

# Health Information Exchange Update

Lorie Mayer

AHCCCS HIT Coordinator



# Health Information Exchange (HIE) Opportunity

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- IHS and Tribally operated facilities have not been participating in Arizona's Health Information Exchange to the same extent as other providers
- Providers are not benefitting from the ability to incorporate more "real time" patient data into their care delivery
- More complete patient health information leads to more opportunities to better care and patient outcomes

# Additional Information

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As a National Organization, IHS has to develop strategy and solutions that takes into account:

- Costs to building interfaces
- Different state Health Information Exchanges with different operating policies
- Different technologies or exchange platforms
- Different HIE organizations Payment and Governance Models
- Different HIE Participants/ stakeholders state to state

# AHCCCS has 3 different financial programs to encourage EHR Adoption and HIE Use

- **Program 1:** Medicaid EHR Incentive Program encouraging Electronic Health Record (EHR) Adoption for Eligible Hospitals and Eligible Professionals
- 75 Hospitals in Arizona are Participating
- Below is a Partial List of Hospitals that have received at least one Arizona Medicaid EHR Incentive Program Payment
  - Phoenix Indian Medical Center
  - Whiteriver Indian Hospital
  - Hopi Health Center
  - Parker Indian Hospital
  - Sells Indian Hospital
  - Chinle Comprehensive Health Care Facility
  - Gila River – Hu Hu Kam Memorial Hospital
  - San Carlos Indian Hospital
  - Fort Defiance Indian Hospital (Tse Hootsoi Medical Center)
  - Tuba City Indian Medical Center

# AHCCCS HIE Onboarding Program

- **Program 2:** AHCCCS HIE Onboarding Program with Health Current
- Open to any Medicaid Provider who has received an EHR Incentive Payment OR supports a Medicaid MU Participant to reach MU
  - AHCCCS funds an HIE onboarding infrastructure and team at Health Current to do outreach and educate providers about HIT/HIE,
  - Funds the creation of an organizational HIT plan that address needs or resources for problems you want to solve
  - Supports project managers and technical experts to assist you with meeting technical requirements and interface builds
- ***Long Term Goal is Bi-directional Exchange of Clinical Patient Data***
- Federal Funds are available until 2021 to support this connectivity

# Descriptions of AHCCCS HIE Onboarding Program Milestones

- M1- Organization signs a Health Current participation Agreement
- M2- or M3- Organization either sends or receives data from or to Health Current
- M4- Organization is sending and receiving health information; achieved Bi-Directional exchange; receives small offset payment
  - Hospitals –\$20,000
  - Community Providers/Ambulatory - \$5,000 - \$10,000

# HIE Onboarding Milestone Status of IHS and Tribal Providers

| Name of Health Current Participant         | Milestone 1<br>Participation Agreement Signed | Milestone 2<br>One way participant Data to the HIE | Milestone 3<br>One way interface development from the HIE to the Participant | Milestone 4<br>Bi-directional Exchange completed; Participant can receive Off set payment |
|--|---|--|--|---|
| Tuba City Regional Health Care             | X   |  |  |   |
| Chinle Health Care Facility                | X   |  |  |   |
| Gila River Health Care                     | X   |  |  |   |
| Pascua Yaqui Tribe Health Service Division | X   |  |  |   |
| Winslow Community Health                   | X   | X  | X  | X   |
|  |   |  |  |   |

# American Indian Medical Home

- **Program 3**: AHCCCS State Plan Amendment (SPA) for the AIMH Program was approved by Centers for Medicare and Medicaid Services (CMS) June 2017
- Aims to help address health disparities between American Indians and other populations in Arizona by enhancing case management and care coordination
- Program for American Indians/Alaskan Natives (AI/AN) members enrolled in the American Indian Health Program (AIHP)
- American Indian Medical Home (Division of Fee for Service Management)
  - Tier 3 HIE Bi- directional exchange is required
  - Participants can receive \$21.71 PMPM



# AIMH Service Tier Levels

## First Tier Level AIMH

- PCCM services
- 24 hour telephonic access to the care team

## Second Tier Level AIMH

- PCCM services
- 24 hour telephonic access to the care team
- Diabetes Education

## Third Tier Level AIMH

- PCCM services
- 24 hour telephonic access to the care team
- **Participates in State HIE**

## Fourth Tier Level AIMH

- PCCM services
- 24 hour telephonic access to the care team
- Diabetes Education
- **Participates in State HIE**

**Note:** There will be an annual renewal process every October at which time the medical home can select a new tier level. The medical home provider will be required to include the appropriate supporting documents with their application.

