

Provider Advisory Group

September Meeting

September 17, 2013



Agenda

Project Update

Mass HIway Phase 2 – Reactions to the near final design

Next Steps

Phase 1 – Transaction and deployment update (as of Aug 2013)

Deployment update:

<u>Total Organizations in Production:</u>	<u>28</u>
<u>Total Organizations Live</u>	<u>13</u>
<u>Total Organizations on the Hlway</u>	<u>41</u>

Major Clients slated for Sept/Oct Testing: 3

- Holyoke (MIIS)
- PVIX/Baystate
- Atrius, Reliant, and VNA Care Network (MIIS)

Vendors requesting to connect as a HISP 11

- Surescripts
- eCW
- EPIC
- Allscripts
- Aprima
- KeyHIE Transform
- eLINC
- ClaimTrak Systems
- eHana
- McKesson
- MEDfx Corporation

Transaction update:

Transactions exchanged in Aug:	97,058
Cumulative transactions to date:	1,446,634

Phase 2 overall timeline

Mass HIway Phase 2 high level project schedule

Activity	Target date
CMS approval of Phase 2 IAPD	Completed
Phase 2 contract (or change order) executed	Completed
Go-live - Public Health - Immunization Registry Node	Completed
Go-live - Public Health - Reportable Lab Results (ELR) Node	Completed
Testing - Public Health - Syndromic Surveillance Node	Completed
Testing - EOHHS – Children’s Behavioral Health (CBHI) Node	Completed
Phase 2 Requirements Gathering & Validation	Completed
Phase 2 Design Approach Preliminary Decision	Completed
Go-live - Opioid Treatment Program (OTP) Node	Sept 2013
Go-live- Cancer Registry Node	Dec 2013
Go-live- Lead Poisoning Prevention Node	March 2014
Go-live for Phase 2, Release 2 (EMPI, RLS, Consent, Provider Portal, Consumer Portal)	Oct 2013 – Mar 2014

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Mass HIway Phase 2 – Reactions to the near final design

Next Steps

Search, Query, Response Availability

Searching for and requesting records can be facilitated through the portal or integrated in user EHR via web services

- User chooses based on their own capabilities and preferences
- Data-holding entity evaluates request and decides how to respond
- Responses ALWAYS go back to user – could be transacted via the Hlway, but not available in portal

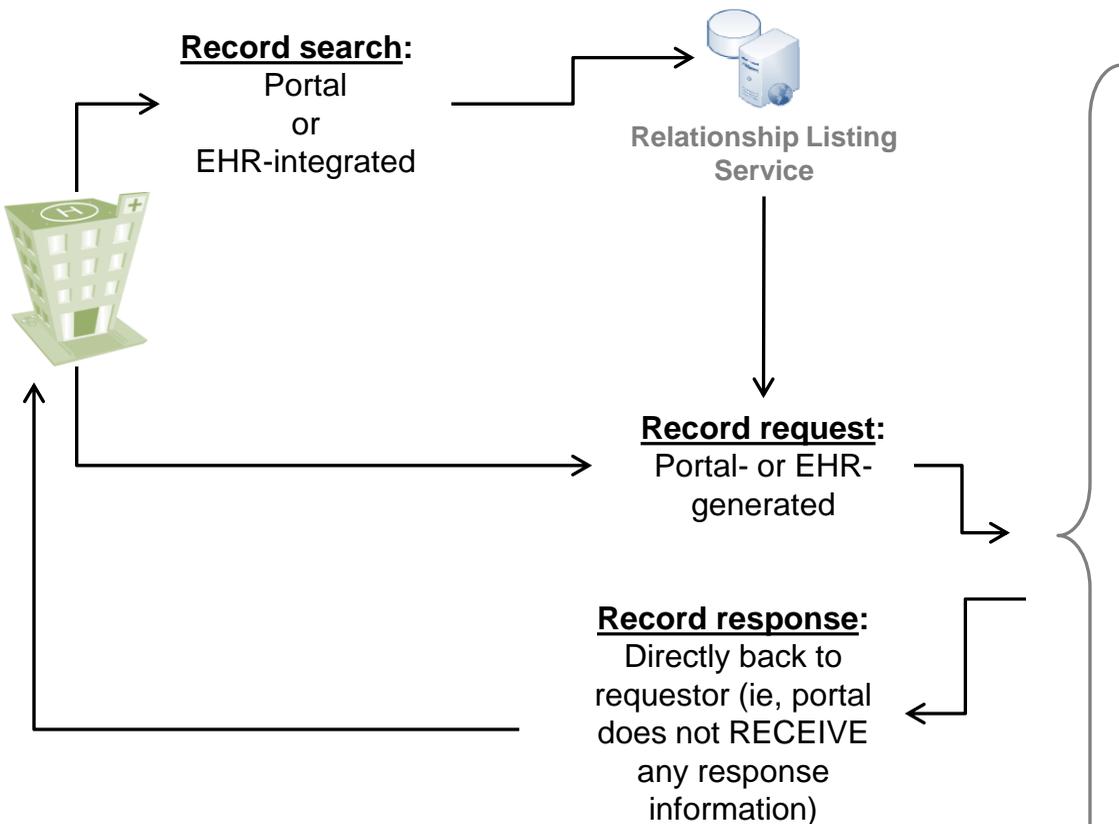
Expect that most users will leverage portal early on

