are kept of this access and actively audited

You are trying to access patient information for which you are not a physician of record within this system. By proceeding, you certify that you have a legitimate and documented need to access this medical record to provide care.

- CONSULT- Physician ordering consult (enter physicians name below)
- OFFICE VISIT- You are establishing a new CSHS relationship for the purpose of treatment
- EMERGENCY TREATMENT
- OTHER (comment required)
- CANCEL- I no longer want access to this Patient's Information

OK

Cancel

## Demonstrate & Measure Success

Data analysis – CSHS relied on the use of the HIE to determine our success.

- 209 physicians
- 356 physician office staff
- 83 practices
- 10 practices interfaced
- 24 practices in the process of building interfaces

Improved health outcomes – The HIE enables physicians to access to most up-to-date patient information. This results in better quality of care for the patients, especially those with chronic illnesses who account for the majority of our healthcare costs today.

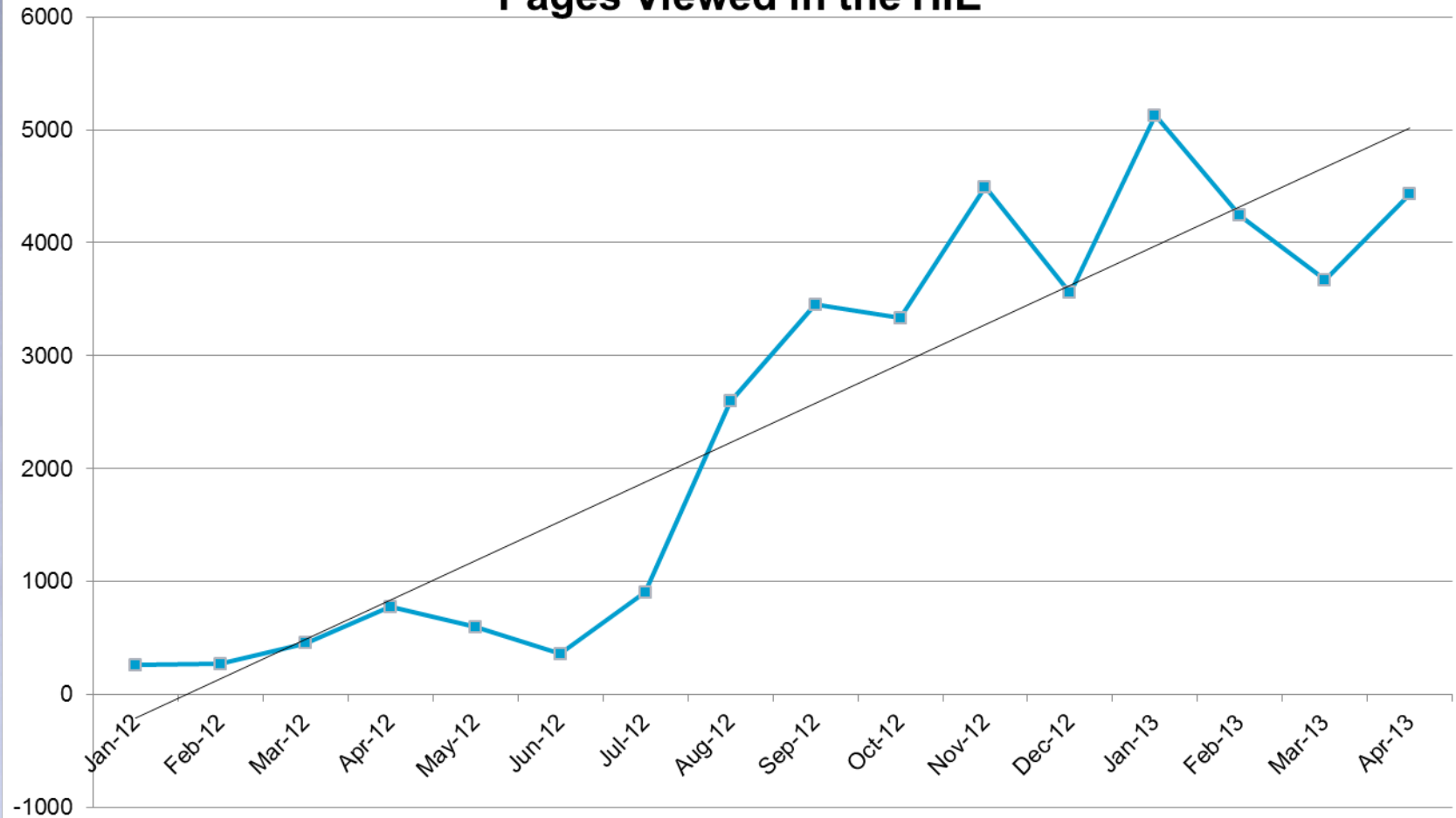
# Innovation & Future Goals



**CentraState Healthcare System**<sup>®</sup>

*The full circle of health and wellness dedicated to excellence*

## Pages Viewed in the HIE



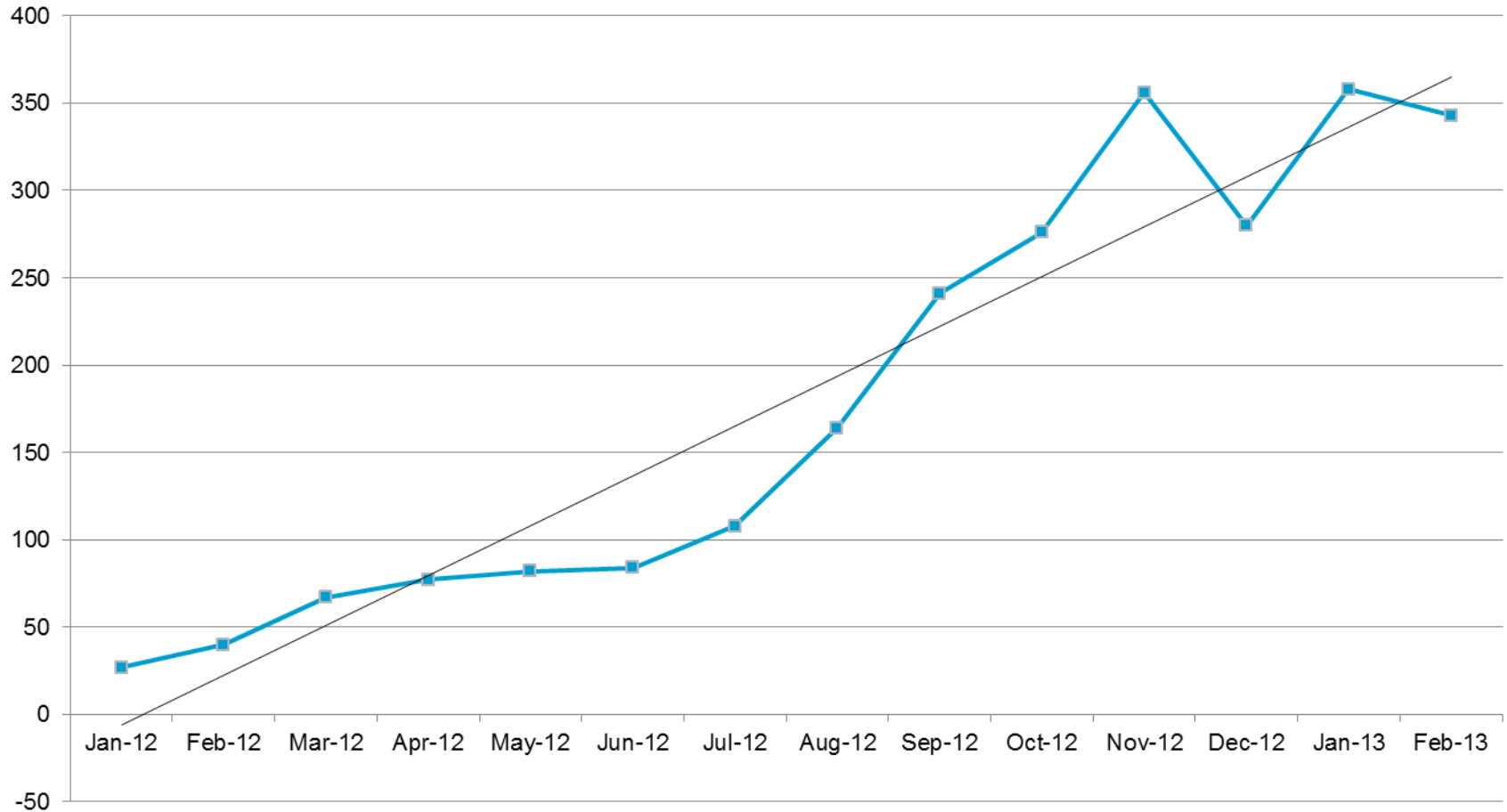
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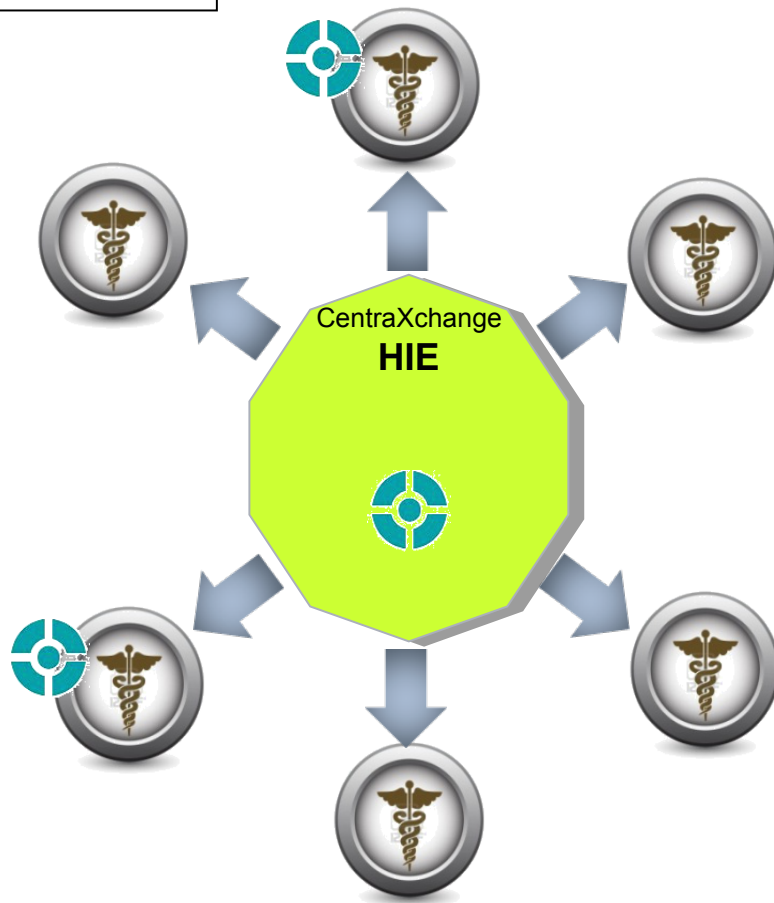
*The full circle of health and wellness dedicated to excellence*

