

Consumer Advisory Group

January Meeting

January 29, 2014



Agenda

Project Update

Current Approach for Review and Reaction

Next Steps

Mass HIway Phase 1 Update

December Activity

Organizations that Went Live in December

1. Dr. Lakher
2. East Boston Neighborhood Health Center
3. Home Health VNA
4. Lawrence General Hospital
5. Orleans Medical Center
6. ServiceNet

Current Total – Organizations on the HIway = ~~57~~ 63

New Participation Agreements Executed in December (All Channels)

1. Beth Israel Deaconess/Milton Hospital
2. Cambridge Health Alliance

Transactions exchanged for December – 119,767

(2013 Total = 1,884,260 production and test transactions)

Mass Hlway Phase 2 Update

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 Decision	Completed
Testing – Opioid Treatment Program (OTP) Node	Completed
Testing – Cancer Registry Node	Dec-2013 Mar 2014
Go-live – Phase 2, Release 1 (eMPI, RLS, Consent, Provider Portal)	Jan-2014 Completed
Go-live – Lead Poisoning Prevention Program Node	March 2014
Go-Live – Phase 2, Release 2 (Feature extensions and technical updates)**	Feb – Apr 2014

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Setting the table for today's discussion

- 1. Review of Phase 2 launch event**
- 2. Update on communications approach underway at EOHHS**
- 3. Discussion of Mass Hlway Phase 2 Patient Privacy Protections**
- 4. Drilldown on “Break the Privacy Seal” functionality for RLS**

HIway Phase 2 Go-live Event

Jan 8th event to announce launch of Mass HIway phase 2 services

Event began with speeches from Secretary Polanowicz, and Governor Patrick followed by live demonstration of Mass HIway technology

BIDMC emergency team conducted a mock Emergency Department visit where the emergency team used the HIway Relationship Listing Service (RLS) to discover the patient had medical records at Atrius, Tufts, and Holyoke

The emergency team made a medical record request to each of the other record holders and discovered critical information for patient's diagnosis and treatment including drug allergy, iodine allergy, recent CT scan.

Narration and a guided panel debrief by John Halamka pointed out avoided adverse events, improved speed and accuracy of diagnosis, avoided unnecessary tests, and cost savings.

Event was well covered by press – please contact Amy Caron (amy.caron@state.ma.us) for clip list



Update on EOHHS Communications

EOHHS team is finishing up print and web content for patients – MassHealth resources are engaged to edit content, ensure it is readable at a 6th grade reading level, and translated

MassHealth will ensure that the information gets out to all MassHealth participants – They will engage partners (e.g, Hospitals, Community Health Centers) to provide enrollment assistance aging access points

EOHHS working with Massachusetts Medical Society to develop provider education campaign

EOHHS strategy is to support provider / patient conversations first before moving to broader communications campaign – this is to include working with partner organizations per this Advisory Group's recommendation

EOHHS is piloting the communication of the consent approach with phase 2 early adopters in the coming weeks

Discussion of Mass Hlway Phase 2 Privacy Protections (1 of 2)

Consent based: Only individuals that have given their consent will be listed on the Relationship Listing Service. Providers must also gather an individual's consent to use the Hlway to request the individual's medical records from another provider.

Limited Patient Data: Mass Hlway holds no patient data without consent. When an individual provides consent, only demographic information is held.

Closed community: Only permitted Participants that have signed a Participation Agreement with the Mass Hlway, and that have an established relationship with a patient, may view the patient's relationships on the Relationship Listing Service.

Break the Privacy Seal: A Provider that gives emergency care is given the option to view the patient's relationships on the Relationship Listing Service when he/she does not have a previously established relationship with the patient. When a provider "breaks the privacy seal" he/she must provide a reason and this is audited with date and time. A notification is then sent to the provider's Access Administrator who is responsible for detecting and correcting misuse. Additionally, Mass Hlway runs regular reports to detect and correct for misuse of Break the Privacy Seal use.

Discussion of Mass Hlway Phase 2 Privacy Protections (2 of 2)

Audit Logging: Mass Hlway logs activity for audit including RLS updates, RLS views, Medical Record Requests, and “Break the Privacy Seal” instances. Patients may request audit logs through their healthcare provider.

Data Encrypted in Transit: Mass Hlway encrypts all data that is sent from one participant to another. This prevents interception while in transit.

RLS “Break the Privacy Seal” – Screenshot 1 of 3

Home | Help KT Tomlins (Atrius Clinician) Logout THE HIWAY

GREENE, HAROLD E DOB [REDACTED] (82y) SEX M

Relationship List View Manual Request

i Some items are not shown due to privacy restrictions.
[Break Privacy Seal](#)

RLS View [eye icon] [search icon] [refresh icon]

Showing All
Group By Category Sort By Date

There are no items to display

RLS “Break the Privacy Seal” – Screenshot 2 of 3

Relationship List View Manual Request

Some items are not shown due to privacy restrictions.
Break Priv

Break Privacy Seal

Access To * ☒ Relationship List

Reason * Medical Emergency

Comment * Patient presented unconscious to the ED after a car accident, is suffering from brain swelling requiring immediate surgery to relieve pressure. Need medical history records.

I understand that this will be recorded and may be audited.

Break Privacy Seal Cancel

RLS “Break the Privacy Seal” – Screenshot 3 of 3

Home | Help KT Tomlins (Atrius Clinician) Logout THE HIWAY

[Redacted Name] DOB [Redacted] (82y) SEX M

Relationship List View Manual Request

RLS View [Eye Icon] [Search Icon] [Refresh Icon]

Showing All

Group By Category Sort By Date

▼ Relationship List (13)

- 01/08/2014 BIDMC (3)
- 02/18/2013 Atrius (8)
- 01/04/2013 Tufts (1)
- 08/10/2013 Holyoke (1)

RLS – Break the Privacy Seal function

Questions / Issues

- When is it appropriate to use "Break the Privacy Seal?"
- Who may use the function?
- What data is logged when a user breaks the privacy seal?
- What are the follow up actions for break seal and what checks and balances are in place?

Draft guidelines

1. Users may use "Break the Privacy Seal" function in cases where the participant does not have a previously established relationship with a patient recorded in the RLS and where their is clear medical necessity to access the RLS.
2. Access to the "break the privacy seal" function is limited to clinical users who have a defined system role of "emergency care" by their Access Administrator.
3. A user that uses the "Break the Privacy Seal" function will be prompted to provide a reason for each access instance and the reason, date, and time will be logged for follow up.
4. Notification of "Break the Privacy Seal" access will be sent to the Participant's Access Administrator at each occurrence. It is the responsibility of the Access Administrator to determine whether access was warranted and to follow up accordingly.
5. Mass Hlway will create an exception reporting process to detect misuse of the "Break the Privacy Seal" function and where necessary, may take steps to suspend access to the function and conduct a review of the participant's use of the function.

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- Reactions to be taken into account by Hlway 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 – February 26, 2014
 - Mass Medical Society – Middlesex Central conference room
 - Conference call (866) 951-1151 x. 8234356
- HIT Council – scheduled for February 3, 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>