May 01 2023 HITC Meeting Presentation

Slide Title:

**Health Information Technology Council Meeting**

**May 1, 2023**

Draft Policy In Review

Slide Agenda:

**Welcome**

***Amy Bianco / Kevin Mullen***

**ENS Framework Update**

***Pam Boutin Coviello***

**CCG API Update**

***Julie Creamer***

**HIway Operations Update**

***Liz Reardon***

**CTC Success Story**

***Liz Reardon***

**Conclusion**

***Amy Bianco / Kevin Mullen***

Slide Welcome:

**Welcome**

*Amy Bianco / Kevin Mullen*

Slide: Vote Approve Minutes:

**MOTION :** That the Health Information Technology Council hereby approves the minutes of the council meeting held on August 1, 2022, and November 7, 2022, as presented/amended

Slide: Vote Approve the 2022 Annual HITC Report to the Massachusetts Legislature:

**MOTION :** That the Health Information Technology Council hereby approves the 2022 Annual HITC Report to the Massachusetts Legislature, as submitted.

Slide: Vote Approve Minutes:

**MOTION :** That the Health Information Technology Council hereby approves the 2022 Annual HITC Report to the Massachusetts Legislature, as submitted.

Slide Title: **Statewide Event Notification System (ENS) Framework Update**

*Pam Boutin-Coviello*

Slide: ENS – Framework Update:

**Statewide Event Notification System (ENS) Framework Initiative Overview**

* Pursuant to 101 CMR 20.00 EOHHS created a Statewide ENS Framework to increase ENS availability to providers throughout the Commonwealth.
* Currently the Statewide ENS Framework consists of two ENS Vendors certified by EOHHS who are responsible for collecting ADTs, sharing ADTs, and providing notifications to providers.
* All Massachusetts acute care hospitals are required to submit ADT data to at least one of the Certified ENS Vendors.
* Certified ENS Vendors are required to share the ADTs they collect pursuant to the submission requirements with any other Certified ENS Vendor.
* The Statewide ENS Framework creates a universal data set of ADTs available to ENS Recipients, allowing them to subscribe to a single Certified ENS Vendor and receive notifications from any acute care hospital in the state.

Slide: **ENS Certified Vendor Contract Extensions**

* + Certified ENS Vendor contracts had an initial term of two years, beginning on January 31, 2021
  + EOHHS had the option to extend contracts for up to two additional one-year terms or reopen the Request for Applications (RFA).
  + On October 21st, 2022,  EOHHS announced to Certified ENS Vendors that it intended to extend the contract for an additional year and initiated discussions with each of the existing vendors on revisions to the contract.
  + **EOHHS extended the contracts with existing ENS vendors for one year, ending January 31, 2024. Amendments between EOHHS and both Bamboo and CMT have been fully executed.**

Slide:  **ENS Certified Vendor Contract Extensions**

**EOHHS has extended the contracts for both ENS vendors**

* + Certified ENS Vendor contracts had an initial term of two years, beginning on January 31, 2021
  + EOHHS had the option to extend contracts for up to two additional one-year terms or reopen the Request for Applications (RFA).
  + On October 21st, 2022,  EOHHS announced to Certified ENS Vendors that it intended to extend the contract for an additional year and initiated discussions with each of the existing vendors on revisions to the contract.
  + **EOHHS extended the contracts with existing ENS vendors for one year, ending January 31, 2024. Amendments between EOHHS and both Bamboo and CMT have been fully executed.**

Slide: **ENS Framework Improvements**

**Implemented modifications to improve the ENS vendor contract arrangements**

* + **Improved reporting template**
    - Includes a detailed breakdown of data flow per hospital
    - Insight into the data quality of ADTs coming from the hospitals
  + **Documented procedure for ADT message reflection**
    - New process ensures continued access to all ADTs regardless of vendor selection
  + **Documented data monitoring procedures**
    - Data monitoring ensures there are limited gaps in ADT data.
  + **Pricing transparency**
    - Supports contractual requirements for tiered pricing based on provider type