# Health Information Exchange enables providers to:

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- Receive Arizona Hospital Admissions, Discharges and Transfers (ADTs) from over 95% of the Hospitals in Arizona;
  - More real time clinical data like ADTs can assist with care intervention and care coordination
- Track, connect, and intervene with HN/HC members with services in a more timely way
  - AHCCCS DFSM is using HIE to track and coordinate care for 200 HN/HC AI members
  - Allows DFSM to identify if services are being accessed
  - Coordinate information sharing across a range of clinical environments so when member moves across the system, there is information available

# Contact Information

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602-417-4420



Thank You.



# Health Current Update

Keith Parker, MBA  
Chief Information Officer  
April 3, 2018



# Connecting the Healthcare Community: The State of HIE in Arizona

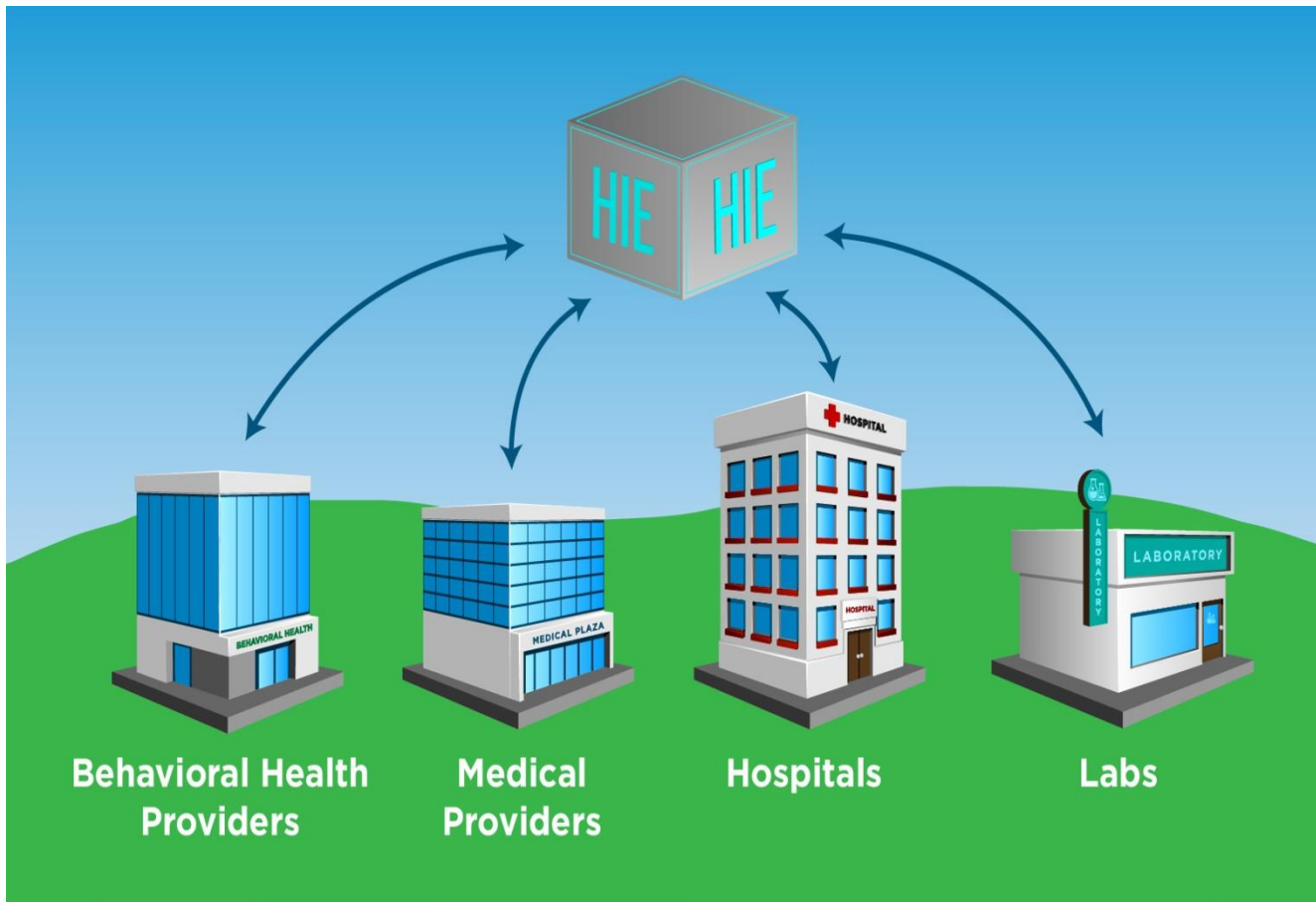


# Agenda

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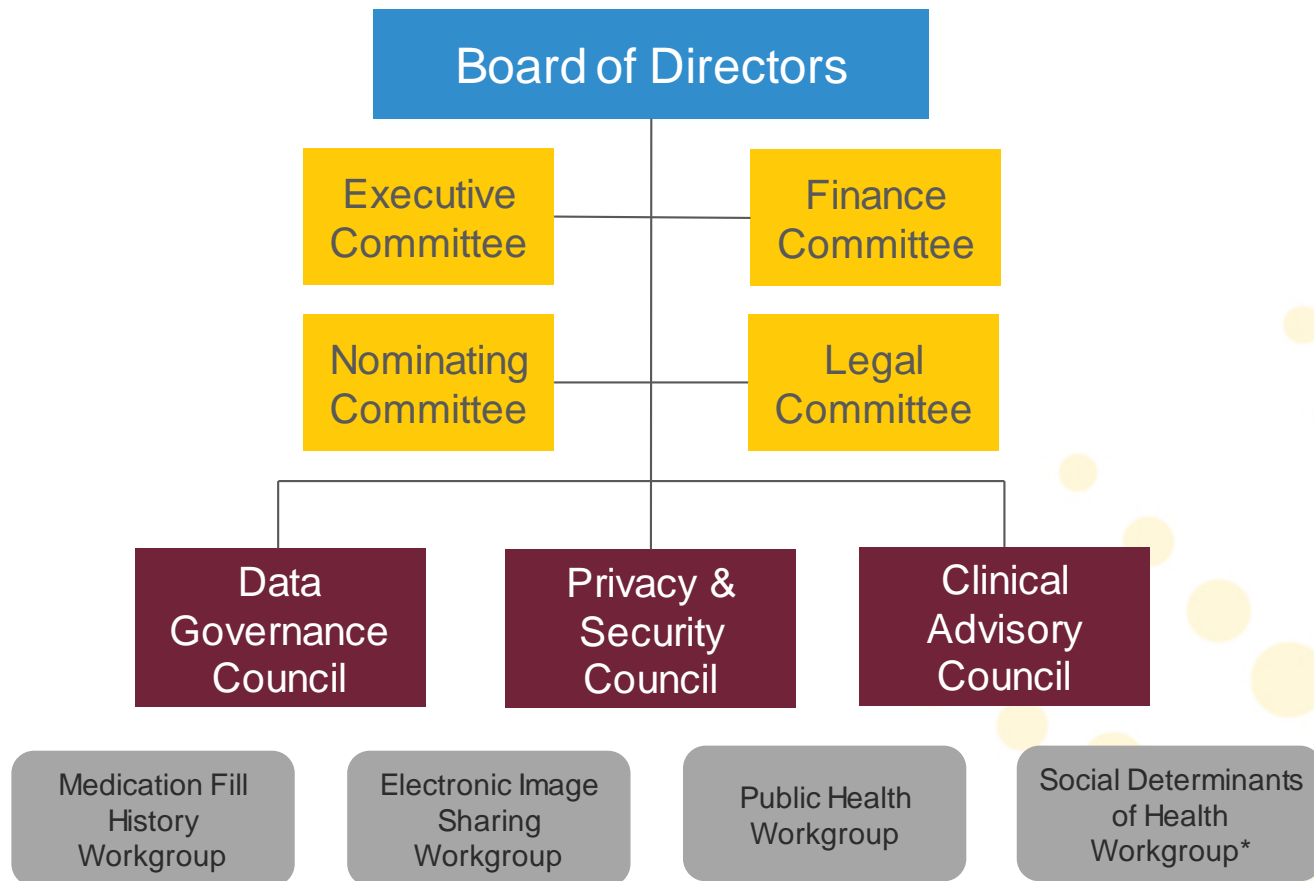
- Introduction
- HIE Stats, Services & Programs
- Permitted Use & Other Policies
- Example Use Cases
- Tying HIE & Data to Value-Based Healthcare
- How to Get started in receiving and sharing clinical information
- Health Current's "Other" Role