Today we will describe the current design for the portal

- Login
- Landing Page
- Demographics Search & Search Results
- Patient Summary (RLS)
- Relationship Selection
- Cross Entity Viewer
- Medical Record Request Submission
- Medical Record Request Confirmation

RLS and Query-Retrieve Available Either Through Hlway Portal or Integrated in EHR

Data requestor



Four Query-Retrieve Methods

Manual retrieve



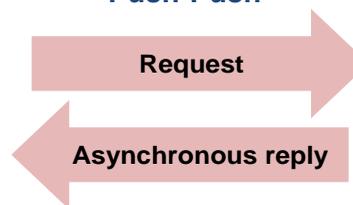
- Find record location via portal
- Retrieve records manually (phone, fax, etc)

Cross-entity viewing



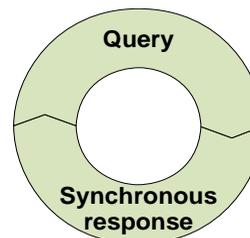
- View other EHR within own EHR or HIE Portal
- “SSO-like” access between participating systems

“Push-Push”



- Email-like manual process
- Does not require new standards – leverages Stage 2 MU

“Query-response”



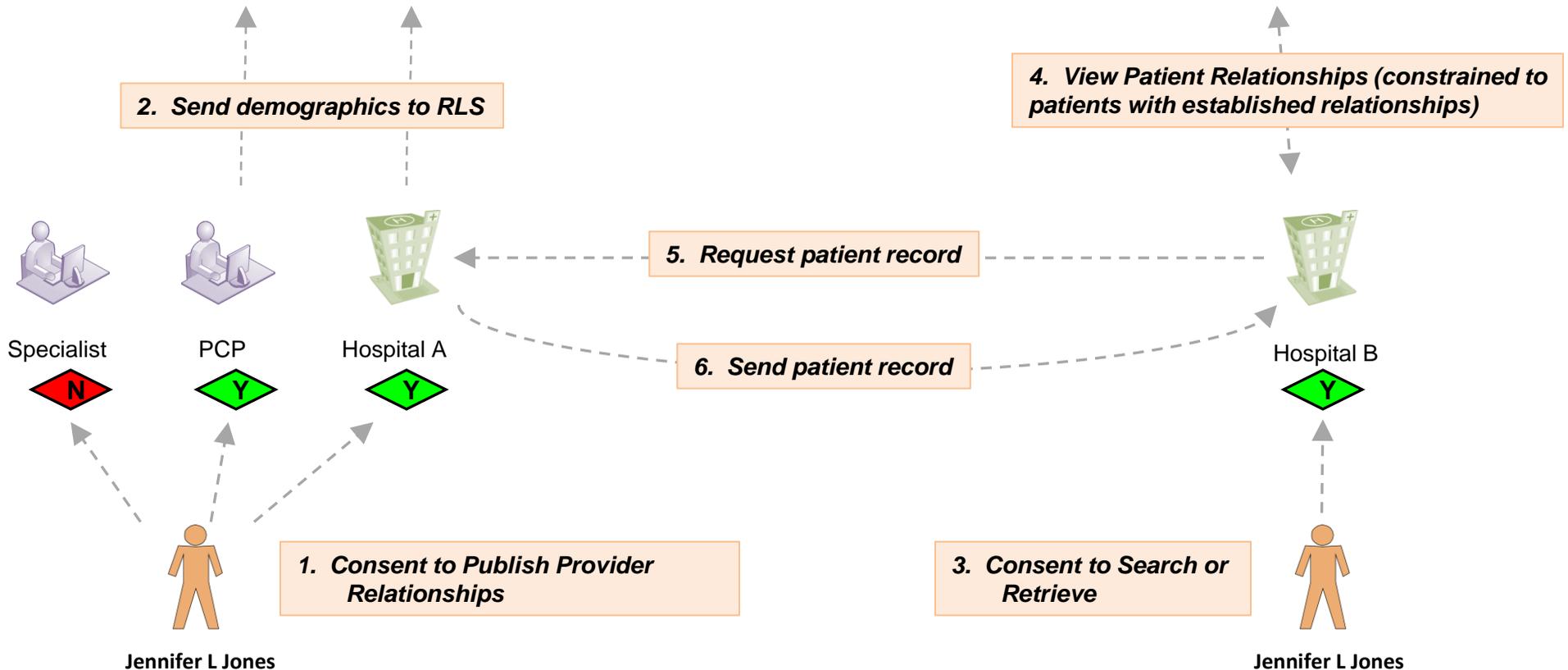
- Query with automated response
- Like electronic eligibility or RX history requests
- Requires new standards beyond Stage 2 MU