Slide: **Clinical Gateway API Pilot Update**

*Julie Creamer*

Slide: Clinical Gateway (CG) API Adoption

* The Mass HIway continues to work with **Trinity Healthcare** on behalf of **Mercy Medical Center** and **Tufts Medicine** on using the new Clinical Gateway (CG) Application Programming Interface (API) for submission of *Syndromic Surveillance* data to the Department of Public Health (DPH).
* The Mass HIway facilitated a knowledge share meeting between Trinity Healthcare and Tufts Medicine to collaborate on the process and best practices for sending to the *Syndromic Surveillance* API.
* All testing with Trinity Healthcare has been completed and was successful.
* Go-live is pending the rescheduling and completion of their EHR migration.

Slide: **HIway Operations Update**

*Liz Reardon*

Slide: Mass HIway Account Clean-up

The Account Management Team continues outreach to provider organizations with little to no activity on their webmail account over the **the last year**. This maintenance exercise removes inactive accounts from the Mass HIway, providing security and cost savings to EHS.

**Two groups targeted:**

* 1. ***No Active Users***: Webmail domains which had no users log into their associated account for a year or more
  2. ***User Review Required***: Webmail domains where less than half of the associated users had logged into their account within the past year

4 categories: Contacted Organizations, Responses, Accounts Requesting Updates, Accounts Deactivated.

Accounts with no active users: 92 Organizations were contacted, 49 responded, 41 of those accounts Requested Updates, and 29 accounts were Deactivated.

Accounts Requiring User review: 60 Accounts were contacted, 43 Responded, 16 Requested Updates, 4 Accounts were Deactivated.

Slide: Mass HIway Account Clean-up

By initiating a third round of outreach to the "*No Active Users*" group and warning them of potential account deactivation if there was no response within two weeks, the Account Management Team prompted the deactivation of 35 inactive accounts, resulting in further clean-up.

Time frame: Summer of 2022 Category: Accounts with no active users 29 accounts were deactivated resulting in a savings of $8,380. In the time frame for the Winter of 2023, 35 Accounts with no active users were de activated resulting in a savings of $11,500. In total deactivated Accounts with No Active users resulted in an overall savings of $19,880.

Time Frame Summer 2022 accounts requiring User Review totaled 4 deactivation of these accounts resulted in a savings of $13,060. There were no Accounts Requiring User Review deleted in the Winter of 2023.

Total accounts deleted during the Summer 22 clean up totaled 33, with a total cost savings of $21,440.

Total Accounts deleted during the Clean Up of Winter 2023 equaled 35, with a total savings of $11,500.

The total Savings for all efforts in both time frames equaled $32,940.

Slide : Mass HIway Account Clean-Up

The Account Management Team is now targeting inactive XDR and Connect Device connections with the Mass HIway. This reduces the amount of work provider organizations and the HIway Service Team must do to maintain domains and provides cost savings to EHS,

* The group is targeting connections that have not sent messages within the past year.
* Test connections (PRTST) may be kept by organization, or reestablished when needed.
* Account Managers will engage provider organizations that are not using their Production connections to support their exchange of Care Coordination messages and ensure they are meeting their DPH reporting requirements.

There are 10 PRTST (test ) accounts with direct XDR connections. Three production Accounts have Direct XDR connections and four Production Accounts have Connect Device Connections. In total over both Account types 13 use Direct XDR connections and 4 use Connect Drive Connections. There are a total of 17 Accounts of both types using either connection.

Slide: Mass HIway Invoicing Outreach

Each September-October, the EOHHS Accounting Department sends the annual Mass HIway invoice to Provider Organizations. Each spring, the Account Management Team follows-up with individual organizations that have outstanding invoices.

* Invoicing outreach not only supports the Mass HIway budget, but also helps reconnect with organizations that are using the Mass HIway.
* Many conversations lead to user clean-up, regulatory clarifications, and support of use cases.