# Health Information Exchange





# Health Current Governance



\* Under development

# HIE Participants (as of March 29, 2018)

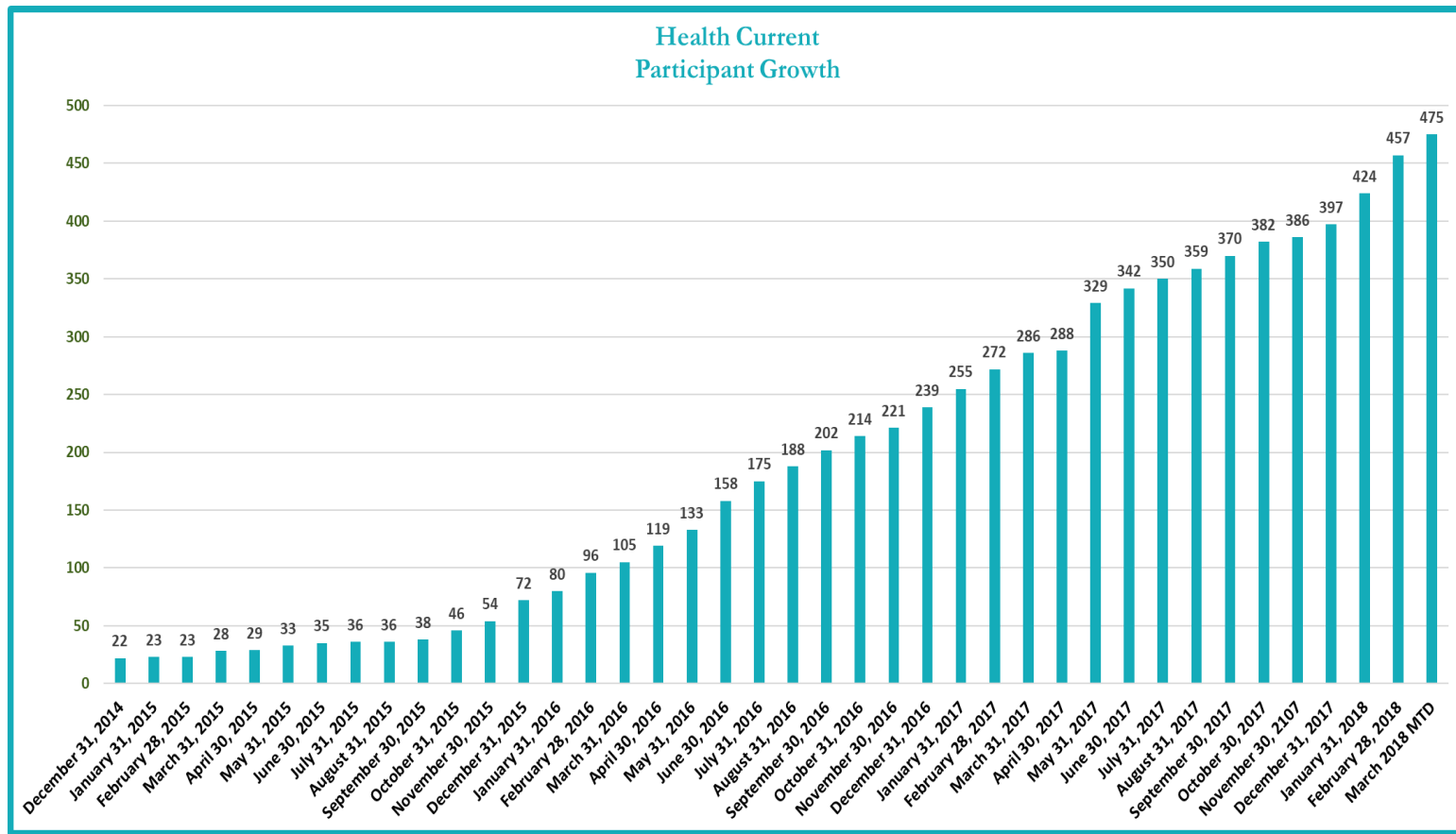
Current participants include 475 entities:

