Welcome & 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

• **News & Information** – Thomas East, PhD, CEO/CIO; and Michelle Bowdich, Director of Outreach & Communications

• **Special Presentation:** *The Pennsylvania HIE’s Approach to Managing Access to Sensitive Conditions* – Kim A. Chaundy, Sr. Director of Health Information Exchange & Interoperability; Mary Honicker, Program Director of Keystone Health Information Exchange (KeyHIE); Geisinger Health System

• **User Tip: A Review of Consent** – April Salisbury, MBAHCM, Director of Education and Training

• **User Feedback**

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NMHIC News & Information

Thomas East, PhD

*CEO/CIO, LCF Research and NMHIC*
NMHIC News & Information

Michelle Bowdich
Director of Outreach and Communications

NMHIC News – New Participants

HEALTH PLANS/PAYERS

truehealth™

new mexico

Anthem
NMHIC HIE Participants

- 19 Hospitals Providing Data*
- 2 EDs Using Portal
- 23 Provider Groups
- NM Medicaid
- 3 Laboratories
- Commercial Payer Organizations
- 1 Home Health
- 1 Statewide Diagnostic Imaging Organization
- 1 Pharmacy
- 28 Hospitals and 9 Reference Laboratories send public health reporting
- NM Primary Care Assoc. Representing FQHCs

*Additional hospitals are signed up and/or in the queue

NMHIC welcomes additional stakeholders including: more home health, hospice, skilled nursing facilities, behavioral health, professional healthcare associations and ancillary service providers.

NMHIC HIE TEAM

[Images of team members]

[Text about team members and their roles]
NMHIC HIE TEAM

Gene Hie
Gene Hie, BBA, MA, Data Manager / Reporting Analyst, LCF Research / NMHC
Gene holds BBA and MA degrees from the University of New Mexico and has acquired nearly 20 years of experience as a database developer and reporting/business intelligence analyst. In addition to his efforts for NMHC’s HIE, Gene’s activities include development of systems for public health reporting as contracted with the New Mexico Department of Health. Prior to NMHC, Gene’s background includes positions in government, financial service and media companies in Santa Fe, New York City and Madrid, Spain.

Mark Butler
Mark Butler, IT Director
Mark Butler is the Director of Information Technology for NMH/COLOF Research. Mr. Butler has been in healthcare and healthcare IT management for over 30 years. He spent 21 years at a New Mexico regional reference laboratory with 15 of those years as IT Manager/Director. Mr. Butler joined NMH/COLOF Research in 2008 and brings a strong background in IT management, project management, and a strong focus in meeting the needs of the customer.

NMHIC HIE TEAM

April Saldivary
April Saldivary, MBA-HC, Director of Education and Training
Mrs. Saldivary joined the IT team in 2012 to assist with NMHIC HIE’s user acceptance testing, data validation, and end user support. With over 20 years of experience in the field of continuing professional education, she is responsible for training and education, including event management. Prior to joining LCF in 2001, Mrs. Saldivary coordinated in-house and external continuing education events at Lovelace Health Systems. She earned a BA degree in Organizational Psychology from the College of Santa Fe and an MBA in Health Care Management from the University of Phoenix.

Kelly Wilson
Kelly Wilson is the Information Security Manager for NMH/COLOF Research. Mr. Wilson has been in Healthcare IT for over 20 years with a prime focus on Information Security and HIPAA compliance. His expertise is in ensuring the Confidentiality, Integrity, and Availability of sensitive data utilizing his many years of technical systems administration, integration, data networking, operations, and management experience.
NMHIC’s vendor, Orion Health, a leading provider of interoperability, population health management and precision medicine solutions, recently announced that it will be represented in five speaking sessions at HIMSS18, the health IT industry’s leading annual conference. They will share their expertise on a variety of topics, including improving quality outcomes through health information technology, achieving shared savings for accountable care organizations (ACOs), interoperability and HIE.