There are 5 tiers or Descriptions of Organizations:

**Tier 1**: Large hospitals/Health Systems, Health plans, Multi-entity HIE, and Commercial imaging centers & labs

**Tier 2**: Small hospitals, Large ambulatory practices (50+), and MassHealth ACO, CP, or CSA Technical Integrator

**Tier 3:** Small LTC (less than 50 licensed beds), Large behavioral health (10+ licensed providers), Large FQHCs (10+), and Medium ambulatory practices (10-49)

**Tier 4a**: Small behavioral health(less than 10 licensed providers), Home health – LTSS, Small ambulatory practices (3-9), Community Service Agency (CSA), and Outpatient Dialysis Center

**Tier 5:** Very Small ambulatory practices (1-2)

Three calls and 98 emails were made to contact Organizations. For a total of 101 contacts made for all types. These contacts can be further broken don by Organization tier.

Tier 1; 3 calls, 31 emails, Tier 2; 9 emails, Tier 3; 18 emails, Tier 4a 28 emails, and Tier 5, 12 emails as of April 30, 2023.

Slide: Mass HIway Support of Mass Cancer Registry

The Mass HIway Account Management Team has been working closely with the Massachusetts Cancer Registry (MCR) to support the organization’s transition from cancer reporting via paper submissions to electronic reporting means.

* **Gathering and processing the backlog to the Massachusetts Cancer Registry**
  + Some provider organizations have a significant backlog of reporting to submit since they were asked by MCR to stop sending their paper case reports.
  + The Mass HIway has worked with staff at MCR to establish a Mass HIway Webmail account that could accept larger attachments and more than one attachment per message to accommodate this backlog.
* **Supporting Scanned Documents**
  + These provider organizations don’t have certified EHR technology (CEHRT) or the means to send a NAACCR\* formatted CDA (e.g., pathology labs and certain specialty medical practices)
  + The Mass HIway updated the validations at the Clinical Gateway node to accept scanned PDFs of pathology reports via Direct Message.
* **Supporting non-NAACCR CDAs**
  + The Account Management team is also working with the MCR and provider organizations to include non-NAACCR CDAs as acceptable reporting.

\*[NAACCR](https://www.naaccr.org/): North American Association of Central Cancer Registries

Slide: **Community Technology Cooperative (CTC) joins the Mass HIway**

*Liz Reardon*

Slide: What is Community Technology Cooperative (CTC)?

**Community Technology Cooperative (CTC)** was formed to help Federally Qualified Health Centers (FQHCs) improve health and equity for under-resourced communities through technology. Comprised of FQHCs throughout Massachusetts, CTC is focused on transitioning our existing Electronic Health Records (EHR) systems to Epic.

**Why Epic?**

Inefficient and outdated EHR systems add to already burdened healthcare organizations but upgrading to a new solution can be costly and overwhelming for community health centers to implement on their own. CTC’s united approach removes many traditional barriers to progress. Together, member organizations benefit from reduced costs, a collaborative process, and a coordinated community roll out.

**Why Now?**

Epic is a best-in-class Electronic Health Records platform (EHR) that will allow community health centers to have a single fully integrated system to better manage patient care. This move will help FQHCs achieve their major goals and objectives including improving patient care, enhancing the caregiver experience, operating more efficiently, and eliminating disparities

*Language from:* [*https://communitytechnologycooperative.org*](https://communitytechnologycooperative.org/)

Slide: CTC Onboarding Timeline

March 2022

Kick-off meeting with CTC leadership to discuss move to Epic and implementation of Mass HIway

April 2022

Identity proofing complete and certificates issued for Mass HIway domain

Certificates Approved

June 2022

Live with Mass HIway CERT/Test Connection

Live in Test

Jun-Aug 2022

Discussions with Health Centers and DPH to confirm all reporting requirements will be met

DPH Reporting Discovery

Sep-Nov 2022

Development of Provider Directory entries for twelve Health Centers to facilitate Care Coordination

October 2022

Live with Mass HIway Production Connection

December 2022

Epic Go-Live

Slide: Why the Mass HIway?