- 209 Community Provider Organizations
- 83 Long-Term & Post-Acute Care Organizations
- 76 Behavioral Health Organizations
- 33 Hospitals & Health Systems (95% of inpatient discharges)
- 22 State & Local Government Organizations
- 21 FQHCs & Community Health Centers
- 14 Health Plans
- 14 Accountable Care Organizations (includes Clinically Integrated Networks)
- 3 Reference Labs & Imaging Centers

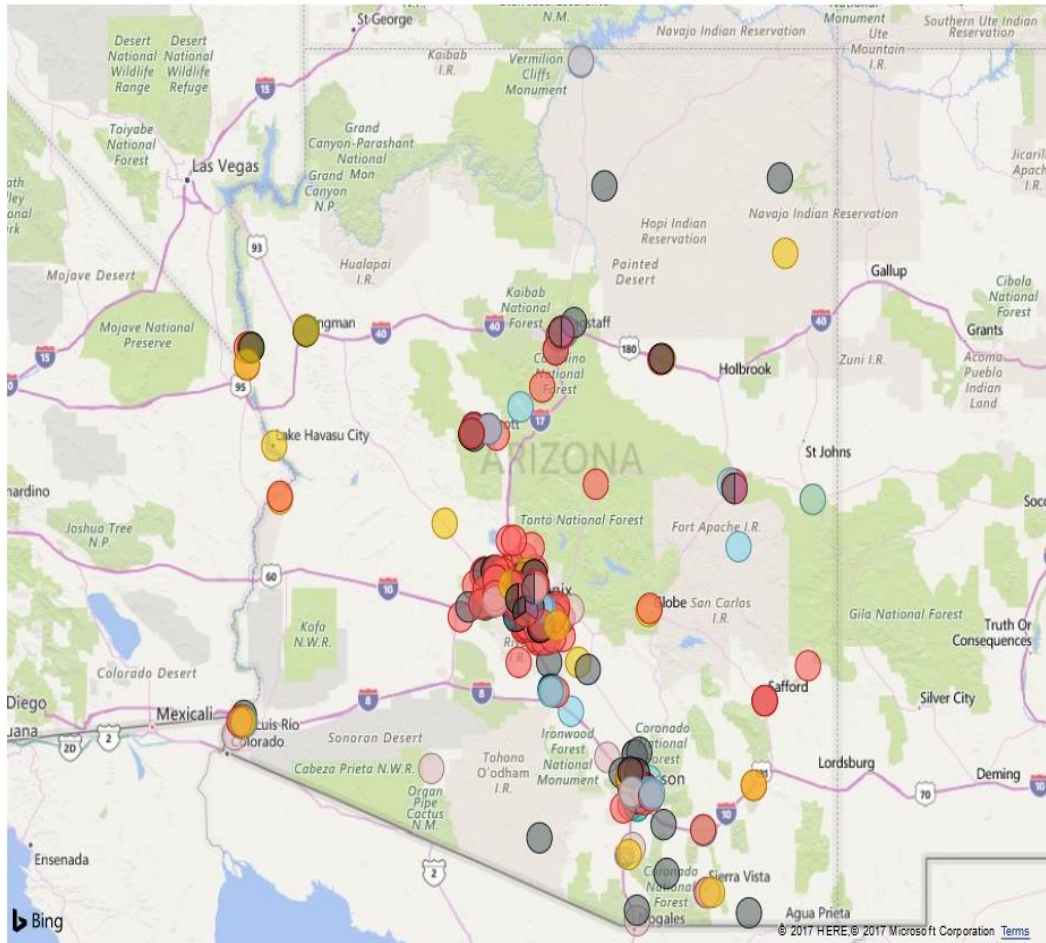
Medicaid providers may be eligible to receive financial incentives for HIE participation.

