

Update on MA SIM e-Referral Program



Overview

Alignment with Prevention & Wellness Trust Fund

• e-Referral Update & Targets

Lessons Learned

Future plans





e-Referral aims to formalize community-clinical linkages

- e-Referral software is an open-source, bi-directional referral system
- e-Referral is more than an IT project, it relies on forming strong partnerships between clinical and community-based organizations

Patients are linked by their health care providers to community-based resources for disease prevention & management services

- Clinical organizations send referrals directly from their electronic health records
- Community organizations use the e-Referral Gateway, an online referral management tool, to act on referrals and send feedback reports

e-Referral "closes the loop" on referrals

- Provides additional opportunities for intervention
- Enables an evaluation of the population health impact of these programs



Example of bi-directional referral



Clinical Setting

Manet CHC

Health care provider screens Barbara for falls and finds her to be at-risk. Barbara gives consent for a SS Elder Services to do a home falls assessment.

Clinical Setting

Manet CHC

Feedback report from SS Elder Services added to EHR. At next appointment, health care provider sees the update and works with Barbara to identify additional risk reduction referrals.

Outbound Transaction

Transmission <u>from</u> EHR

(through the Hiway or directly to e-Referral software)

e-Referrals <u>from</u> Provider to South Shore Elder Services

Contact Information: Address, Phone Referral-specific information: (1) At risk for falls (2) Guardian information

Inbound Transaction

Transmission to EHR

(through the HIway or directly to e-Referral software)

Progress report from community resources to provider (Standardized HL7 Formatted Transaction)

Feedback report including action steps to taken in the home, request for additional referrals sent back to provider.

Community Resource

SS Elder Services

Barbara is contacted by SS Elder Services and sets up a home assessment. Trained staff completes a home assessment and any necessary modifications.

Community Resource

SS Elder Services

SS Elder Services completes the home assessment and prepares a feedback report for provider.



Alignment with PWTF



Prevention & Wellness Trust Fund (PWTF)

The Trust supports community-based partnerships that implement evidence-based interventions to:

- reduce rates of the most prevalent and preventable health conditions;
- increase healthy behaviors;
- increase the adoption of workplace-based wellness or health management programs; and
- address health disparities.

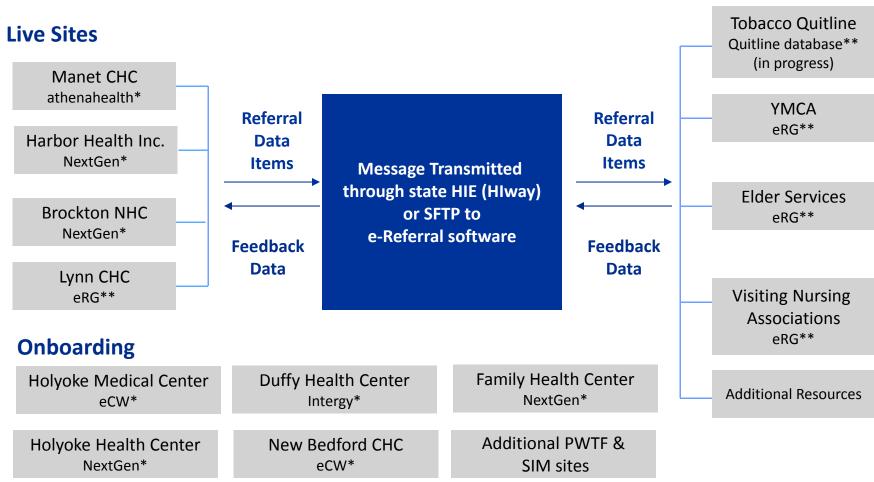
e-Referral is a key piece of the PWTF strategy

- all 9 partnerships must establish at least one bi-directional electronic referral
- most partnerships have expressed an interest in creating many more linkages than required
- SIM is supporting additional funding so that the e-Referral team can onboard more sites as quickly as possible



Current e-Referral sites





^{*} e-Referral is connected to the electronic health records for majority of clinical sites.

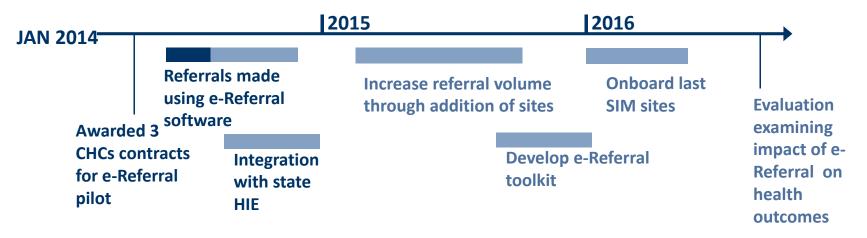
The exception to this will be the Tobacco Quitline which will directly connect to the e-Referral system.

^{**} Our community-based organizations primarily use our e-Referral Gateway to manage referrals.



e-Referral timeline & implementation targets





e-Referral Accomplishments & Future Targets	2014	2015	2016
Original e-Referral implementation targets	3 pilot CHCs	3 additional CHCs	Total of 9 SIM funded CHCs
# of PWTF clinical sites onboarded*	4	8	8+
Referral volume	108 (goal: 50)	500	1000
# of unique EHRs (total)	2	4	6

^{*}PWTF clinical sites and SIM pilot sites are not exclusive; one healthcare organization may have multiple PWTF sites



(Early) Lessons Learned



IT is only a very small component of e-Referral implementation

- Overall workflow and developing business rules
 CHC → CBO, CBO→CHC
- Promotion and workflow within clinical setting
- Workflow in community-based organizations, ensuring capacity

Ensure organizational buy-in as early as possible, make sure the right stakeholders are at the table

Start small (expand later!)

- Focus on linking to one community-based organization and one referral
 - Many of our sites are in the process of adding more community-based organizations & referral types





e-Referral expansion

- Additional SIM & PWTF sites
- Alignment with CDC chronic disease grants
 - Emphasis on linking to diabetes prevention programs

e-Referral evaluation

- Process evaluation for onboarding, feedback on e-Referral system
- Outcomes evaluation looking at services received & related health indicators in medical record

e-Referral material development

- Onboarding materials for sites
- Packaging software for implementation in other states

Sustainability planning

• Identifying resources needed for ongoing maintenance