Geisinger Health System
The Pennsylvania HIE’s Approach to Managing Access to Sensitive Conditions

Kim A. Chaundy
Senior Director of Health Information Exchange & Interoperability

Mary Honicker
Program Director of Keystone Health Information Exchange (KeyHIE)
KeyHIE Overview

- Background/About KeyHIE
- Services
- Discuss Authorization
  - Opt-In
  - Opt-Out
- Information Delivery Service
About KeyHIE

**KeyHIE** is a service that provides timely access to important patient data, when and where it is needed.

Uses include:
- Information retrieval for direct patient care (i.e. queries)
- Alerts to providers regarding patient events (e.g., hospital admissions & discharges)
- Data “push” directly into disparate EHRs
- Data aggregation and delivery for cross venue care (e.g., ACOs and bundled payments)
- Data aggregation for analytics (e.g., population health)
- Data aggregation for patients (HIE-connected patient portal)

KeyHIE Products & Services

- Connecting the care continuum
- Connecting patients
- Delivering reports and results
- Alerts and messages
- Nationwide Exchange
First, the Alternative to HIE...

10 provider organizations connected to 10 other provider organizations

The HIE...

10 provider organizations Connected to 10 other provider organizations
About KeyHIE

- Health Information Exchange
- Founded in 2005
  – One of the oldest HIEs in the US
- Serves approximately 5M patients, over 53 counties in PA

Mission: To nurture information sharing between providers with secure access to quality healthcare data, when and where it is needed

KeyHIE Value Proposition

KeyHIE Value = \( \frac{(Care + Experience)}{Cost} \)
110 Unique Healthcare Organizations

About KeyHIE

Regional Expansion Pipeline
Regional Expansion Pipeline

KeyHIE Update
December 2017

Certified HIO
Connected to P3N & Sequoia Project

5,542,105
unique patients with health records in Keyhie

3,314,804
New documents available in December

5,133
active KeyHIE users

31
organizations moved to an opt-out consent model

29,104
patients signed up for MyKeyCare
# KeyHIE Statistics – December 2017

## Patient information

<table>
<thead>
<tr>
<th>Qty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total unique patients</td>
</tr>
<tr>
<td>Total patient authorizations</td>
</tr>
<tr>
<td># documents accessed in current month</td>
</tr>
</tbody>
</table>

## Information available (December. 2017)

<table>
<thead>
<tr>
<th>Qty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Discharge Summaries</td>
</tr>
<tr>
<td>ED Summaries</td>
</tr>
<tr>
<td>History &amp; Physicals</td>
</tr>
<tr>
<td>Lab Results</td>
</tr>
<tr>
<td>Imaging reports</td>
</tr>
<tr>
<td>Continuity of Care Documents “CCD”</td>
</tr>
</tbody>
</table>

## Usage information

<table>
<thead>
<tr>
<th>Qty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total users</td>
</tr>
<tr>
<td># Active current month</td>
</tr>
</tbody>
</table>

Total Documents Viewed By Access Type

<table>
<thead>
<tr>
<th>Access Type</th>
<th>Oct-17</th>
<th>Nov-17</th>
<th>Dec-17</th>
</tr>
</thead>
<tbody>
<tr>
<td>via Phys. Portal</td>
<td>5,550</td>
<td>8,429</td>
<td>9,302</td>
</tr>
<tr>
<td>via EMR</td>
<td>86,724</td>
<td>86,724</td>
<td>86,724</td>
</tr>
</tbody>
</table>

2 million documents total
EHR Integration

Through 2017:

- Opt-in
  - No patient authorization, no access
  - Authorization required for each organization
  - Real-time authorization
  - Sensitive information available with completed authorization
- Opt-out
  - Access granted to patients’ information, unless patient opts out
  - Sensitive information not available without completed authorization
EnableCare Stats

<table>
<thead>
<tr>
<th></th>
<th>Total Volume</th>
<th>Initial Not Sensitive</th>
<th>Final Sensitive</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Oct</td>
<td>Nov</td>
<td>Dec</td>
</tr>
<tr>
<td>ADT</td>
<td>798,506</td>
<td>1,007,844</td>
<td>955,043</td>
</tr>
<tr>
<td>LAB</td>
<td>259,146</td>
<td>242,683</td>
<td>222,402</td>
</tr>
<tr>
<td>RAD</td>
<td>39,598</td>
<td>37,753</td>
<td>29,830</td>
</tr>
<tr>
<td>CDA</td>
<td>222,373</td>
<td>781,189</td>
<td>261,152</td>
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<tr>
<td>ORU</td>
<td>98,442</td>
<td>104,813</td>
<td>90,394</td>
</tr>
<tr>
<td>PDF</td>
<td>45,315</td>
<td>43,065</td>
<td>43,671</td>
</tr>
<tr>
<td></td>
<td>1,463,380</td>
<td>2,217,374</td>
<td>1,613,492</td>
</tr>
</tbody>
</table>

