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
The HIE updates the patient record. Notifications of hospital events can be sent directly to PCP.

Patient enters hospital. Hospital retrieves clinical information from HIE directly through provider portal.

Patient is discharged from hospital and clinical information from the care event is sent to HIE.

Patient’s record is accessible from the HIE, a common resource, by each treating physician. Without this, information is housed only in disparate systems providing barriers to access when needed most... at the point of care.

The HIE has provided an accurate and timely patient record to the treating physician at each event. Clinical information follows the patient through the system.
ICC Overview

- Founded in 1997 as a non-profit collaborative of safety net providers
- Health Information Exchange was launched in 2002 based on Epic EHR technology
- 2011–2012 ICare HIE was re-launched on a Mirth platform and Texas Direct was launched
- 2014 ICC received full EHNAC HIEAP and DTAAP accreditation
- 2014 Onboarded to THSA’s HIETexas
- 2016 Began process to become HITRUST certified
- 2017 Re-established ICare access from provider’s EMR
- 2017 Contracting with payors to provide hospital notifications
## ICC Overview – By the Numbers

### Clinical Data Repository
- Unique Patients: 1.6M
- Encounters: 12M
- Points of Contact: 83

### HIE Volume 2017
- Encounters: 1,400,351
- Average Encounters per Month: 116,696

### HIE Data Sources
- Hospital Systems – Seton, St. David’s, CTMC
- FQHC’s – CommUnityCare, LSCC, PCC
- Clinics
- Labs – CPL, Quest
- Behavioral Health
- EMS
- Dental
- County Health Programs

Where possible we collect encounter level data including:
- Procedures
- Diagnoses
- Lab results
- Vital signs
- Medications
- Allergies
- Immunizations
- Patient demographics
ICC Applications and Services

• Patient Summary Access
  - Custom application allowing users to access ICare from within their EMR and return a summary view of the patient’s health history.

• HIE includes a robust Data Warehousing and Analytics solution
  - The data in the HIE can be used to provide de-identified community analytics as well as specific organizational reporting.
  - Participating members may request data extracts. Includes detailed population health reporting and predictive analytics capabilities. Reporting examples:
    - Hospitalization reports
    - Grant reports
    - Geographical study of patient population

• sFTP Accounts
  - Set up for participating members who need to share secure files between organizations

• ED / Hospitalization Alerts
  - Provide timely notifications to practices or payors whose patients have been seen at participating hospitals.
ICare Provider Portal

The ICare Provider Portal provides:

• Online access to the Central Data Repository (CDR) where providers may view a patient’s aggregated medical history, including primary care and hospital records.

• Ability to send clinical messages to other ICare users.

• Clinical and demographic data can be downloaded in CCD, CDA, PDF or XML format.

• User-friendly interface and quick search capabilities allow for quick and efficient navigation.

• For improved quality, comprehensive and efficient care that yields better patient outcomes and reduces redundancy in treatment.

Current Point of Care Users include:

- Physician
- Nurse Practitioner/Physician Assistant
- RN/LVN
- Emergency Medical Personnel
- Social Worker
- Clinical Operations Personnel (front desk, billing, management, etc.)
ICare Provider Portal: Patient Summary

Zztestlast, Johnfirst Bobmiddle  Male  11/20/1963 (52 yrs)  (Community ID: 429962)
123 MAIN Street, Austin, TX 78737

<table>
<thead>
<tr>
<th>Inpatient Encounters (2)</th>
<th>Ambulatory Encounters (0)</th>
<th>Conditions (2)</th>
<th>Laboratories (0)</th>
<th>Documentation (0)</th>
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<tr>
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<td><strong>Admission Type</strong></td>
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<td><strong>Title</strong></td>
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<td><strong>Source</strong></td>
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<td>PITYRIASIS VER.</td>
<td>01/09/2012</td>
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<td>01/09/2012</td>
<td></td>
<td>THSA</td>
<td>PAIN IN LIMB</td>
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<table>
<thead>
<tr>
<th>Documents (1)</th>
<th>Medications (0)</th>
<th>Immunizations (0)</th>
<th>Allergies (0)</th>
<th>Vitals (0)</th>
<th>Social History (0)</th>
<th>Functional Statuses (0)</th>
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<tr>
<td><strong>Date</strong></td>
<td><strong>Name</strong></td>
<td><strong>Source</strong></td>
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<td><strong>No Allergies to display</strong></td>
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<td><strong>Value</strong></td>
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<tr>
<td>1</td>
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Procedures (1)

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<tr>
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<tbody>
<tr>
<td>01/03/2013</td>
<td>OFFICE/OUTPATIENT...</td>
<td>THSA</td>
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</table>
### Demographic Information