The Epic EHR provides health record exchange with other Epic instances, but only through a Direct Message connection, like the Mass HIway, can providers exchange information with non-Epic entities

**Benefits of the Mass HIway**

* DirectTrust connection to 20+ other Direct Messaging service providers in the country
* Control of Provider Directory entries to support better care coordination
* Account Management support
* Accessible Technical support
* *Communicating through the Mass HIway promotes greater interoperability with non-Epic trading partners by allowing CTC to send and receive messages using the Direct standard. Through our partnership with the Mass HIway, we will be able to receive ADT notifications for non-Epic trading partners which will allow us to provide seamless transitions of care and notify care teams when their patients are seen elsewhere. “*
* *- Karen Serrago, Chief Information Officer, Community Technology Cooperative*

Slide: CTC Transactions since go-live

CTC’s Epic instance went live on 12/1/22. In this short time, they are seeing significant value from the messages received through their Mass HIway connection. CTC providers sent ~60 messages to non-Epic healthcare organizations via the Mass HIway during the same timeframe. The receiving organizations included Holyoke Medical Center, BIDMC, and other ambulatory practices.

Messages Received 12-1-2022 – 1-20-2023

ENS Alerts : 3371

Rx (Prescription) Alerts: 568

Care Coordination alerts: 9

Totaling 3948 Alerts of all types

A breakdown of received messages shows: Care Coordination 0.2% , Pharmacy Alerts 14.8% and ENS Alerts 85.4%.

*We expect to see a significant increase in the number of sent and received Care Coordination messages over the coming months as* ***Provider Directories*** *are updated.*

Slide: Next HITC meeting

**Next HITC meeting**

Monday, August 7, 2023

3:30 p.m. - 5 p.m.

Slide: **Appendix A: HIway operations update**

Slide: Mass HIway Participation   
October 21, 2022 – April 20, 2023

* New connections: Community Technology Cooperative (CTC) / C3
* Quantum Pathology
* OAK Pediatrics\*
* Weymouth Endoscopy\*
* Middleton Family Medicine Urgent Care
* MassHealth Dental Program\*
* Mass Cancer Registry\*
* Northeast Dermatology Associates\*
* Beth Israel Lahey Health Primary Care\*
* StrataDx\*
* Norwell Pediatrics\*

\**Participants that were enrolled and connected in the same period*

Slide: Mass HIway Participation *October 21, 2022 – April 20, 2023*

New participation agreements

Orthopedic Surgical Center of the North Shore

Slide: Mass HIway Transactions

Mass HIway transaction volume update

* The Mass HIway processed over 41 million production transactions during the April 2023 reporting period (5/21/22 through 4/20/23). From May 2022 through April 2023, the average increased to 38.9 million production transactions per month with a total of 467 million over the past year.
* In April 2023, Public Health Reporting accounted for ~41 million transactions, or 98% of total production volume. This included 12.9 million Syndromic Surveillance transactions and 28.2 million Immunization transactions.
  + Note: Immunization queries from commercial insurance companies for COVID-19 vaccination updates that processed through the “MIIS QBP” Clinical Gateway node are included in the Immunization total.
* Provider-to-provider transactions supporting several use cases continued to increase, averaging over 433,000 per month for the past year. For April 2023 , the total was 504,251.
* Quality Reporting volume has normalized over the last year and is currently averaging around 163,000 transactions per month for the past 12 months.
* The Mass HIway team continuously monitors transaction levels, both to support operations and to identify data that provide additional insight into HIway trends and progress.

Slide: **Mass HIway Incident Summary Dashboard**

**April 2023**

**100% Uptime for all dates**

*Sev 1 -   All / Most Mass HIway components impacted as a result of outage. For example: LAND, Webmail, Direct XDR, and DPH nodes are all down*

*Sev 2 -   Multiple Mass HIway components impacted as a result of outage in one of the shared service. For example: LAND and Webmail are down but Direct XDR and DPH nodes are up.*

*Sev3 – One Mass HIway component impacted as a result of outage. For example: Webmail is down but all other services are up and running.*

Slide: HIway Availability Trends – April 2023

HIway Availability Trends – April 2023

Total Monthly Availability 100% with the exception of 98.90% in August of 2022 Ser 1.2 and PEM

Slide: Thank you!