Overview of Hlway Query-Retrieve Use Patterns



Relationship Listing Service

<u>Patient name</u>	<u>Local name</u>	<u>Institution</u>	<u>MRN</u>	<u>Last visit date</u>	<u># visits</u>
Jones, Jennifer L	Jones, Jennifer	Hospital A	1234	Dec 3, 2012	3
Jones, Jennifer L	Jones, Jenny	PCP	5678	Jul 8, 2010	12



Login - Details

Features:

- Provider portal launched with web browser
- Access control based on user name and password
- Future features to include single sign-on and launch from within EHRs (pending vendor collaboration)

Controls:

- Access and user authentication processes as part of issuing Direct address
- Strong password requirements
- Standard lockout procedures

Data:

- User name
- Password

Comments:

- User name and password recovery features to be added

Login



Please enter your user ID and password

User ID

Password

Login

Mass Hlway Phase 2 DEMO

[Julie Khyber \(Clinician\)](#) | [William Cod \(ED Clinician\)](#) | [Kate Smith \(PCP\)](#) | [Blair Graham \(Medicaid\)](#) |
[Ryan Librarian \(Librarian\)](#) | [Sam Wheeler \(Solution\)](#) | [Admin](#)



Landing Page - Details

Features:

- “Real Estate” for introductions, explanations, warnings, etc...
- Launch of services:
 - Patient search (MPI/RLS)
 - Medical Record Request (MRR)
- Help

Controls:

- Access controlled

Data:

- User information
- Informational content

Comments:

- User credential independent of user Direct Address
- Federated approach possible on a case-by-case basis

Landing Page

Search for patient record location

The screenshot shows a web application interface. At the top left is the logo 'THE HIWAY'. To the right of the logo is a navigation menu with two main sections: 'PATIENTS' containing 'Demographics' and 'Search', and 'MEDICAL RECORD REQUEST' containing 'Medical Record Request'. A red arrow points from the text 'Search for patient record location' to the 'Search' link. Another red arrow points from the text 'Request medical record' to the 'Medical Record Request' link. The main content area is titled 'Clinician Home Page Welcome' and contains a 'Welcome to the Clinician Home Page' section with two paragraphs of text. At the top right, there is a user profile for 'Julie Khyber' with a 'Logout' button and a notification box stating 'You last logged in 01-Aug-2013 09:35'. Navigation links for 'Home', 'Feedback', and 'Help' are also present.

