ESRD Network 14

Supporting Quality Care
What is an HIE

• HIE Type
  ▫ National
  ▫ State
  ▫ Region
  ▫ Community

• HIE Goal
  ▫ Share health information
  ▫ Better patient outcomes
  ▫ Lower costs
How do HIEs support Patient Care

- Community Data Manager
- Connecting health care systems
- Comprehensive patient records
- Real-time access
How do HIEs operate in Texas?

• Greater Houston HEALTHCONNECT (GHH)
• Healthcare Access San Antonio (HASA)
• Integrated Care Collaboration (ICC)
• PHIX (formerly known as Paso del Norte HIE)
• Rio Grande Valley HIE (RGV HIE)
• RioOne HIE
Your Health Information Exchange

Leveraging the HIE for Care Coordination in the Community

Junaid Husain │ Chief Business Officer │ Greater Houston Healthconnect
Your Health Information Exchange
Your HIE
The Hub of all Healthcare Activity

Our Mission: Coordinate Care by Connecting ALL Providers

WE are Southeast TX’s HIE
WE integrate disparate EHRs across the community
WE enable sharing of health information across the ecosystem
WE serve as the foundation for population health management
WE facilitate data exchange to better inform decisions made at the point of care
WE are a 501(c)(3), not-for-profit, here to serve OUR community
Your HIE

Healthconnect Footprint

Our Geography

*Our Collaborators

Our Reach

24 Counties
95%+ Hospitals
70%+ Physicians
5+ Million Patients
300+ Fully-Executed Participation Agreements
1,025+ Care Venues

*A representative sample of our 500+ participants
Your HIE
Healthconnect Services

Health Information Exchange
Query and retrieve patient records from across the healthcare ecosystem

Healthcare Notifications
Real-time alerts when patients admitted, discharged or transferred to-and-from facilities

Diagnostic Imaging Exchange
Cloud-based image exchange that enables viewing and sharing of medical images

Health Information Service Provider (HISP)
Direct Secure Messaging between providers Member of DirectTrust and the Trust Bundle
Your HIE

No Regional HIE Model

A World Without an HIE

- Many point-to-point connections
- High cost to implement & maintain
- Complex to manage
- Inefficient to coordinate care
Your HIE
Healthconnect Model

Our World With an HIE

- One connection
- Lower costs
- Improved efficiencies
- Greater care coordination
- The “Hub” of all data activity
Your HIE

3-Key HIE Capabilities

1. WE have the connections
2. WE match patients across all venues of care
3. WE deliver their clinical data, documents & reports
Managing Patient Consent

GHH Consistently Manages Consent Across the Community

Your HIE

Accountable Care Org.

Free Standing ED

Radiology Center

Pharmacy

PCP

Clinic

Specialist

Labs

Hospital

Hospital

Greater Houston HEALTHCONNECT

GHH Consistently Manages Consent Across the Community

Patient Authorization for Greater Houston Healthcare

This document explains how your personal information is protected when your healthcare provider participates in Healthcare. Your participation in Healthcare ensures that your medical information is shared securely and reliably across participating providers.

Your personal information is used for a variety of purposes, including:

- Patient care and treatment
- Clinical care and treatment
- Pharmacy care and treatment
- Care management and treatment
- Care coordination and treatment
- Bill payment and treatment
- Research and treatment
- Family medical history, treatment

Your information is protected by Federal Law, and the Healthcare network uses advanced encryption technology to ensure its security.

Signed Authorization:

Signature of Authorized Person:
Date:

Name of Patient:
Relationship to Patient:

I authorize the use and disclosure of my information as stated above.

Initial here if you do not want your providers to see your records through HealthConnect: ___________
Your HIE Patient Matching

Uniquely Identify Patients
- ADT feeds builds community MPI
- 15-20 attributes for each patient
- Probabilistic matching algorithms
- Work que for ‘probable matches’
Your HIE
On-Demand Clinical Documents

Healthconnect

Accountable Care Org.
Free Standing ED

Hospital
Labs
Hospital
Specialist
Clinic
Radiology Center

Query-and-Retrieve
1. Requestor queries GHH
2. GHH queries Participants
3. Participants respond to query
4. GHH Responds to Requestor
## Your HIE Value Proposition