Note: An HIE Participant is an organization that has signed a Participation Agreement. These organizations are either already connected to the HIE or are in the process of connecting.

# Participation Statistics – Monthly HIE Growth



# Statewide Participation



## Organization Type

- Accountable Care Organization (ACO)
- Behavioral Health Hospital
- Behavioral Health Provider
- Community Provider
- Federally Qualified Health Center (FQHC)
- Health Plan and Payor
- Health System
- Hospital
- Imaging Center
- Laboratory
- Long-Term and Post-Acute Care
- Other
- State and Local Government Agency
- Vendor

# Road to Participation

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- Sign Participation Agreement
  - ✓ Beth Scully [beth.scully@healthcurrent.org](mailto:beth.scully@healthcurrent.org)
- Cost / Fees for joining
- Health Current staffing and IT use case support
  - ✓ Client services workflow support
  - ✓ Technical support

# HIE Stats, Services & Programs



# Core HIE Services Currently Operating

## Data Exchange

- Push/pull and query/response functionality

## HIE Portal

- Secure online access to patient data, a summary view

## Alerts

- ADT alerts and other clinical results notifications in human & machine readable formats
- Batch Reports

## Direct Secure Email

- Secure email for clinical information exchange; DirectTrust certified and HIPAA compliant

## Clinical Summary

- The delivery of a continuity of care document (CCD) based on an electronic request

# New HIE Services & Opportunities

## Alerts – Additional Batch Reporting Functionality

- Accumulate ADTs for patient panel & deliver at regular frequency

## PDMP/HIE Integration

- Access to HIE portal can also show PDMP data to meet prescriber mandate for registered providers

## Patient Centered Data Home™ (PCDH)

- ADT alerts and follow-up information exchange available in Western Region and soon nationally

## Behavioral Health Portal & Crisis Summary Tab

- Access to protected substance use treatment information & some behavioral health data
- Emergency access to key pieces of information (currently rolling out)

## Other Value-Added Services

- Medication fill history and electronic image sharing under consideration



# Health Current Participants

Data Providers & Data Types  
(updated monthly)

The screenshot shows the Health Current website interface. The main navigation menu includes 'HIE', 'Programs', 'News & Events', 'Information Center', and 'About Us'. A dropdown menu is open under 'HIE', with 'Data Providers & Data Types' highlighted. The page title is 'Data Providers & Data Types'. Below the title, there is a breadcrumb trail: 'Home > HIE > HIE Participants > Data Providers & Data Types'. A table lists various data providers with columns for ADT\*, Lab Results, Rad Results, Clinical Documents, and Clinical CCD\*\*. The table includes entries for Abrazo Community Health Network, Banner Health, Banner Health University Campus - Tucson, Benson Hospital, Carondelet Health Network, Copper Queen Community Hospital, Dignity Health, HonorHealth, and IASIS Healthcare. A sidebar on the right features the text 'Arizona Health-e Connection is now Health Current' with a 'Learn More' button, the SHIEC logo (Strategic Health Information Exchange Collaborative), the Practice Innovation Institute logo (Engage. Transform. Reward.), and a 'Follow Us on Twitter' section with a tweet from @AHCCCSgov.

| Data Providers                           | ADT* | Lab Results | Rad Results | Clinical Documents | Clinical CCD** |
|--|------|-------------|-------------|--------------------|----------------|
| <b>Hospitals &amp; Health Systems</b>    |      |             |             |                    |                |
| Abrazo Community Health Network          | Yes  | Yes         | Yes         | Yes                | Yes            |
| Banner Health                            | Yes  | Yes         | Yes         | Yes                | Yes            |
| Banner Health University Campus - Tucson | Yes  |             |             |                    |                |
| Benson Hospital                          | Yes  | Yes         | Yes         | Yes                |                |
| Carondelet Health Network                | Yes  | Yes         | Yes         | Yes                |                |
| Copper Queen Community Hospital          | Yes  | Yes         | Yes         | Yes                |                |
| Dignity Health                           | Yes  | Yes         | Yes         | Yes                |                |
| HonorHealth                              | Yes  | Yes         | Yes         | Yes                |                |
| IASIS Healthcare                         | Yes  | Yes         | Yes         | Yes                | Yes            |