KeyHIE Services

- KeyHIE Provider Portal
  - Web-based or within your own EHR
  - Clinical document viewer, summary viewer, EHR publisher
- KeyHIE Notifications & Information Delivery Service (IDS)
  - Subscribe to receive notifications when a patient is admitted, transferred or discharged from a participating hospital
  - Subscribe to have patient results/documents pushed to your connected EHR
- KeyHIE Transform
  - LTPAC transition of care support
  - EMS support
- DIRECT Secure Messaging
  - Secure, web-based email
- MyKeyCare patient portal
- Additional services include:
  - Workflow customization, training, marketing materials
### KeyHIE Provider Portal

**Your providers can:**
- View clinical summaries/documents
  - EHR
  - Web portal
- Receive KeyHIE Notifications/IDS
  - Admission, ER, Discharge
  - Documents delivered
- Connect to PA Patient & Provider Network (P3N)
- Connect to eHealth Exchange (Sequoia)

**Documents Available:**
- Lab/test results
- H&Ps
- Consults
- Discharge & ED summaries
- Radiology reports
- EKG tracings
- Continuity of Care Documents (CCDs)
  - Allergies
  - Medications
  - Health problems
  - And many more...

### Notifications & Information Delivery

- Real-time notification is electronically transmitted to your KeyHIE provider portal account
- Notifies you when a patient under your care is:
  - Admitted or discharged from the ER
  - Admitted or discharged as an inpatient
- Can receive combination of notifications
  - Example: only notified when patients are admitted to ER
- Subscribe to have patient results/documents delivered to your connected EHR or to DIRECT
KeyHIE Information Delivery Service

- Intelligent “push” technology for real-time delivery of community-wide alerts, notifications and information to enable proactive intervention
- End users (healthcare providers/facilities) have the ability to subscribe to important alerts, notifications and documents on their patients
- Implements alerts, notifications and document routing via a rules-driven publish and subscribe pattern
- Subscriptions can be managed, as needed
KeyHIE IDS Subscription Types

Types of subscriptions available:
- Inpatient admission notification
- Inpatient discharge notification
- Emergency admission notification
- Emergency discharge notification
- Lab results delivery, including site-specific results
- Radiology reports
- Discharge summaries
- Consult notes
- ED summaries
- CCDA

IDS is designed in a configurable way to allow for new subscription types/rules to be implemented quickly and easily

KeyHIE Stats

Total Documents Viewed By Access Type

Oct-17: 81,720
Nov-17: 88,529
Dec-17: 81,097

via Phys. Portal
via EMR

Copyright 2017 Keystone Health Information Exchange
Documents Viewed vs Documents Delivered

Documents Viewed
- October: 85,885
- November: 197,217
- December: 236,430

Documents sent by IDS
- October: 96,957
- November: 90,399
- December: 259,167

TOTAL DOCUMENTS VIEWED BY ACCESS TYPE

Combination of effort:

- via IDS
- via EMR
- via Phys. Portal
September’s IDS Totals for 1 Participant

<table>
<thead>
<tr>
<th>Type</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cardiology</td>
<td>596</td>
</tr>
<tr>
<td>Consult Note</td>
<td>2,623</td>
</tr>
<tr>
<td>Discharge Summary</td>
<td>1,032</td>
</tr>
<tr>
<td>ED Sum.</td>
<td>5,163</td>
</tr>
<tr>
<td>EKG Study</td>
<td>1,857</td>
</tr>
<tr>
<td>History &amp; Physical</td>
<td>1,663</td>
</tr>
<tr>
<td>Imaging</td>
<td>8,906</td>
</tr>
<tr>
<td>Lab</td>
<td>19,735</td>
</tr>
<tr>
<td>Outpatient Note</td>
<td>301</td>
</tr>
<tr>
<td>Pathology</td>
<td>1,554</td>
</tr>
<tr>
<td>Surgical Operation Note</td>
<td>1,137</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>44,567</strong></td>
</tr>
</tbody>
</table>