<table>
<thead>
<tr>
<th></th>
<th><strong>QUALITY</strong></th>
<th><strong>SAFETY</strong></th>
<th><strong>EFFICIENCY</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Assessment</strong></td>
<td>▪ Provides historical information</td>
<td>▪ Advises current medications</td>
<td>▪ Informs of existing labs/rad</td>
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<td></td>
<td>▪ Alerts to prior interventions</td>
<td>▪ Advises on current allergies</td>
<td>▪ Narrows problem lists</td>
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<td></td>
<td>▪ Informs on chronic conditions</td>
<td></td>
<td>▪ Reduces unnecessary testing</td>
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<tr>
<td><strong>Diagnosis</strong></td>
<td>▪ Includes diagnosis histories</td>
<td>▪ Enables diagnosis precision</td>
<td>▪ Better Dx and Rx prevents downstream recurrences</td>
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<tr>
<td></td>
<td>▪ More complete info for new Dx</td>
<td>▪ Avoid unnecessary treatment</td>
<td></td>
</tr>
<tr>
<td><strong>Care Planning</strong></td>
<td>▪ Delivers longitudinal records</td>
<td>▪ More informed comprehensive care team during transitions</td>
<td>▪ Seamless care transitions</td>
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<tr>
<td></td>
<td>▪ Facilitates holistic care planning</td>
<td></td>
<td>▪ Improves accountabilities</td>
</tr>
<tr>
<td><strong>E-Prescribing</strong></td>
<td>▪ Renders complete drug history</td>
<td>▪ Active medication lists prevents adverse drug events (ADEs)</td>
<td>▪ Reduces reliance on patient recall or pharmacy call-backs</td>
</tr>
<tr>
<td></td>
<td>▪ Enables informed prescribing</td>
<td></td>
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<tr>
<td><strong>Clinical Decision</strong></td>
<td>▪ EHR relies on community record to identify best care protocols</td>
<td>▪ More data improves specificity of care = safer care</td>
<td>▪ Narrows field of optimal treatments, minimizes cost</td>
</tr>
<tr>
<td><strong>Support</strong></td>
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</tbody>
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Greater Houston HealthConnect
Coordinating Care Through Notifications
Notifications

Coordinating Care is Challenging

- Patients have multiple touch-points across the healthcare community
- But information doesn’t always seamlessly flow
- Communication breakdowns can compromise patient safety, quality, and efficiency
- Wouldn’t it be nice if you could monitor patient care throughout the healthcare ecosystem?
Notifications

How This Program Works

1. Participant identifies patients to be monitored.
2. GHG patient repository fed real-time with all patient visits and activity through ADT feeds.
3. Upon patient and ADT match, alert pushed to Participant.
Notifications
The Mechanics of Our Program

Use Cases for Notifications
- Care coordination
- Management of patients at-risk
- Post-discharge care
- Value-based reimbursement
- DSRIP or other alternative payment models

Encounters Monitored
- Admission
- Registration
- Transfer to IP / OP
- Demographic updates
- Visit updates

Alert Criteria
- Population stratification on ICD-10, high-utilizers, zip code, payer type, etc.

Delivery
- Real-time, daily, monthly
- Secure email, batch files
- Single / multiple recipients

The Power of a Notifications Program
- Scaled quickly
- Disease agnostic
- Serve large patient pop.
- Powered with data
- Confer immediate benefits
- Aligned with your objectives
Notifications
Data Delivered

*Secure - This email contains PHI

Rebecca Olson <rebecca.olson@ghhconnect.org>
Today, 10:06 AM
You

You've received an encrypted message from GHHC.
To view your message
Save and open the attachment (message) file.
Sign in using the following email address.

This email message and its attachments are for the sole use of the intended recipient or recipients and may contain confidential information. If you have received this email in error, please notify the sender and delete this message.
Notifications
Value Proposition

Real-Time Delivery
Enables real-time delivery of patient encounter information

Improves Patient Coordination
Facilitates better care coordination of patients across provider community

Lowers Cost of Care
Enables more cost-effective delivery of services esp. when managing populations at-risk

Promotes Better Disease Mgmt.
Supports management of high-risk patients

Reduces Unnecessary Services
Reduces redundant diagnostic testing, hospital readmissions, and over-utilization of services

Aligned With New Care Models
Supports novel care and payment delivery models including ACOs, bundled-payments, at-risk value-based care
Notifications
Our Partners

Coordination of care for Medicaid patient populations

Managing patients in Medicare Shared Savings Program  Care coordination of Medicaid patients in an ACO
Next Steps
Next Steps

Sign Up for Healthconnect!

Sign Up for the Health Information Exchange

- Annual participation fee
- One-time implementation fee
- Multi-site dialysis centers must work through corporate IT services

- All EHR technology supported
- eCW and AthenaHealth are particularly well-suited for the HIE
- Large practices can spread out fees

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Thank You!

Wherever you go...

Your doctors are connected. Your records are protected.