Highlighting NMHIC HIE Use Cases

HIE Users’ Webinar
September 18, 2018

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, LCF Research and NMHIC and **Michelle Bowdich,** Director of Outreach & Communications

• **Guest Panel:** Highlighting NMHIC HIE Use Cases

• **User Tip:** **April Salisbury,** Director of Education and Training

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**NMHIC News and Information**

Thomas East, PhD  
*Chief Executive Officer / Chief Information Officer*
2018 NMHIC HIE Users’ Conference

Plan to join us on Nov. 9th in either of two locations:

• CHRISTUS St. Vincent Medical Center (Santa Fe)
• Memorial Medical Center (Las Cruces)

• Why Attend?
  Advance the cause of HIE in New Mexico!

NMHIC News and Information

Orion Health Executive Site Visit

UPDATE
NEW PARTICIPANT
One of the first Community Health Systems (CHS) Hospitals to Sign with NMHIC - will be sharing data into the NMHIC HIE Portal

NEW INTERFACES IN TESTING
• Cibola General Hospital – ADT
• Memorial Medical Center – Notes
• Holy Cross Hospital – Notes
• CHRISTUS St. Vincent Regional Medical Center – ADT, Lab, and RAD
  (Replacement interfaces; CSV’s new Epic EHR went live this weekend.)
NMHIC Outreach and Communications Update
Michelle Bowdich
Director of Outreach and Communications

NEW PARTICIPANT
ALBUQUERQUE FIRE DEPARTMENT
ALBUQUERQUE FIRE RESCUE
NEW PARTICIPANTS

ARMADA

Physical Therapy
Skilled Homecare
Hospice Care

NEW PARTICIPANT – Edward Poon, M.D.
NMHIC HIE Participants

- 20 Hospitals Providing Data*
- 4 EDs Using Portal
- >21 Provider Groups
- NM Medicaid
- 3 Laboratories
- Commercial Payers
- 1 EMS
- 4 Home Health and/or Hospice
- 3 Diagnostic Imaging Organizations
- 35 Hospitals and 9 Reference Laboratories send public health reporting
- NM Primary Care Assoc. representing FQHCs
- 18 DSM participants + CORHIO

* Additional hospitals are signed up and in the queue

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

Highlighting NMHIC HIE Use Cases

- Mapping Patient Care Histories for the Homeless
- Preparing for Office Visits
- Authorizing Hospital Admissions/Discharges
- Informing Emergency Medicine
- Poisoning Interventions
- Closing Practice Gaps and Documenting HEDIS measures
- Managing Referrals
- Notifying Care Teams About Patient Hospital Visits
New Mexico Coalition to End Homelessness

Teddi Rivera (April will present)
SOAR Specialist/Advocate, ABQ Heading Home

"HIE has been SO helpful in my work! Quite often, clients who are experiencing homelessness are unable to recall which providers they have seen. Part of the SOAR process is gathering client medical records before applying for their Social Security Disability benefits; thereby submitting a complete packet in hopes of expediting a decision. After signing the consent form, I use the HIE and request records from the listed providers. It has saved me time and energy! Thank you!"
DaVita Medical Group

Rachel Theobald-Madrid MSN, RN
RN Utilization Manager

• Inpatient Admission
  – Admissions
  – Discharges
• Research for CM/DM Team
  or Outpatient Team
  – ER Visits
  – Radiology
  – Labs
**Worklists**

- Worklists allow users to quickly access and manage patients
- Six worklists available – user may rename
  - **Red, Blue, Yellow, Green, Orange, Purple**
  - Edit columns that appear on worklist
- A user may wish to rename a worklist to follow a specific group of patients, e.g.:
  - Follow-up
  - Patients with Diabetes
  - Waiting for Results

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**Worklists**

- A user may choose to display one worklist on his/her Home page by going to Common>My Details and selecting one worklist in the Clinician Homepage section
Worklists

- 100 patients per worklist
- Add one at a time or in a group
- Add from Patient Search
- Add from Context Bar
- User specific

University of New Mexico Hospitals

James Cotton, MD, Resident Physician
Dept. of Emergency Medicine, UNM SOM
University of New Mexico Hospitals

• UNM Emergency Medicine Resident, PGY-3.
• Obtain collateral on patients that cannot provide a good history (AMS, intubated, etc.).
• Imaging/ labs from OSH to help prevent re-testing
  – Cardiology inpatient rotation with concern of HFrEF.
    • ECHO results found on NMHIC and expedited management
• Information from some major hospitals (Presbyterian/VA) missing.
• Allow patient access to portal and to make updates (DNR/DNI status, medications from OSH, allergies, PMH).
• Simplify consent process.

