Welcome and Housekeeping

- All stakeholders in New Mexico’s healthcare community are welcome
- We will record today’s webinar
- Lines will be muted as we begin
- To comment or to ask a question, please ‘raise your hand’ and unmute your line, or
- Direct your question or comment (to everyone, to the presenter, or to the host) in the chat box
Agenda

- Featured Presentation: ‘The Road Ahead for New Mexico’s HIE with Orion Health’ – Dr. Chris Hobson and Jeanette Polaschek
- NMHIC News and Information – Thomas East, PhD, CEO/CIO
- Participation Update – Michelle Bowdich, Director of Outreach and Communications
- Your Feedback

Featured Presentation:
‘The road ahead for New Mexico’s Health Information Exchange with Orion Health’

Chris Hobson, MD, MBA, CPHIMSS
Chief Medical Officer

Jeanette Polaschek, RN
Senior Clinical Consultant – Healthier Populations
Orion Health and NMHIC

- Orion and NMHIC have partnered since 2012 / 2013
  - Perfectly informed health care
- NMHIC HIE currently includes most healthcare stakeholders in the state of New Mexico
  - 33 hospitals (24 contributing data as well as consuming data)
  - Over 25 physician groups
  - Medicaid Medicare and commercial payers
  - Labs and imaging centers
  - FQHC
  - Home health and hospice
  - Emergency medical services (EMS)
  - Public Health

NMHIC Vision
Perfectly informed healthcare for New Mexico
**NMHIC Benefits**

- **Comprehensive Clean data** - Amalgamate and structure information; enables clinicians and managers to work with one clean data set.

- **Timely data** - Critical and avoids many problems associated with typical 60-90 day lags in obtaining clinical or claims data.

- **Communicate** - Communicate provides access to Direct Secure Messaging - an easy to use highly secure electronic communication service for transmission and receipt of protected health information.

- **Public Health Reporting** - NMHIC provides Reportable Lab Results and Syndromic Surveillance reporting to NM Department of Health for New Mexico hospitals.

**Base data for analytics** - Creating analytics using data from plan claims and the NMHIC. Enables stratification of members who are at risk and intervention before avoidable issues occur.

**NMHIC Data Usage Continues To Increase!**

![NMHIC Portal Usage Trend (Monthly)](chart.png)

**Period Ending: 12/31/2018**

* # Months: 6
NMHIC Outcomes

- True Health’s annual hospital admission rate is 41-43 admissions per 1000 members - significantly below the well managed mark of 50 per 1000
  - The 30 day all cause hospital readmission rate now runs at half of national and local benchmarks

- New Mexico poison and drug information centre cites several instances of accessing the portal during emergencies to review a patient’s history.
  - Avoiding improper diagnoses or administration of costly antidotes - in one case $1300 per dose

- Anthem Health used the HIE to update last minute HEDIS submissions that generated improved reimbursement rates
The Way Forward

• How do we leverage the HIE?
  o Identify high value use cases

• Integration
  o EMR connect
  o FHIR APIs
  o Additional data

• Care coordination
  o Circle of care – care relationship service
  o Discharge medication reconciliation

• Analytics,
  o Reporting of Quality measures, population exploration

Product Review
EMR connect

- Already in place
  - SSO, Send to my EMR
- EMR connect
  - A pop-up window with latest information found in the HIE for the patient in context
  - Alerts user to new information
- Common clinical data types
  - Encounters
  - Allergies /alerts
  - Medications
  - Labs
  - Procedures
  - Clinical pathways

Care Coordination: Circle of Care

**Circle of Care**

- **Friends & Family**
  - John Cardinal: Patient Representative
  - Peter Bagdon: Brother

- **Care Team**
  - Patrick Song: Social Worker
  - Sue Wells: Community Nurse Specialist
  - Taylor Knight: Care Coordinator
  - William Mayfield: General Practitioner

- **Organisations**
  - SAMHSA: Mental Health
  - Walgreens: Community Care
  - Presbyterian Hospital: Acute Care / Hospital

