Health Information Exchange (HIE) Pilot Project Update

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Agenda

• Definition of HIE
• Pilot HIE Project
• Pilot Initiatives
• Activities to date
• Lessons learned
Health Information Exchange (HIE)

Sharing of health care information electronically across organizations within a region, community or hospital system.

The goal of an HIE is to improve access to and quality of health care.
Pilot HIE Project
Pilot HIE Project Participants

• Blue Cross Blue Shield of Montana (BCBSMT)
• Billings Clinic
• RiverStone Health
• St. Vincent Healthcare
Pilot Project Objectives

- Improve patient care in community by ensuring all patients have their complete record available when they seek care.
- Enhance the Billings Alliance’s community-based healthcare services coordination.
- Establish basic information sharing capabilities built around a well-defined scope of clinical and quality improvement data use cases.
- Create a governance structure to guide pilot project.
- Bring healthcare organizations together to utilize health information in meaningful ways to improve community care.
- Found an initial governance team for a future statewide Health Information Organization (HIO).
- Model an organizational, technological and sustainability framework for a Montana HIO.
- Lead state stakeholders in Montana HIO development process.
Pilot Project Principles

- All pilot project participants are equal
- Pilot project governance decisions require unanimous consensus
- No one organization will assume “ownership” of the pilot project
- All pilot organizations will invest necessary resources to achieve project objectives

Building a public highway, not a private driveway
Pilot Project Approach

- BCBSMT will provide project management support
- Governance Team kicked off the project, establishing scope and finalizing objectives
- Workgroups meet to accomplish defined objectives
- Governance team touch base monthly to review, amend or approve workgroup recommendations
- BCBSMT project team provides status updates for all workgroups
Scope of Pilot

• Alliance members agreed on following pilot initiatives:
  – Provider Portal – Complete medical record available at the point of care
  – Super Utilizer - High utilizers of Healthcare in Billings Community
  – 5 Patient Centered Medical Home (PCMH) measures across all organizations
Pilot Workgroups

- Executive Team
- Clinical Workgroup
- Quality Improvement Workgroup
- Technology Workgroup
- Privacy and Security Workgroup
- Business and Financial Workgroup
- Project Management Workgroup
Pilot Initiatives Projects

- Provider Portal
- Super Utilizer
- Patient Centered Medical Home (PCMH) measures across all organizations
Provider Portal

– Web facing access to cross-community data that has been contributed by participating members and stored in the data warehouse for point of care treatment purposes accessible by relevant clinical providers
Provider Portal

- Patient Matching review – validation underway
- Clinical Data review – validation underway
Super Utilizers
Criteria

Within a 6 month time frame, Patients with:

- 2 or more Inpatient Admissions
- 2 or more Observation Room stays
- 3 or more ED visits
- 6 or more Urgent Care visits

Data Analytics:
Data collection will start from 1/1/14 to current (calendar year)

- First Name
- Last Name
- Gender
- Age
- Zip Code
- Ethnicity
- Primary Provider

Utilization Data:
All visits and sort by date of service in ascending order

- Date of Service
- POS
- Type of Service
- Diagnosis
- Charge
- Service provider
- Psych/social notes
- Medication (if available)
- Referral notes
- Payer
- Medicare #
Super Utilizer

• In validation by participants
Quality Measures

- PCMH Measures across all organizations
  - Controlling high blood pressure
  - Rate of fully immunized 3 year old children
  - Screening for clinical depression- specification review underway
  - Tobacco use - July
  - Diabetes - July
Activities to Date

• Legal - Contracts and Agreements have been completed
• Governance – established common set of behaviors, policies and standards to enable trusted exchange among participants
• Policies and Procedures - Developed and established across all participating organizations
• Data Restrictions defined
• 12M messages sent
• 2 Years backload complete
• Live feeds established and passing data
• BCBS to have 1st round of claims data sent by Feb 20 (Live feed) and to be followed by 4 year backload by March 20.
Legal

• Attorneys for Billings Clinic and St. Vincent participated in contract process.
  – Subscription Agreement (between each individual site and Verinovum (software vendor))
  – Participation Agreement (between Billings Clinic, RiverStone Health and St. Vincent Healthcare)
  – Data Participation Agreement (between BCBSMT and all participants)

Contracts refer to policies and procedures that all must adhere to.
Policies and Procedures

• Notice of Privacy Policy (NOPP)
• Procedure to Opt Out
• Who can print or distribute data
• Patient Rights and Preferences
  – Patient Preferences
  – Patient HIPAA Request for Restrictions
  – Privacy Complaints and Concerns
  – Accounting of Disclosures
  – Amendment of Data
• Data Privacy Safeguards
  – Minimum Necessary Access
  – Use and Disclosure of Protected Health Information (PHI)
  – Audit Reporting
  – User Access to Systems Containing Protected Health Information (PHI)
• Data Security Safeguards
  – HIE Systems Protection of Data Confidentiality
  – HIE Systems Protection of Data Integrity
  – HIE systems Protection of Data Availability
• Security Incidents and Response
  – Breach Response
  – Privacy Incidents or Security Incidents
Data Being Contributed

• Data types included:
  – Admissions, discharges, transfers
  – Demographic data
  – Administrative data (payer, etc.)
  – Medications prescribed/dispensed
  – Lab test results
  – Vital signs
  – Allergies
  – Procedures
  – Providers
  – Social history
  – Family history
  – Problems
  – Plan of Care

• Clinical Documents
  – Discharge summaries
  – H&P’s
  – Operative notes
  – Consultation notes
  – Progress notes
  – Nursing notes (suitable for transitions of care)
  – Diagnostic testing reports (colonoscopy bronchoscopy, etc.)
  – Other as available
Patient Data Restrictions

• Notes and transcription for:
  – Behavioral Health
  – Inpatient Psych
  – Facial Plastics

• Legally Secured Charts

• Confidential Patients

• Restricted Patients

• High Risk Patient Charts

• Sexual Assault Nurse Exame (SANE) patients

• Affiliations
  – Lab Reference Clients
  – Occupational Health
Current State

• Validation continues.
• Issues resolution underway:
  – 11 Critical Items: 8 assigned to participants, 3 to Verinovum
  – 12 High items: 11 assigned to participants, 1 to Verinovum

• Go-live tentatively scheduled for 5/1/2018 pending resolution of issues.
Lessons Learned

• Legal efforts took far longer than expected.
• Backload extractions - took months to extract data off legacy systems.
• Patient matching – complex across three participants.
• Review of patient data – arduous.
• Variability in data formats allowed - slowing down mappings and validation.
• Verinovum growing with us.
  – Super Utilizer - custom development for Montana Pilot
  – PCMH Measures - custom development for Montana Pilot
Positives

• Competitors to each other are coming together to share data to improve the care in the Billings Community.
• Technology platform is being proven.
• We are demonstrating that an Health Information Exchange (HIE) in Montana can be accomplished – Proof of Concept.
• Others organizations interested in sending their data rather than wait for State HIE to be stood up.
• Shift from concern of others viewing our data to finding additional use cases to leverage the combined shared data.
• Frequent discussions on “How the HIE can be leveraged to better the outcomes for patients both in cost of care and quality of care”.