




Health Information Exchange (HIE) Pilot Project Update

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Agenda

- Definition of HIE
 - Pilot HIE Project
 - Pilot Initiatives
 - Activities to date
 - Lessons learned
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Health Information Exchange (HIE)

Sharing of health care information electronically across organizations within a region, community or hospital system.


The goal of an HIE is to improve access to and quality of health care.




Pilot HIE Project



Pilot HIE Project Participants

- Blue Cross Blue Shield of Montana (BCBSMT)
 - Billings Clinic
 - RiverStone Health
 - St. Vincent Healthcare
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Pilot Project Objectives

- Improve patient care in community by ensuring all patients have their complete record available when they seek care.
 - Enhance the Billings Alliance's community-based healthcare services coordination.
 - Establish basic information sharing capabilities built around a well-defined scope of clinical and quality improvement data use cases.
 - Create a governance structure to guide pilot project.
 - Bring healthcare organizations together to utilize health information in meaningful ways to improve community care.
 - Found an initial governance team for a future statewide Health Information Organization (HIO).
 - Model an organizational, technological and sustainability framework for a Montana HIO.
 - Lead state stakeholders in Montana HIO development process.
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Pilot Project Principles

- All pilot project participants are equal
- Pilot project governance decisions require unanimous consensus
- No one organization will assume “ownership” of the pilot project
- All pilot organizations will invest necessary resources to achieve project objectives


Building a public highway, not a private driveway




Pilot Project Approach

- BCBSMT will provide project management support
 - Governance Team kicked off the project, establishing scope and finalizing objectives
 - Workgroups meet to accomplish defined objectives
 - Governance team touch base monthly to review, amend or approve workgroup recommendations
 - BCBSMT project team provides status updates for all workgroups
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Scope of Pilot

- Alliance members agreed on following pilot initiatives:
 - Provider Portal – Complete medical record available at the point of care
 - Super Utilizer - High utilizers of Healthcare in Billings Community
 - 5 Patient Centered Medical Home (PCMH) measures across all organizations
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Pilot Workgroups

- Executive Team
 - Clinical Workgroup
 - Quality Improvement Workgroup
 - Technology Workgroup
 - Privacy and Security Workgroup
 - Business and Financial Workgroup
 - Project Management Workgroup
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Pilot Initiatives Projects

- Provider Portal
- Super Utilizer
- Patient Centered Medical Home (PCMH)
measures across all organizations



Provider Portal

- Web facing access to cross-community data that has been contributed by participating members and stored in the data warehouse for point of care treatment purposes accessible by relevant clinical providers



Provider Portal

- Patient Matching review – validation underway
- Clinical Data review – validation underway



Super Utilizers Criteria

**Within a 6 month time frame,
Patients with:**

- 2 or more Inpatient Admissions
- 2 or more Observation Room stays
- 3 or more ED visits
- 6 or more Urgent Care visits


Data Analytics:

**Data collection will start from
1/1/14 to current (calendar
year)**

- First Name
- Last Name
- Gender
- Age
- Zip Code
- Ethnicity
- Primary Provider

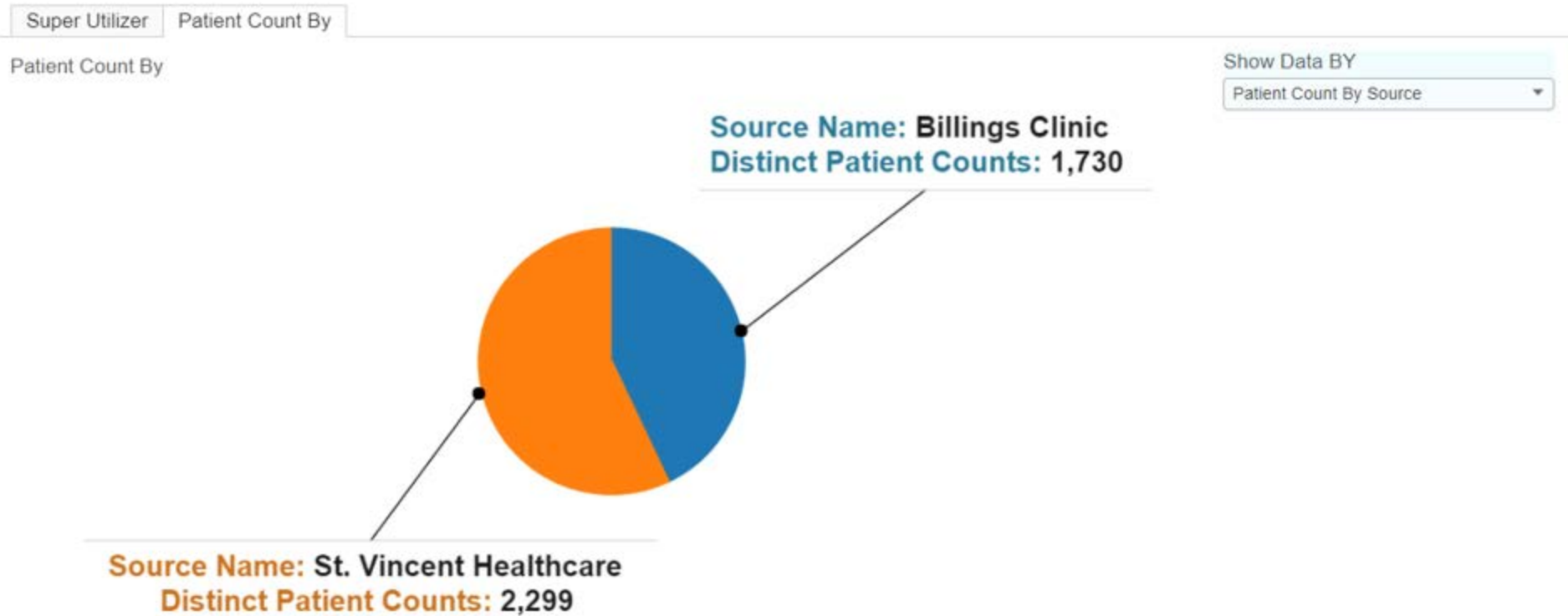
Utilization Data:

**All visits and sort by date of
service in ascending order**


- Date of Service
 - POS
 - Type of Service
 - Diagnosis
 - Charge
 - Service provider
 - Psych/social notes
 - Medication (if available)
 - Referral notes
 - Payer
 - Medicare #
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Super Utilizer


- In validation by participants



Quality Measures

- PCMH Measures across all organizations
 - Controlling high blood pressure
 - Rate of fully immunized 3 year old children
 - Screening for clinical depression- specification review underway
 - Tobacco use - July
 - Diabetes - July
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Activities to Date

- Legal - Contracts and Agreements have been completed
 - Governance – established common set of behaviors, policies and standards to enable trusted exchange among participants
 - Policies and Procedures - Developed and established across all participating organizations
 - Data Restrictions defined
 - 12M messages sent
 - 2 Years backload complete
 - Live feeds established and passing data
 - BCBS to have 1st round of claims data sent by Feb 20 (Live feed) and to be followed by 4 year backload by March 20.
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Legal

- Attorneys for Billings Clinic and St. Vincent participated in contract process.
 - Subscription Agreement (between each individual site and Verinovum (software vendor))
 - Participation Agreement (between Billings Clinic, RiverStone Health and St. Vincent Healthcare)
 - Data Participation Agreement (between BCBSMT and all participants)


Contracts refer to policies and procedures that all must adhere to.




Policies and Procedures

- Notice of Privacy Policy (NOPP)
 - Procedure to Opt Out
 - Who can print or distribute data
 - Patient Rights and Preferences
 - Patient Preferences
 - Patient HIPAA Request for Restrictions
 - Privacy Complaints and Concerns
 - Accounting of Disclosures
 - Amendment of Data
 - Data Privacy Safeguards
 - Minimum Necessary Access
 - Use and Disclosure of Protected Health Information (PHI)
 - Audit Reporting
 - User Access to Systems Containing Protected Health Information (PHI)
 - Data Security Safeguards
 - HIE Systems Protection of Data Confidentiality
 - HIE Systems Protection of Data Integrity
 - HIE systems Protection of Data Availability
 - Security Incidents and Response
 - Breach Response
 - Privacy Incidents or Security Incidents
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Data Being Contributed

- Data types included:
 - Admissions, discharges, transfers
 - Demographic data
 - Administrative data (payer, etc.)
 - Medications prescribed/dispensed
 - Lab test results
 - Vital signs
 - Allergies
 - Procedures
 - Providers
 - Social history
 - Family history
 - Problems
 - Plan of Care
 - Clinical Documents
 - Discharge summaries
 - H&P's
 - Operative notes
 - Consultation notes
 - Progress notes
 - Nursing notes (suitable for transitions of care)
 - Diagnostic testing reports (colonoscopy bronchoscopy, etc.)
 - Other as available
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Patient Data Restrictions

- Notes and transcription for:
 - Behavioral Health
 - Inpatient Psych
 - Facial Plastics
 - Legally Secured Charts
 - Confidential Patients
 - Restricted Patients
 - High Risk Patient Charts
 - Sexual Assault Nurse Exam (SANE) patients
 - Affiliations
 - Lab Reference Clients
 - Occupational Health
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Current State

- Validation continues.
 - Issues resolution underway:
 - 11 Critical Items: 8 assigned to participants, 3 to Verinovum
 - 12 High items: 11 assigned to participants, 1 to Verinovum
 - Go-live tentatively scheduled for 5/1/2018 pending resolution of issues.
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Lessons Learned

- Legal efforts took far longer than expected.
 - Backload extractions - took months to extract data off legacy systems.
 - Patient matching – complex across three participants.
 - Review of patient data – arduous.
 - Variability in data formats allowed - slowing down mappings and validation.
 - Verinovum growing with us.
 - Super Utilizer - custom development for Montana Pilot
 - PCMH Measures - custom development for Montana Pilot
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Positives

- Competitors to each other are coming together to share data to improve the care in the Billings Community.
 - Technology platform is being proven.
 - We are demonstrating that an Health Information Exchange (HIE) in Montana can be accomplished – Proof of Concept.
 - Others organizations interested in sending their data rather than wait for State HIE to be stood up.
 - Shift from concern of others viewing our data to finding additional use cases to leverage the combined shared data.
 - Frequent discussions on “How the HIE can be leveraged to better the outcomes for patients both in cost of care and quality of care”.
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