Request medical record

Demographics Search & Search Results - Details

Features:

- Search of Master Patient Index (MPI) using Patient Demographic information and/or
- Search of MPI using Medical Record Number (MRN) and Organization that issued MRN
- Patient matching using Initiate product
- Help

Controls:

- Return only matches that are “direct hits” - No “fishing” or wildcard searches allowed
- Returns matches only if patient-entity relationship established

Data:

- Patient Identifier (e.g., Org specific MRN)
- Identifier Type (aka organization)
- Patient name
- Patient gender
- Patient date of birth
- Patient address (and address type)
- Patient email
- Patient phone number

Comments:

- Awaiting policy decisions for minimum data required for returning patient name

Demographics Search & Search Results

THE HIWAY Home | Feedback | Help Julie Khyber ▾ Logout

◀ PATIENTS

Demographics Search

▶ MEDICAL RECORD REQUEST

Demographics Search

Identifier: Name:

Identifier Type: Date of Birth: ✓

Gender:

Name	Address	Date of Birth	Sex/Age
JONES, John	136 Laburnum Bay, Boston	28-Aug-1957	M / 55 years

Patient Summary (RLS) - Details

Features:

- Display of the organizations that have relationships with patient
- Context for relationship currency and relevance

Controls:

- Relationships only displayed for organizations that have submitted patient consented demographic information to Relationship Listing Service (RLS)
- Audit of RLS views recording user name, date, time

Data:

- Patient demographic information
- Organization
- Date last message received from each organization
- Number of encounters for each organization
- Informational content

Patient Summary (RLS)

THE HIWAY Home | Feedback | Help Julie Khyber Logout

JONES, John DOB 27-Aug-1957 (55y) SEX M

Patient Summary

RLS View Showing All Group By Category Sort By Date

Patient Summary

- Relationship List (29)
 - 10-Feb-2013 Partners (8)
 - 10-Feb-2013 Beth Israel Deaconess Medical Center (12)
 - 11-Dec-2012 Orion Health Hospital (3)
 - 13-May-2011 Mass General Hospital (6)

Dynamic Patient Summary Welcome

Welcome to the Dynamic Patient Summary

This portal page contains a summary of patient information extracted from various sources for a particular patient in the current context.

This page can be configured to display the windowlets of information that are of interest by using the Configure button at the bottom of the page. Please see the Concerto Administrator if you would like more windowlets to choose from.

Information that may be available through the windowlets could be lab orders, medications and possibly a list of current tasks required for the patient.

Relationship listing

Relationship Selection - Details

Features:

- Display of General Information
- Display of available query options with this entity:
 - “Cross Entity Viewer” (aka “Magic Button”)
 - Medical Record Retrieval
 - Call, fax, mail

Data:

- Organization
- Organization contact information

Comments:

Controls:

- Query option(s) enabled based on permitted query methods among data requestor and data holder (e.g., “Cross-Entity Viewer” available to BID data requestor where Atrius is data holder)

Relationship Selection

The screenshot shows a patient record for John Jones (DOB: 27-Aug-1957, SEX: M). The interface includes a top navigation bar with 'Home | Feedback | Help' and a user profile for 'Julie Khyber' with a 'Logout' button. The patient's name and demographic information are displayed at the top of the record. Below this, there are tabs for 'Patient Summary' and 'RLS View'. The 'RLS View' tab is active, showing a list of relationships. The selected relationship is '13-May-2011 Mass General Hospital (6)'. To the right of the relationship list, there is a detailed view for 'Mass General Hospital (2 years ago)'. This view includes the hospital's name, address (55 Fruit Street, Boston, MA 02114), and phone number (617-726-2000). There are also links for 'Cross Entity Viewer', 'Medical Record Request', and 'Close'. Two red arrows point to the 'Medical Record Request' link and the hospital's logo and name.

