Complete Patient Data: A Key Element to New York’s Response to COVID-19

July 14, 2020
Agenda

Welcome and Introductions
• Jennifer Covich Bordenick, Chief Executive Officer, eHealth Initiative and Foundation

Discussion with:
• Joaquim Neto, Chief Product Officer, Verato
• Tamer Hadi, Sr. Dir. of Technology, Data and Communications, Office of Emergency Preparedness and Response, Department of Health and Mental Hygiene, New York City
• Todd Rogow, President and CEO, Healthix
Housekeeping

• All participants are muted

• Use the **Q&A** box to ask a question related to the presentation

• Use the chat box is for *technical difficulties* and other questions / comments

Presentation slides are in the eHI resource Center

https://www.ehidc.org/resources
Our Mission

Convene executives who are transforming healthcare through technology and innovation.
Our Leadership
Areas of Focus

Interoperability

Transparency

Analytics

Privacy
• Covid-19 And Beyond – Telepsychiatry Best Practices and Regulatory Priorities

• Executive Insights: Patrick James, Chief Clinical Officer, Quest Diagnostics

• Executive Insights: Joe Ganley, Vice President, Government Affairs, athenahealth

• COVID-19 Contact Tracing: Status, Challenges and Lessons Learned, July 28,
  https://eHealthInitiative.zoom.us/webinar/register/WN_6KP5bCtaTeGAfRB3ssDthQ

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verato
Containing COVID-19 Presents a Person Data Problem

The pandemic is changing the way we think about patient identity. Personal Health intersects with Public Health and both require more complete and accessible data.
Achieving this Complete Picture of Person Data is Complex

Contact Data
- Name
- Phone
- Address
- Birthdate

Health Data
- Clinical
- Claims
- Labs
- Prescriptions

SDOH Data
- Race
- Ethnicity
- Occupation
- Household

Sourced from and used by:
- Hospitals
- Insurance
- Labs
- Public Health
- Social Services
Verato Helps Complete Person Data

Lab/clinical/other records

NAME: Conor Brown
BIRTHDATE: 07/07/1966

NAME: C. Brown
BIRTHDATE: 07/07/1966

Verato identifies that the records belong to the same person and links the records together.

Verato enriches the known data for that person with additional contact details including name(s), phone number(s), and address(es).

NAME: Conor Brown
Connor Brown
BIRTHDATE: 07/07/1966

ADDRESS:
123 Main St
456 Elm Rd
789 Grove St

PHONE:
(754) 637-4828
(754) 445-6822

Salesforce
Conduent (Maven)
CommCare
SaferMe
SaraAlert
Identity Data Services for Public Health

VERATO IDENTITY SERVICES:
- DUPLICATE PREVENTION
- SEARCH
- ENRICH SDOH
- AUGMENT WITH HIE DATA

Cases

+ Tests
Other PUI

ENRICH for a COMPLETE VIEW

PUI Index
System ID 546737
Name, Addr, Phone
Name, Addr, Phone
SDOH
Ext Index – HIE or HHS
LinkID 127eb
LinkID 29fx3

VERATO IDENTITY SERVICES:
- DUPLICATE PREVENTION
- SEARCH
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- AUGMENT WITH HIE DATA

PUBLIC HEALTH WORKERS
- Salesforce
- Conduent (Maven)
- CommCare
- SaferMe

Analyzing Epidemiology

Coordinating Care

Contact Tracing

Tracking and Engaging
Using HIE to Facilitate Family Reunification Post-Disaster

**Left to Right: Missing Person Search Process**

- Public calls 311. Agent captures missing person information in UVIS. Public gets report # and call ends.
- Data entered triggers an initial HIE patient search based on last, first, gender and age
- Automated recurring searches if there is no match
- NYPD Missing Persons Detective notified in UVIS upon match to reach out to search party immediately.

Additional reading:
“Using Health Information Exchange to Improve Family Reunification After a Mass Casualty Incident”
https://doi.org/10.1089/hs.2018.0110
Healthix
New York City and Long Island

Over 8,000 healthcare facilities with more than 18,000 clinicians

- Hospitals (76)
- Amb/MD Practices (1,339)
- FQHCs (66)
- Long-Term Care (200)
- Behavioral Health (87)
- Health Plans (20) and More
Role of Healthix

8,000+ facilities

PRIVATE HIEs
PRIVATE HIEs INCLUDE:
- Health Plans
- Large Provider Systems
- PPSs
- More

HEALTHIX

eHealth exchange and SHIEC
HEALTHIX: A QUICK SNAPSHOT
As of May 2020

- 7+ Million Patient Record Returns via EHR
- 31 EHRs Hub Model Integrations Now Available
- 183+ Million Inbound Messages Received
- 9+ Million Unique Patient Consents on Record
- 9+ Million Clinical Alerts Delivered
Questions?

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