What did I miss?
New Mexico Health Information Collaborative (NMHIC)

Presents
The Third Annual Users’ Conference

Uniting New Mexico:
Health Information Interoperability in the Service of all New Mexicans
November 9, 2018

Join us at your choice of two locations:
Memorial Medical Center
2450 S. Telshor Blvd.
Las Cruces, New Mexico

CHRISTUS St. Vincent Regional Medical Center
455 St. Michael’s Drive
Santa Fe, New Mexico

HIE Users’ Webinar
December 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

- **Special Presentation:** NMHIC HIE Users’ Conference – What did I miss?
  - Thomas East, PhD, CEO/CIO, New Mexico Health Information Collaborative
  - Curt Schatz, MBA, FHIMSS, Chief Information Officer, UnitedHealthcare Community Plan of New Mexico
  - Timothy Washburn, RN, BSN, MBAHCM, Senior Director of Outreach Systems, Memorial Medical Center

- **News & Information:** – Thomas East, PhD, CEO/CIO and Michelle Bowdich, Director of Outreach & Communications, LCF Research and NMHIC

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

---

What did I miss?

New Mexico Health Information Collaborative (NMHIC)

Presents

The Third Annual Users’ Conference

**Uniting New Mexico: Health Information Interoperability in the Service of all New Mexicans**

November 9, 2018

April Salisbury, MBAHCM, Director of Education & Training
Conference Highlights

>100 participants: 60+ in SF, 40+ in LC from:
Advocacy for Home and Hospice
Care Services
Albuquerque Center for Rheumatology
Albuquerque Urology Associates
Aligned Risk Management
CAASN
Care IT, Inc.
CHRISTUS St. Vincent Regional Medical Center
Dona Ana County-HHS
El Paso, Texas
Genesis Healthcare
Genesis Rio Rancho
Gerald Champion RMC
HealthInsight New Mexico
HME Specialists
Holy Cross Hospital
IHS
Infectious Disease Epi Bureau
New Mexico Department of Health
Las Cruces Physician Practices
LCF Research / NMHIC
Lovelace Respiratory Research Institute
LucidAct Health, Inc.
Memorial Bone & Joint
Memorial Family Healthcare Ctr, Memorial Internal Medicine
Memorial Medical Center
Miners’ Colfax Medical Center
Molina Healthcare
New Mexico Department of Health
New Mexico Hospital Association
New Mexico Human Services Department
New Mexico Rural Hospital
Network
New Mexico State University
NMHIMA
Northern Navajo Medical Center
OnPointe Health
Orion Health
Perinatal Associates of New Mexico
PHIX (El Paso HIE)
Presbyterian Healthcare Services
Renal Medicine
Skies Healthcare and Rehabilitation Center
Taos PHO / Zia ACO
The Village At Northrise-Desert Willows (Genesis)
UnitedHealthcare
University of New Mexico
University of New Mexico, Project ECHO
UNM Health Sciences Center
UNM Health Systems
UNM Hospital
Western Sky Community Care
Zia Healthcare

“Although challenging, the multi-site approach, Las Cruces & Santa Fe, enhanced participation statewide.”
In-kind support from CSV & MMC

7.25 AMA PRA Category 1 Credits™ from HealthInsight (est. 33 may want to take advantage of credit, 9 have as of yesterday)
NMHIC 3rd Annual HIE Users’ Conference

Some last-minute changes:
- National Update on HIEs (Keynote) – Elaine Fontaine, COO, substituted for Laura Adams who was ill
- Centennial Care 2.0 – Everet Apodaca, substituted for Kathy Slater-Huff, HSD MAD

"I suppose you're wondering why I've called you all here."

Keynote - From Interoperability to Indispensability: The Need and Opportunity for HIEs
Update on the New Mexico Health Information Collaborative
CMS Efforts to Promote Interoperability
Highlights from the Joint Fall Conference (NM HiMSS, ACHE, HFMA)
Centennial Care 2.0
NMHIC as an Essential Tool to Enable High Quality and Low Cost Patient and Community-centric Care
The MMIS Replacement Project
Gaps and Plans - Discussion Session
Follow up

- The evaluation summary is complete, with numeric scores and written comments.
- The Gaps & Plans discussion portion of the conference is transcribed for mining ideas.
- The video is being reviewed, and may be edited to enable us to post some lectures.
- Handouts are available in the events section of our website.
- Begin planning for next year.

Commentary

- **Thomas East, PhD, CEO/CIO, NMHIC**
- **Curt Schatz, MBA, F HIMSS,**
  Chief Information Officer, UnitedHealthcare Community Plan of New Mexico
- **Timothy Washburn, RN, BSN, MBAHCM,**
  Senior Director of Outreach Systems, Memorial Medical Center
Commentary

• What does the Advisory Committee hope to accomplish with the annual conference?

Commentary

• Who attends these events?
Commentary

• How were the formal presentations?

| Keynote - From Interoperability to Indispensability: The Need and Opportunity for HIEs |
| Update on the New Mexico Health Information Collaborative |
| CMS Efforts to Promote Interoperability |
| Highlights from the Joint Fall Conference (NM HiMSS, ACHE, HFMA) |
| Centennial Care 2.0 |
| NMHIC as an Essential Tool to Enable High Quality and Low Cost Patient and Community-centric Care |
| The MMIS Replacement Project |

Commentary

• What were some of the more interesting things that came out of discussions with the audience?

Color Key for “Gaps and Plans” Discussion Cards:
- HIE Use Cases to Support (Blue)
- Essential Data & Participants (Pink)
- Technology & Functionality (Yellow)
- Funding Ideas & What participants are willing to pay for (Green)
- Legislation / Compliance / Consent (Purple)

White 5x7” index cards are used to ask questions of the speakers.