## Total Global Searches

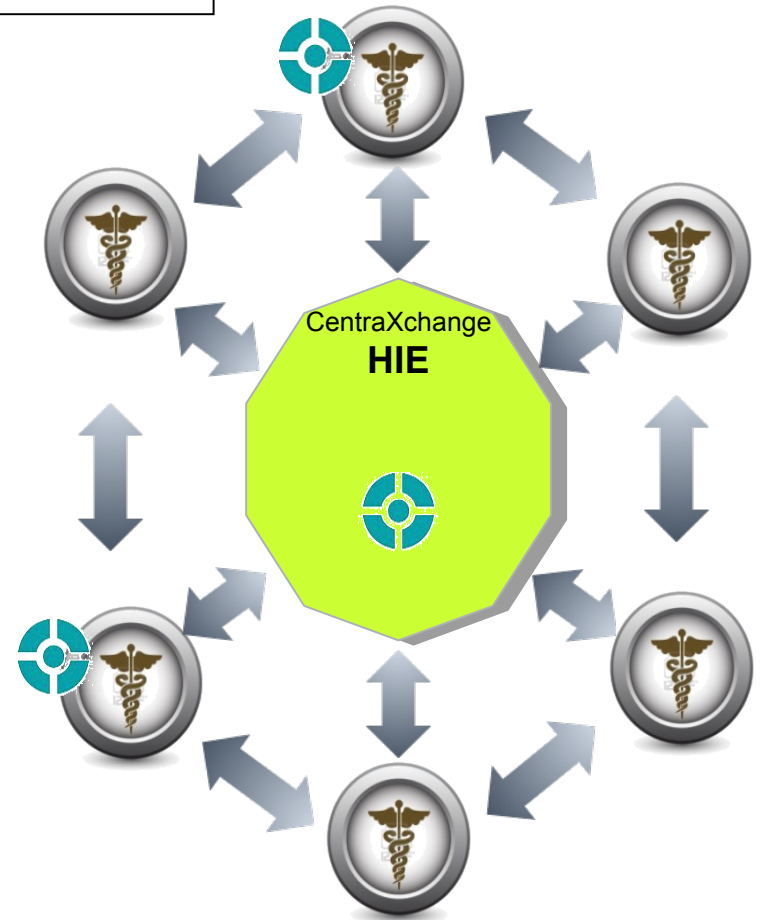


# Future State

Phase 1



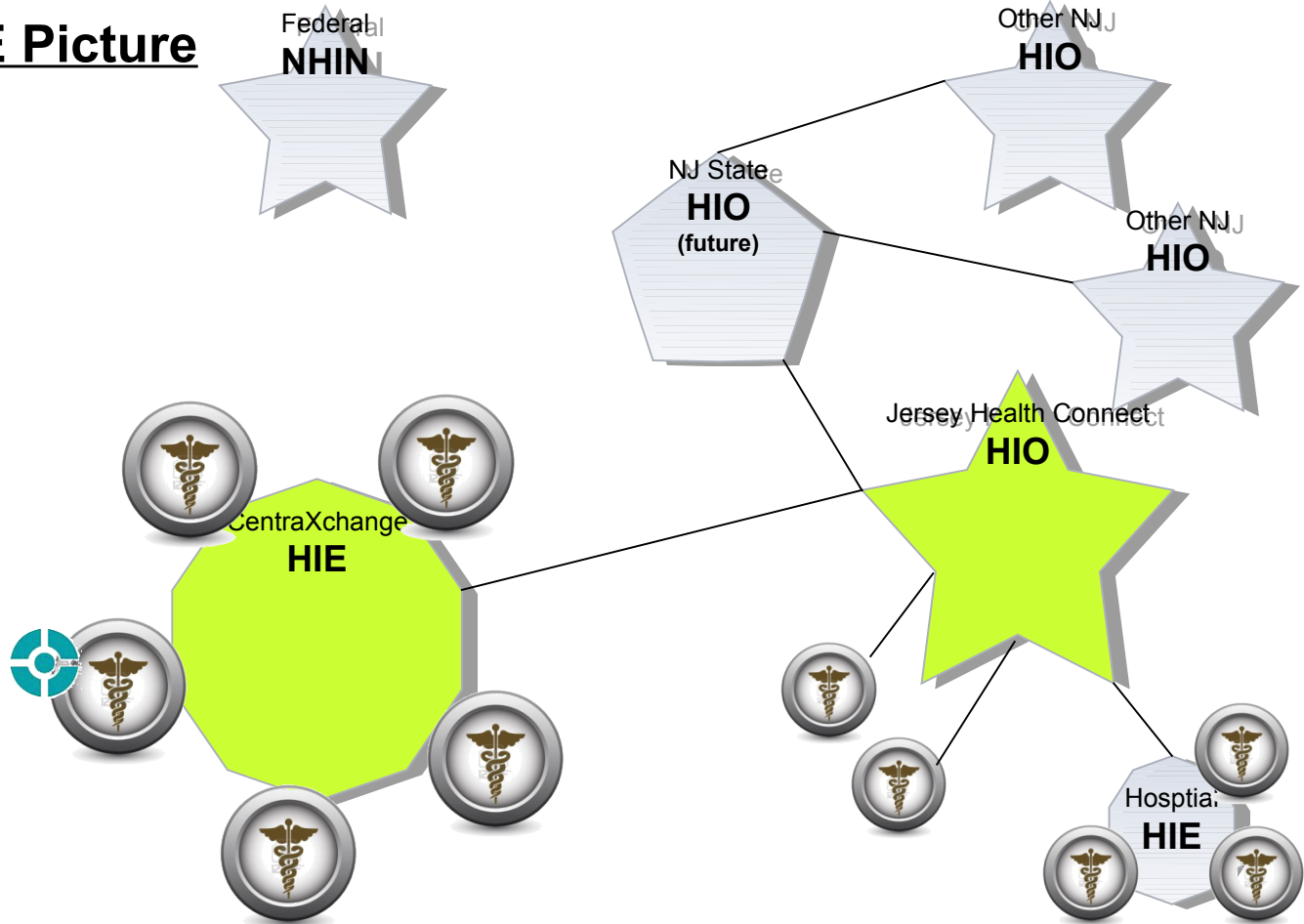
Phase 2








# Future State

## The HIE Picture



## Health Information Organization (HIO)

-  Jersey Health Connect
-  A collaborative covering 10 counties in northern and central New Jersey which are home to over 6 million residents. Provider participants come from more than 25 healthcare facilities and two large physician groups.
-  One of four HIOs approved by the State of NJ to receive funds from the Federal ARRA stimulus funds.

# Questions



# Questions???????

*Please submit via the Chat feature*



# Thank You!

**Judy Gash, RHIA**

HIM & HIE Privacy Officer  
CentraState Healthcare System



**Kay Via**

Senior Manager, Client Care,  
MobileMD  
Siemens Healthcare



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