**Name:** Zztestlast, Johnfirst Bobmiddle  
**Gender:** Male  
**Date of Birth:** 11/20/1963 (52 yrs)  
**Address:** 123 MAIN Street, Austin, TX 78737

### Consent Information

<table>
<thead>
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<th>Consent Type</th>
<th>Active</th>
<th>Applied To</th>
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<th>Collection Location</th>
<th>Effective On</th>
<th>Expires On</th>
<th>Attachment</th>
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<tr>
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<td>☑</td>
<td>Site: Integrated Care Collaboration</td>
<td>HIE Texas</td>
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**Add Consent**
## ICare Provider Portal: Results

### Observations

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<tr>
<th>Flag</th>
<th>Name</th>
<th>Value</th>
<th>Units</th>
<th>Interpretation</th>
<th>Range</th>
<th>Status</th>
<th>Reported On</th>
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<tbody>
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<td>140</td>
<td>mcg/dL</td>
<td>Normal (applies to non-numeric results)</td>
<td>45-170</td>
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<td>Sep 16, 2014 4:46:33 PM</td>
<td>CB</td>
<td></td>
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<tr>
<td></td>
<td>TIBC SerPl-mCnc</td>
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<td>mcg/dL</td>
<td>Below low normal</td>
<td>250-425</td>
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<tr>
<td></td>
<td>Iron Satn SerPl-mRto</td>
<td>71</td>
<td>% (calc)</td>
<td>Above high normal</td>
<td>20-50</td>
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### Specimens

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<th>Action Code</th>
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<td>7573</td>
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<td>Apr 5, 2013 7:54:00 PM</td>
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### Clinical PDF Report CB018672A-1

**Status**: Final results; Can only be changed with a corrected result.

**Reported On**: Sep 16, 2014 4:46:33 PM

**Observations**

<table>
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<tr>
<th>Flag</th>
<th>Name</th>
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<th>Range</th>
<th>Status</th>
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<th>Source</th>
<th>Document</th>
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</table>
ICare Provider Portal: Discharge Summaries

Zztest, Mcfrt 02/01/1992 (25 yrs) (Community ID:437033)
123 TEST LANE, Austin, TX 78752

Inpatient Encounters (0)
No Inpatient Encounters to display

Immunizations (0) Allergies (0)
No Immunizations to display

Medications (0)
No Medications to display

Procedures (0) Vital (0)
No Procedures to display

Laboratories (0)
No Laboratones to display

Other Orders (1)

Date Name Source
Feb 20 Discharge Sum... SETON

DIAGNOSIS:
Multinodular goiter.

PROCEDURE:
Total thyroidectomy.

HOSPITAL COURSE:
Following admission, the patient was prepared for surgery. She was taken to the operating room where under general anesthesia underwent a total thyroidectomy.
The patient’s postoperative course was excellent. She tolerated the discomfort well. Her incision showed no unusual swelling or sign of infection. She was discharged from the hospital on the 1st postoperative day. She was given exercise restriction instructions, dietary instructions and prescription for Vicodin and she will be followed in my clinic in 1 week.

David C McFarland, MD
Physician Subscription Rates
Subscription rates are per physician. The ICC has discounted rates for medium and large physician groups in a tiered model. A higher flat rate is applied to subscriptions for simple ICare access that will not require an interface or include reciprocal sharing of the organization’s data through ICare. Our focus is connecting physicians with current EHR systems. The ICC can also service physicians without EHR capabilities through our basic package, which will provide the ability to query patient information through ICare.

ICC Connectivity for physicians:

*Connectivity Suite – Connectivity Capable*
- Provider Portal User Account
- HIE-side Interface to ICare System required (one-time setup and implementation fee apply)

*Basic – Simple ICare Access Only*
- Provider Portal User Account

<table>
<thead>
<tr>
<th>Size of Physician Group/Organization</th>
<th>ICare Connectivity Suite Per Physician</th>
<th>ICare Basic Per Physician</th>
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<tr>
<td>1-10 Physicians</td>
<td>$40/month</td>
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<tr>
<td>11-20 Physicians</td>
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<td>21-50 Physicians</td>
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<td>50+ Physicians</td>
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</table>
ICC is...

- A mature, functional, established community HIE with a strong history of collaborative efforts.

- Proven interoperability with multiple provider organizations.

- Expanded vision of the organization going forward to include all patient data and an opt out model.

- Nationally accredited secure and compliant solution for exchanging health information.
THANK YOU!

For more information please contact us:

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• Tony Nelson, Director, HIE Operations & Security tnelson@icc-centex.org