# Example of How Health Current is Helping Providers Share and Exchange Data

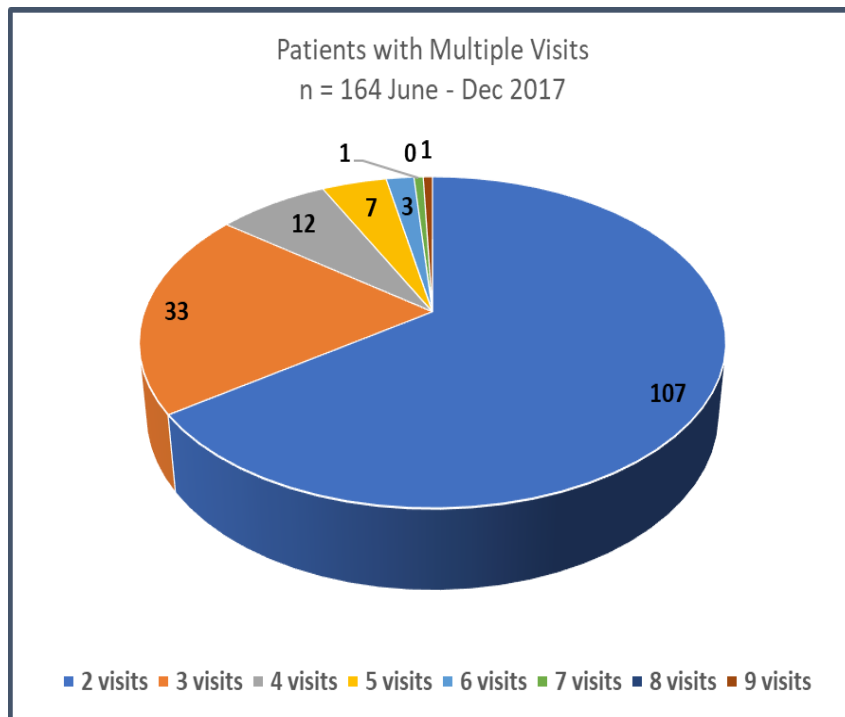


# Provider Examples

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1. ED and Inpatient Alerts driven by patient panel plus HIE Portal access is most common
  - a) Subset of population typically tracked – by disease state, by high cost/high needs, etc.
  - b) Support to build daily worklists for care coordinators
  - c) Checking HIE Portal for more detailed information
2. Batch Alert Reports with aggregated information over period of time used for easier organization and sorting
3. Query-response functionality supported by some EHRs
4. Utilization of health plan applications fed with HIE data
5. Crisis network and ED use of crisis summary information via HIE Portal

# Emergency Patients with Multiple Visits June –Dec 2017



| Emergency    | Patients   |
|--------------|------------|
| 2 visits     | 107        |
| 3 visits     | 33         |
| 4 visits     | 12         |
| 5 visits     | 7          |
| 6 visits     | 3          |
| 7 visits     | 1          |
| 8 visits     | 0          |
| 9 visits     | 1          |
| <b>Total</b> | <b>164</b> |

# Health Current's Role in Collaboration



# Opportunities to Get Engaged

## Councils & Workgroups

- Council nominations will be open in coming weeks, along with rolling basis applications accepted online
- Workgroup participation is based on volunteers and appropriate stakeholder representation – let our team know if you are interested

## Share Your Story

- Share the ways in which HIE is bringing value to your organization

## Provide Us Feedback

- Participate in these user group meetings – statewide & regional
- Provide feedback to your account manager
- Meet with our team to discuss new ideas, opportunities, challenges, etc.