Dusadee Sarangarm, MD, FACEP
Associate Chief Medical Information Officer, UNMH
Associate Professor, Department of Emergency Medicine, UNM School of Medicine
University of New Mexico Hospitals

- Review prior labs and imaging at outside hospitals.
- Would be helpful if patients could consent online for use by any institution rather than having to do so on paper at each institution.
- Would like to have functionality that allows patients to enter information (such as past medical history, medications, home blood pressures, etc.).

Sylvia G. Alden, MD
Physician, Dept. of Emergency Medicine, UNM SOM
University of New Mexico Hospitals

Sylvia G. Alden, MD  (April will present)

• Dr. Alden uses it for trending labs done at different facilities.
• “I don't see a lot of notes, or they are at least not usually uploaded when I log in, but labs often are and can let me know if that creatinine is new or if they are always that anemic.”
• “I trended an H/H and ESR/CRP on a lupus patient across hospital systems the other week.”

Anthem Blue Cross and Blue Shield

Jill Olnhausen  (April will present)

• As a Practice Consultant, Jill works with HEDIS measures and uses the NMHIC HIE to help close practice gaps.
• Jill shared that she used the HIE ‘during HEDIS season’ to find last-minute data that helped their rates.
• One thing she’d like to have easy access to in the portal is B.M.I.
New Mexico Poison and Drug Information Center

Kyndall Monroe *(April will present)*
Certified Specialist in Poison Information

New Mexico Poison and Drug Information Center

- Use the HIE clinical portal to look up labs quickly.
- Critical patient sent to a hospital, and the history in the HIE helped them determine where the patient was admitted.
- Also helpful in Psychiatric discharges.
- Would like a solution for getting lab results into their *Toxicol* software (cut and paste now).
- Would like to have more hospitals contributing notes.
First Choice Community Health

• I am responsible for a wide variety of activities, including: review and monitoring of FCCH site operations for eight clinics and one school based clinic; application of performance improvement techniques, problem-solving specific issues, special projects and referral management of 60,000+ referrals.
• FCCH currently uses NMHIC for referral management to securely submit patient referrals to specialty clinics.

EXAMPLE OF A SECURE REFERRAL
In this example the referral, demographics, 90 days of labs, Transition of Care and most recent progress notes are all attached for this patient. The body of the message we can also include when the patient prefers to be contacted as well or any other pertinent information needed.
WHAT WORKS FOR US?
FROM FCCH REFERRAL STAFF

• I feel that having SDM has been very beneficial for me when I am sending the referrals. It helps when I get the return message that my information was received by the other clinic and I don’t have to call.
• The Secure Messaging makes me feel confident in sending referrals. I know that without a doubt my referrals will be received by clinic. I do not have to set time aside and confirm referrals sent through a secure email. I can send them and f/u in 3 days to start my scheduling attempts. When a location has both a patient portal and a secure email I can work referral quickly and efficiently.
• I am able to send the referral and get a response within a few seconds that it was received, as opposed to waiting 48 hours to call the clinic and follow up to see if they received the referral through an e fax. It saves time and streamlines the referral process for our patients so they can be seen quickly.

Radiology Associates of New Mexico

Takisha Dotson *(April will present)*
Schedule Supervisor
Radiology Associates of New Mexico

• “NMHIC definitely cuts down on our use of the fax machine.”
• DIRECT standards don’t allow patient identifiers in the subject line, making it a bit problematic to find the right message quickly, so we have developed a workaround.
• Currently, we have someone retrieve the referral information from Communicate DSM, print it out, and then scan it directly into our EMR, so it’s available when the patient calls in.

HIE User Tip: Notifications
April Salisbury
Director of Education & Training
Notifications

• Some of our Managed Care Organizations and one Group are making use of daily hospital event reports generated by the HIE.
• If your organization provides data, or at least a patient roster with consent, you can be notified of: hospital admit/discharge, ED admit/discharge, reports and notes availability.

Creating Relationships with HL7

Patient’s name is always in messages  Care Manager’s names are never in messages

Doctor’s names are usually in messages, but may not be coded properly
Creating Relationships with HL7

Patient’s name is always in messages
Care Manager notifies healthcare team

System identifies Care Manager as having a relationship with patient

Subscribing to Notifications

Care Manager, or their designee, is given a role of “NotiDistrib”, i.e., the distributor of notifications

This user is the only shared account permitted, and the role’s permissions are limited to portal messaging and subscriptions

This user subscribes to the types of events and methods of delivery desired
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Miss a webinar?
https://www.nmhic.org/events

Hyperlinks to recordings are now available!

Next Time

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

Next date:
10/16/18, 11:30-12:30 pm