Next Steps: Connecting to the Health Information Exchange

Presented by
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Director, Health Information Exchange
@seankennedy6

Agenda

- Overview of the Mass HIway
- Review benefits of an HIE
- Describe a connection approach to the HIway
- The HIway compared to regional HIEs
- Review of challenges and solutions
- Questions and discussion
As a health information service provider (HISP), the Mass HIway is a trust community based on technical security standards and legal policies to which all participants agree.
Mass HIway | Roadmap

**PHASE 1**
Direct Messaging Services

- 2012
  - State assumes HISP role
  - “Directed” exchange of electronic health information with gold-standard encryption
  - Provider can “push” health information to another provider
  - Includes identity & access management, message transformation, certificate repository, Hiway directory

**PHASE 2**
Query + Retrieve Services

- 2014
  - Query-based exchange enabled (Master Person Index, Relationship Listing Service, Consent Database)
  - DPH connection in support of MU2

**Benefits of HIEs**

- Improves & streamlines care coordination
- Improves patient safety - fewer medical errors
- Reduces duplication of tests
- Supports achieving Meaningful Use
- Eases & improves public health reporting & analytics
- Serves as a foundation for Accountable Care Organizations & value-based healthcare models
Health information exchange use in the ER lowers admissions by 30%


http://aci.schattauer.de/en/contents/archive/issue/1824/manuscript/20941.html
A few examples:

- Request a referral
- Receive a care summary
- Receive a discharge summary
- Receive lab results
- Get ED notifications

Your use case should inform connection determination and help scope your effort
Mass HIway | Get Connected

1. Initiate Contact
   - Connect via webform or phone to HIway Outreach

2. Learn More
   - On-demand via the web or real-time with HIway staff

3. Develop Use Case
   - Describe the details of how the HIway supports your business need

4. Determine Connection Type
   - Complete a technical evaluation and select a connection type

5. Get Connected
   - Enroll with the HIway, schedule installation, and test your connection

6. Use the HIway
   - Use the HIway to achieve your use case

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Mass HIway | On-boarding = VERIFY, PROVISION, TEST

1. Participation Agreement
2. Services Addendum
3. Delegated Administration Agreement
4. Access Administrator Designation Form
5. Access Administrator Agreement (x 2 copies for each)
6. W-9 form

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Scan and email to: masshiway@state.ma.us

Important! Make sure your Agreement matches your W-9

Mail original signed copy to:
Gina Ruvido
Assistant to Manu Tandon
EOHHS for the Commonwealth of Massachusetts
100 Hancock Street
Cube 4035; 4th floor
Quincy, MA 02171
<table>
<thead>
<tr>
<th>Tier</th>
<th>Category</th>
<th>One-Time Setup Fee</th>
<th>LAND HIE Services (per node)</th>
<th>Direct (XDR/SOAP or SMTP/SMIME) HIE Services (per node)</th>
<th>Direct Webmail HIE Services (per user)</th>
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* Rates for Direct Messaging Only. Get the full rate card by clicking here.
The HIway and Regional Exchanges

- The HIway
  - is intended to be a “network of networks”
  - is not a clinical repository – rather it enables the secure transmission of clinical data
  - is a HISP and employs “Direct”
  - is priced to be the public option
  - requires permission from the patient before sending their information over the HIway

- Regional HIEs
  - are intended to provide added value to that region
  - should be designed with the HIway in mind

- Both HIEs have the opportunity to leverage one another’s strengths to fully connect and provide value to all providers in the State

Overcoming issues

- Aligning standards, technology, policy and priorities
- Constructing HIway on-ramps
- Catalyzing connections to the HIway
- Generating HIway “stories”
Aligning standards, technology, policy and priorities

Constructing on-ramps…HL7way Interface Grants

Other vendors are also working to connect…

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Catalyzing connections…the HIway Implementation Grants

- 32 Grantees
- 75 Trading Partners

Generating stories…

- Improving pre-hospital transport & care coordination for the homeless
- Enhancing decision support through 2-way exchange of data
- Reducing duplication of tests for high acuity cardiovascular patients
- Reducing readmissions and improving care management for heart failure patients
- Coordinating care plans between a health plan and community health center
- Improving transitions of care from acute care to SNF and Home Health
What are grantees measuring?

Number of patient records, or partial patient records, that have been electronically shared with the trading partner using the Mass HIway

Reduce readmission of Heart Failure patients with the use of clinical information exchange

Average turnaround time from receipt of lab result to entry into EMR

Number of re-admissions within 30 days for patients discharged from a Hospital to a Long-term Care facility

Reduce duplication of diagnostic tests

Our grantees and their collaborating organizations

Hospital, Acute Care
Group Practice
Community Health Center
Health System
Behavioral Health Clinic
Skilled Nursing Facility/Network
HIT Vendor
Home Care Agency
Physician Network
Visiting Nurse Network
Accountable Care Organization
Government Agency, State and Local
Health Information Exchange
Health Insurance Plan
Independent Practice Association (IPA)
Sole Proprietor
Hospice Care Agency
Hospital, Rehabilitation
Laboratory Network
Ambulance Service
How our grantees plan to use the HIway

<table>
<thead>
<tr>
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<th>Send</th>
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<tbody>
<tr>
<td>Receive Care...</td>
<td>Send Care Summary</td>
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<tr>
<td>Receive Referral...</td>
<td>Send Referral Request</td>
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<tr>
<td>Receive...</td>
<td>Send Hospital Discharge</td>
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<tr>
<td>Receive Lab Results</td>
<td>Send Lab Results</td>
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<tr>
<td>Receive Lab Orders</td>
<td>Send Hospital Discharge</td>
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<tr>
<td>Receive Imaging...</td>
<td>Medication Reconciliation</td>
</tr>
<tr>
<td>Receive Hospital...</td>
<td>Send Lab and Radiology</td>
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<tr>
<td>Receive ED Visit...</td>
<td>Send Imaging Notifications</td>
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Receive: 13, Send: 17

The HIway works and is delivery value!

March Transaction Activity

133,937 Transactions exchanged during March
2,230,494 Total Transactions (inception to date)

<table>
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<tr>
<th>HIway Status (organizations)</th>
<th>Count</th>
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<tr>
<td>Contracted</td>
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<tr>
<td>Connected</td>
<td>105</td>
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SOURCE: Health Information Technology Council slides, April 7, 2014
Key takeaways

- Start reviewing your PA early – legal review takes time.
- Make it real. Identify a use case - plan the story!
- Engage your vendor early. Work with the HIway team to ensure they can connect to the HIway.
- Get started – webmail is a great first step.
- Consent matters take time. Plan for it and engage other participants to learn from them.
- Using the HIway should not be viewed as just an IT project. Clinicians and business leaders need to be involved early - the impact on workflow cannot be underestimated.

What’s next – Connected Communities

Build the on-ramps to the HIway
Catalyze organizational connections
CONNECT COMMUNITIES!

Thank you!
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