**Contact Details**

- John Cardinal: Unknown
- Peter Bagdon: Yes
- Patrick Song: Social Worker
- Sue Wells: Community Nurse Specialist
- Taylor Knight: Care Coordinator
- William Mayfield: General Practitioner
- SAMHSA: (505) 217-0983
- Walgreens: Community Care
- Presbyterian Hospital: 505-841-1234
LexisNexis SDOH Data

SOCIAL DETERMINANTS OF HEALTH FUEL UNDERSTANDING OF HEALTH RISKS

To predict risk related to these social determinants of health, LexisNexis leverages more than 65 billion records from over 10,000 different public and proprietary sources, including:

- 19.2 billion consumer records
- 102 billion unique name and address records
- 5 billion property records
- 45 million active US business entities
- 44 million business contact records
- 278 million unique cell phone numbers
- 1.5 billion bankruptcy records monitored monthly
- 6 billion motor vehicle registrations
- 11 billion vehicle title records
- 517 million criminal records

SDOH Direct Links to Outcomes

Social determinants of health outcomes

- Neighborhood
  - Housing = Transportation = Safety
  - Parks = Playgrounds = Walkability

- Economic Stability
  - Employment = Income = Expenses
  - Debts = Medical Bills = Support

- Education
  - Literacy = Language = Early Childhood
  - Vocational Training = Higher Education

- Community
  - Social Integration = Support Systems
  - Engagement = Discrimination

- Food
  - Hunger = Access to Healthy Options

- Health Care System
  - Coverage = Availability = Linguistics
  - Cultural Competency = Quality

OUTCOMES
- Mortality = Mortality = Life Expectancy = Expenditures = Health Status = Limitations
ACO Solution - MSSP

MSSP Quality Measures Report

Available Points | Points Scored | Score | Population
--- | --- | --- | ---
26.0 | 10.5 | 40.4\% | 229

- Care Coordination/Patient Safety
  - CARE 2: Falls Screening for Patients at Risk
    - Improvement: 52\% to 62.1\%
    - 1.7 points

- Preventive Health
  - PREV 5: Breast Cancer Screening
    - Improvement: 28\% to 40\%
    - 1.85 points
  - PREV 6: Colorectal Cancer Screening
    - Improvement: 36.7\% to 67.6\%
    - 0 points
  - PREV 7: Preventive Care: Influenza Immunization
    - Improvement: 10\% to 76.2\%
    - 0 points
  - PREV 8: Pneumonia Vaccination Status for Older Adults
    - Improvement: 1\% to 73.7\%
    - 0 points

Analytics - Population Explorer
Demonstration

Q and A
Miss a webinar?

Check out our events page for handouts and recordings, as well as upcoming events.

Looking Ahead

Next month, please join us on March 19, 2019, 11:30 am-12:30 pm
Topic to be confirmed.
Contact Us

Not an HIE User yet?
Direct inquiries to
Michelle Bowdich,
(505) 938-9909 or
michelle@nmhic.org

Look for us on LinkedIn
and Twitter too!

NMHIC Participant Status - Hospitals

All NM Hospitals - Inpatient Admissions
Goal = 100%
NMHIC HIE – End-User Onboarding

- Active Life Orthotics & Prosthetics – Direct Secure Messaging
- Artesia General Hospital – HIE Portal Access
- Holy Cross Hospital – HIE Portal Access
- Legacy Home Health – Direct Secure Messaging
- United Healthcare Medicare Advantage – HIE Portal Access
- Western Sky Community Healthcare – HIE Portal Access

NMHIC Advisory Chair Starts Tomorrow!

New Chairperson:

Timothy Washburn, RN,
Sr. Director of Outreach Systems

Shaking Things Up In Healthcare!
Ask us about his personal story!
Connect With Us - We Invite You To Participate!

- The NMHIC Health Information Exchange team engages healthcare organizations in a number of ways:
  - On Site Visits/Needs Assessments
  - NMHIC HIE Demonstrations and Presentations (In person or via Zoom)
  - Individual or Group meetings with organization staff members
  - Strategic discussions with your Electronic Health Record Vendor
  - Monthly Webinars
  - Non-NMHIC Conferences/Speaking Engagements/Networking Events
  - NMHIC Annual Users’ Conference
  - Social Media: LinkedIn/Twitter
  - And More…

NMHIC Data Providers & Elements
New data providers matrix is available upon request

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