Electronic retrieval options available – source system decides based on own policies and data requestor – can vary options based on requestor

Record source basic information for reference and manual retrieval

Cross Entity Viewer - Details

Features:

- Enables launch of “Cross Entity Viewer” from RLS
- Improves current “magic button” functionality by narrowing list of possible data holders

Controls:

- Service provided only to data requestors and data holders that have legal agreements in place for cross-entity view
- Audit of Cross Entity Viewer launch recording user name, date, time

Data:

- Request includes patient demographic information, authorized entity name and certificate, and data requestor name
- No visibility into response; transaction tracking possible for responses sent back through HIway

Comments:

- Note: Follows design that is in place today for “Magic Button”

Cross Entity Viewer

JONES, John DOB [REDACTED]

Relationship List (29)

- 10-Feb-2013 Partners
- 10-Feb-2013 Beth Isr
- 11-Dec-2012 Orion H
- 13-May-2011 Mass G

Profile | Problems | Results | Reports | Notes | Medications | Orders | Sheets | Hem/Onc Clinic

Address: Street 50 ELM STREET, City: GROVE HALL, MA, US 02121

Phone: Home Phone: 617-555-1234, Work Phone: 617-555-1212

Demographics: Insurance: REGULAR HMO BLUE/NETWORK BLUE/CHOICE, Medicare: Blue MedicareRx - Option 1, Health Care Proxy: Santa Claus

Providers: Nurse: Escoto, Barbara G NP, Allergy: Sheikh, Javed MD, Cardiology: Clark, James, DUKASINS, MD, Rheumatology: Sheerina, Robert H, MD

Insurance PCP: CHALKIT MD

Pharmacy: CVS Pharmacy #8, Mum & Pop pharma, CVS Pharmacy #26

Alerts: Cancer: YSEMESA, Diabetes alerts, Cardiac alerts, Patient is anticoagulated, last updated on 11/19/2009

Reminders: Eas, Macrogolglyceryl, Cholesterol, Colostomy, Immuve, Oribalim, Immuve, Oribalim, Immuve, Oribalim

To Do List:

Entry	Due	By
hem onc self assessment 1...	3/24/2010	Dowling
hem onc self assess...	3/24/2010	Dowling
self assessment tool	3/24/2009	Dowling
call him for labs	12/12/2012	Theberge

Cross Entity Viewer | Medical Record Request | Close

on ID [19E0B846-C455-4694-AE78-5917C4D357C0]

mpus Information

Separate browser window – completely independent of Hlway Portal

Only available between participating entities who have determined agreements and parameters in advance

Medical Record Request - Details

Features:

- Enables query for medical record
- May be used in combination with RLS or independently

Controls:

- Policy control – Data requestor may only query for patients who have provided consent (precise policy under development)
- Policy control – Data holder accountable for: Validating authentication credentials; Matching patient; Verifying authorization for request
- Transaction logged

Data:

- Request includes: Data requestor authenticating credentials; Patient-identifying information
- No visibility into response; transaction tracking possible for responses sent back through Hlway

Comments:

- Open question of if/how authorization for request (acknowledgement of patient consent to request record) may be captured and sent
- Open question of Hlway role in setting expectations for responding to medical record requests

Medical Record Request

THE HIWAY

Home | Feedback | Help Julie Khyber Logout

PATIENTS
Demographics Search

MEDICAL RECORD REQUEST
Medical Record Request

Medical Record Request

Select a favorite search

Target Provider OHCP TUFTS MGH **BIDMC** Patient Identifier

Patient Name John Cardinal Date of Birth 01-Dec-1953 ✓

Gender Male Phone

Address 10 Post Office Sq

Search Reset Enter a new favorite search +

Message

Medical Record Request has been sent to BIDMC, with transaction ID [C32FDD61-179D-472A-9D80-98B0274704D7]

Request sent on behalf of user to source system

Source system evaluates request and responds directly to requestor

Hiway only tracks request – no visibility of response

Agenda

Project Update

Mass HIway Phase 2 – Reactions to the near final design

Next Steps

Next steps

Next steps

- Reactions to be taken into account by phase 2 design team
- Meeting notes synthesized and provided back to Advisory Group for final comments
- Presentation materials and notes to be posted to EOHHS website
- Next Advisory Group Meeting – October 15, 7:00-8:30
 - Conference call (866) 951-1151 x. 8234356
- HIT Council – scheduled for Oct 7, 3:30-5:00 One Ashburton Place, 21st Floor

HIT Council meeting schedule, presentations, and minutes may be found at <http://www.mass.gov/eohhs/gov/commissions-and-initiatives/masshiway/hit-council-meetings.html>