# A Safe Zone Where Ideas May be Brought Forward, Discussed & Developed

- Health Current is an HIE, but it was originally formed on the foundation of serving as a trusted, neutral community convener...
- Where ideas are shared and pursued
- Among a broad scope of organizations and agencies
- Openly, safely, in a trusted and respected space
- Where we are no longer silos, or competitors
- We are partners in pursuit of a better way of serving our communities

# Questions?

Keith Parker, MBA

Chief Information Officer

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[www.healthcurrent.org](http://www.healthcurrent.org)

602-688-7206

Follow Us:





# HIE Experience at the Winslow Indian Health Care Center

Peter Vermilyea, PharmD.  
Clinical Applications Coordinator  
CAPT, U.S. Public Health Service



# WIHCC

- Tribally managed outpatient clinic (638)
- 45 providers
- Services: cardiology, neurology, surgical, urgent care, wound care, mental health, optometry, dental, pharmacy
- 6 primary care teams with 18 providers
- Using the IHS EHR
  - Implemented 2007



# Need for HIE

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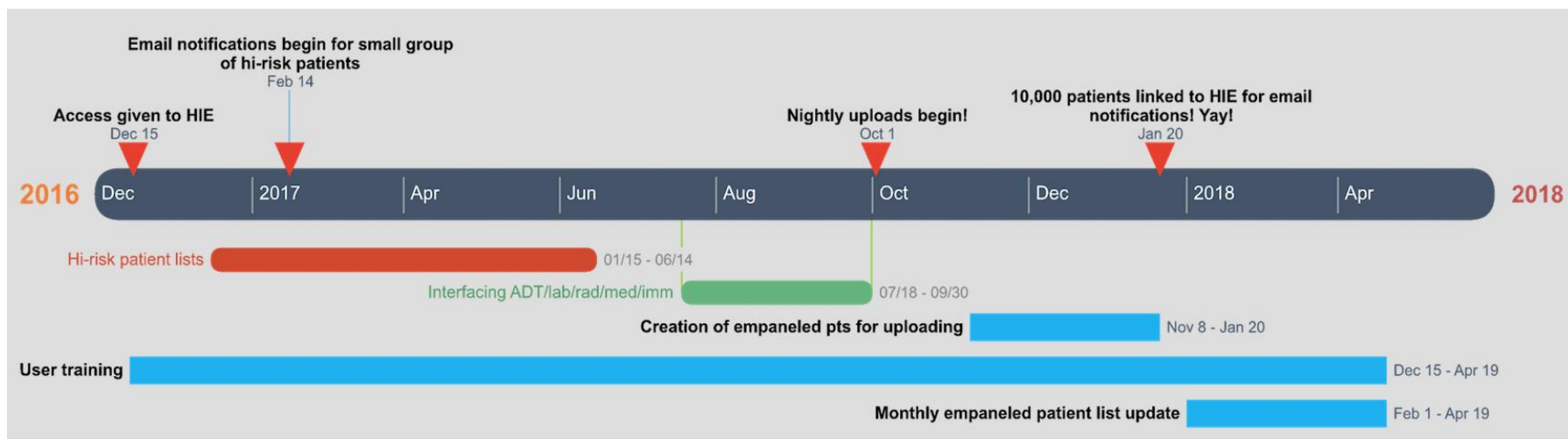
- Continuity
  - Patient Centered Medical Home (PCMH)
  - Patient empanelment
  - 10,000 patients divided between 18 providers
- Merit Based Incentive Payment System (MIPS)
  - Improvement activities
  - Medical Home gives facility full credit

## 3 Phase implementation

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- Provided access to the HIE, with small, hi-risk patient cohort manually uploaded to monitor
- Work with contractor to have visit data uploaded nightly
- Generate and upload entire empaneled patient population via automated process

# Timeline



# Implementation

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- Funding - \$ interface for upload
- Training
  - Patient registration forms – opt in vs. opt out
  - RN care coordinator logins
  - Managing multiple Direct mail systems
  - Provider/staff buy-in
  - Need local project manager

# Data Transmitted to Health Current

- ADT
- Labs
- Radiology
- Meds
- Immunizations
- Future additions (?)



# Lessons Learned

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- Recorded webinar
- Fine tuning of notifications
  - how much information is too much?
- End user buy-in
- Staff turnover
- Training is ongoing!
- Health Current team is great 😊



# Outcomes

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- RN Care coordinators, case managers
- Neurologist
- Cardiologist
- Discharge medication reconciliation
- Pharmacy monitoring
  - Non formulary meds
  - Anticoag patients

# Contact

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Email me:

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