Please write legibly, so our moderator can read your comments. Feel free to come to the microphone to clarify your ideas during the discussion, so that everyone may hear you.
Commentary

• Would you do a two-location, live event again?

Commentary

• What were the best outcomes of the conference?
**Commentary**

- What do you hope people will do in New Mexico with the information presented at the conference?

**Commentary**

- Webinar Participants, if you attended the event, what feedback would you add to this discussion?
Through our continuous effort to provide the most secure and scalable Population Health Management platform on the market, we are pleased to announce that we have again been accepted as an EHNAC HISP P&S accredited organization through the DirectTrust Accreditation Program for Health Information Service Providers (HISPs). DirectTrust is a healthcare industry alliance created by and for participants in the Direct exchange network used for secure, interoperable messaging of personal health information (PHI) between provider organizations, and between provider and patients, for clinical purposes.

Our solution offerings were audited against a series of technical, physical, and operational criteria and found to be fully in compliance with the Direct Project standards and the requirements of the DirectTrust Security and Trust framework. With this certified security framework, our solutions meet key industry regulations and requirements for protecting and securing sensitive healthcare information.”
NMHIC – NEW INTERFACES

Artesia General Hospital

ARTESIA, NM: ADMIT, DISCHARGE & TRANSFER (ADT), LABORATORY, PATHOLOGY, and RADIOLOGY FEEDS: NOW LIVE IN NMHIC HIE PORTAL

Hospital interested in onboarding users

NMHIC – NEW INTERFACES

Carlsbad Medical Center

NEW PARTICIPANT: CARLSBAD, NM (Community Health Systems): ADMIT, DISCHARGE and TRANSFER (ADT) Now Live In NMHIC HIE Portal
NMHIC – NEW INTERFACES

NEW PARTICIPANT: LAS CRUCES, NM (Community Health Systems): ADMIT, DISCHARGE and TRANSFER (ADT) Now Live in NMHIC HIE Portal

DoD Bidirectional Health Exchange

CCD/CCDA exchange
- Appointments (56446-8)
- Admissions (21869-3)
- Allergies (52472-8)
- Medications (10160-0)
- Immunizations (39235-7)
- Problems (11450-4)
- Procedures/Surgeries (47519-4)
- Vitals (8716-3)
- Diagnostics & Lab Results (26439-0 11502-2, 18725-2)
- Insurance provider/payer (48768-6)
- Demographics (45970-1)
- Encounters (46240-8)

- Active Duty, their family members, and Retirees are automatically opted-in.
- Active Duty cannot opt out- others can

Coming to NMHIC in next 60-90 days
DoD Bidirectional Health Exchange

Notes (C62)
• Consult notes
• Discharge summaries
• History and physical reports
• Procedure notes
• Progress notes
• Radiology reports
• Pathology reports
• Surgery/Op reports

• Active Duty, their family members, and Retirees are automatically opted-in.
• Active Duty cannot opt out- others can

Coming to NMHIC in next 60-90 days

New DOH Contract for Public Health and Opioid Crisis

• Provide Advanced Analytics Training To support analysis, visualization and interpretation of opioid and drug related data.
• Identify and create report of ED visits linked to Opioid and Drug related visits.
• Provide data to be used in probabilistic modeling to identify at risk persons for opioid or drug related visits or self harm.
NMHIC Outreach and Communications Update

Michelle Bowdich
Director of Outreach and Communications

NMHIC Outreach and Communications

BlueCross BlueShield of New Mexico

Centennial Care 2.0
Managed Care Organizations
Working On New NMHIC HIE 2019 Agreements

PRESBYTERIAN HEALTH PLAN

western sky community care.
NMHIC Outreach and Communications

NEW DSM PARTICIPANT
PARADIGM
PHYSICAL THERAPY & WELLNESS

NMHIC Outreach and Communications

NEW HIE PARTICIPANT- Heading Home

Help End Homelessness

It's like starting a whole new life again.
NMHIC Participant Status

- NM Medicaid /MCOs
- Commercial Payers
- 33 Hospitals (26 Providing Data)
- 4 EDs Using Portal
- >25 Provider Groups
- 3 Laboratories

- 1 EMS
- 3 Diagnostic Imaging Organizations
- 5 Home Health and/or Hospice
- NM Primary Care Assoc. representing FQHCs
- 23 DSM participants
- Public Health/Public Health Reporting

* NMHIC welcomes additional stakeholders

NMHIC Marketing & Communications

RADIO INTERVIEW
K-SUAVE RADIO
Dr. Arturo Gonzales
CASE STUDY

NMHIC Collaboration with Orion Health & Community Partners

NMHIC Marketing & Communications

Today is Giving Tuesday, an opportunity to support worthwhile non-profits working to improve our communities.

#GIVING TUESDAY
The New Mexico Health Information Collaborative (NMHIC) provides the statewide health information exchange (HIE).

NMHIC, your statewide HIE, helps to save lives!

You may be painfully aware of how lack of health information can be, making it difficult for your physicians to get all the information they need when they need it.

NMHIC HE is an Important service for healthcare providers and others, such as the New Mexico Poison and Drug Information Center.
HIE User Tip
April Salisbury
Director of Education & Training

Managing Direct External Notifications

- Many e-mail systems allow you to set up “Rules” for managing incoming messages
- Create a folder for storage
- Create a rule according to sender or subject, and what you want to see or hear when a matching message comes through
Upcoming webinars

TBA
January 15, 2019

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:
01/15/19, 11:30-12:30 pm