Without IDS:
Estimated time spent = ~ 1 minute per document type
Equals 743 man-hours or 93 man-days

Equals ~ $133,740 savings per year @ $15 per hour

Yearly subscription fee = $23,040.00
ROI: $110,700 yearly

KeyHIE Transform

KeyHIE Transform is a nationally available, web-based service that allows nursing homes, home health agencies & EMS to participate in an HIE

- Register and pay online
- Download and configure
- Submit MDS, OASIS or HIS files
- Submit Patient Care Reports (PCRs)
- Submit CCDs into an HIE without traditional point-to-point integration
- Transform into HL7 CCD and ADT registration message
- Return CCD and registration message to customer
- Publish CCD and registration message to KeyHIE
- Customer tools and support available
DIRECT Secure Messaging

- Secure, encrypted web-based communication (secure email)
  - Certified Health Information Service Provider (HISP)
  - Available as a standalone service (KeyHIE Direct) or embedded into EHR

- DIRECT Result/Document Delivery
  - Key patient information delivered via DIRECT
    - Example: Lab results delivery

- Benefits for your organization
  - Receive patient transfer information (and other vital information) electronically
  - Save valuable time spent on faxing and making phone calls
  - Make it easier for your business partners to do business with you

MyKeyCare

Secure, online patient portal

- View medical documents from multiple KeyHIE-participating facilities
- Download medical documents
- Message your healthcare team
- Request an appointment or prescription renewal

- View educational material
- Share access with a trusted loved one
- Track personal health information
  - Patient-entered/uploaded data
- Coming soon: MyKeyCare app
Patient Value

- Patient’s health care providers are part of KeyHIE and have immediate access to prior health records.
- Patient has a MyKeyCare account and accesses it frequently which gives real-time access for consistency of treatment.
  - Example: Patient was out of state and broke her leg. Health records were accessed and available immediately to review prior location of break to assess and diagnose care plan to get her home safely to follow up with current in-state provider.
Onboarding

• Each site will be required to:
  – Complete the training needs assessment
  – Complete the KeyHIE account request form for staff access
  – Schedule end-user training

HIE User Tip: A Review of Consent

April Salisbury
Director of Education & Training
New Mexico is an Opt-Out State: Data can flow into the HIE without patient consent. However, patients control which organizations can access the record.

**Why we need patient consent to view records**

- Beyond HIPAA, there are specially protected conditions under New Mexico law:
  - Behavioral Health Treatment
  - Genetic Information
  - Human Immunodeficiency Virus (HIV)
  - Sexually Transmitted Diseases
- In addition, 42 CFR Part 2 protects information about Alcohol & Drug Treatment in federally-assisted substance abuse treatment programs.

*Giving consent to access your complete record does not mean that you are saying that you have any of these conditions.*
**Patient Consent (Statues)**

Gives Consent
- Full access to all information by that organization.

Does Not Give Consent
- Consent Not Granted
- Decision Not Made, or
- Consent Has Been Withdrawn
- Information is in NMHIC HIE, but no access is permitted unless “Break the Seal” conditions exist. Break the Seal is available for limited time and is audited.

Opts Out
- No access to any information by anyone, even in an emergency.
- A search will return “Patient not found”
- Overrides any previous consents given.

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**Does your consent process comply?**

Whether you use the HIE, fax, or paper documents to redisclose information, even for treatment, your consent forms should cover these sensitive conditions, which may be discoverable by viewing a medications list, reading a dictated note, or otherwise deducing that a condition exists from the context of the record.
User Feedback:

• Did you attend the 2017 Users’ Conference?
• If so, why? If not, why not?
• What would you like to see in our 2018 conference?
• Who do you want to work with to improve interoperability?
• Are you interested in participating in workgroups?

Next month’s webinar

Orion Health: Getting your feedback on Current and Future Capability
February 20, 2018
Next Time

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

• Next date: 02/20/18 11:30-12:30 pm