

Commonwealth of Massachusetts
Executive Office of Health and Human Services



Health Information Technology Council Meeting

August 1, 2016



1. **Welcome** [10 minutes] – *Alice Moore*
 - a) Introduction of new members
 - b) Approval of June 2016 Meeting Notes
2. **Hiway Regulations Update** [45 minutes] – *Gary Sing & Kathleen Snyder*
 - a) Feedback from Advisory Groups
 - b) Regulations Plan
3. **Efforts to Increase Provider-to-Provider Coordination Over the Hiway (Deep Dive Program)** [20 minutes] - *David Whitham*
 - a) Goals
 - b) Approach
 - c) Current Status
 - d) Example Projects
4. **Operations Update** [10 minutes] *Dave Bowditch*
5. **Conclusion** [5 minutes] – *Alice Moore*



Hiway Regulations Update

Gary Sing, Kathleen Snyder



During the June 2016 meeting, the HIT Council raised the following six topics that EOHHS then discussed with the Advisory Groups and other stakeholders:

- 1. Defining Provider Organizations**
- 2. Provider Organizations with multiple entities**
- 3. Direct Messaging and Quality Reporting / Public Health Reporting**
- 4. Sending and receiving Hlway Direct Messages**
- 5. Provider to Provider (P2P) communications outside of Hlway**
- 6. Centralized opt-out for Hlway-Sponsored Services**

EOHHS is currently developing the regulations with recognition of the feedback gained from the HIT Council, the June Advisory Group meetings, and feedback from additional stakeholders.



The proposed HIway regulations timeline aims to promulgate regulations by January 2017, with an anticipated public hearing and public comment period during Fall 2016

How to Stay Informed:

Join the Mass HIway email list (Click “Sign Up for our Newsletter” at www.masshiway.net) to receive:

- Regulations Summary: **August 2016**
- Summary of proposed updates to the HIway Policies and Procedures: **Fall 2016**
- Updated Regulations Summary, notice of regulations posted, and instructions for public comment: **Fall 2016**
- Summary of public comment and hearing: **Anticipated in late 2016**

Updates will also be available on the Mass HIway website (www.masshiway.net)

Contact amy.caron@state.ma.us to coordinate communications.

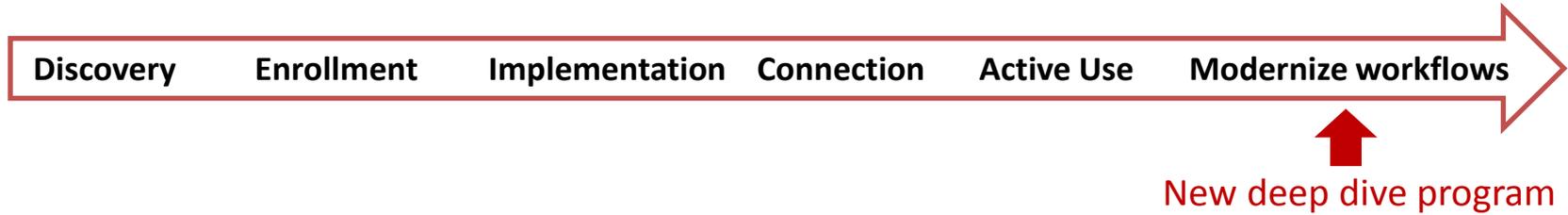


Efforts to Increase Provider-to-Provider Coordination Over the HIway (Deep Dive Program)

David Whitham



Mass HIway customer lifecycle



Deep Dive Program Goal: Improve patient transitions of care among provider organizations through increased use of direct messaging

Approach: Support provider organizations with workflow modernization using Mass HIway resources who are experienced with technology and workflow improvement

1. Establish technical readiness with provider organization and trading partner(s)
2. Engage clinical and business leadership (this is not an IT project)
3. Undertake one very focused care transition workflow improvement
4. Iterate with additional provider organizations and uses
5. Share lessons learned

Current status: Work underway with 6 organizations – outreach underway with 17



Good project candidates have the following attributes:

- Aligned high priority clinical goals (e.g., Reduction of re-admissions, elimination of medication errors at care transitions)
- Aligned incentives (e.g., Meets meaningful use objectives for Health Information Exchange and Medication Reconciliation, Satisfies accountable care contract)
- Intra-organizational workflow required among two motivated organizations (e.g., Coordinated primary and hospital care)

Examples of clinical workflows for deep dive engagement:

- Patient transition at discharge (e.g., Hospital to primary care)
- Patient transition at admission (e.g., Skilled nursing to Emergency Department)
- Patient transition(s) at referral (e.g., Primary care to Specialist consult and back)
- Administrative simplification – (e.g., Mail/Fax/Scan/Attach process to Direct messaging process)



Deep Dive Customer – Southcoast Health

High priority clinical or business improvement goal(s)	<ul style="list-style-type: none">• Improve patient transition of care at discharge – Hospital to Community Health Center / Primary Care Providers
Information trading partners	<ul style="list-style-type: none">• Stanley Street Treatment and Resources (SSTAR)• Brockton Neighborhood Health Center• Harbor Health Services
Specific workflow improvement(s) underway	<ul style="list-style-type: none">• At hospital admit: Improve capture of patient’s correct PCP information – Train intake staff to choose proper provider from list when that provider practices in multiple care settings• In medical records: Link patient’s PCP information with Direct address where present – fall back is fax or mail where not present• At discharge: Set triggers to automatically send CCDA – Work with Physicians’ Council to figure out timing to balance timeliness with completeness• At Community Health Centers: Review inbound CCDAs and provide weekly or bi-weekly feedback to Southcoast regarding content and usability



Deep Dive Customer – Cambridge Health Alliance (CHA)

High priority clinical or business improvement goal(s)	<ul style="list-style-type: none">• Improve patient transition of care at hospital admission – Skilled Nursing Facility to Emergency Department
Information trading partners	<ul style="list-style-type: none">• Genesis Healthcare skilled nursing facilities (Courtyard Nursing Center and Chelsea Skilled Nursing and Rehab)• Follow up phases with other providers that send patients to CHA Emergency Department.
Specific workflow improvement(s) underway	<ul style="list-style-type: none">• At SNF: Send CCDA to CHA when patient is admitted to the ED• At CHA Medical Records:<ul style="list-style-type: none">• Set up hospital wide direct message inbox• Monitor mailbox for inbound messages.• Match patients with records – queue patients that are new to CHA until arrival• At CHA ED: Make up to date clinical information available to emergency department staff at the point of care



Getting involved



- **Southcoast and Cambridge Health Alliance represent 2 of 6 current projects**
- **Mass Hlway is doing outreach with 17 additional organizations that are active users of direct messaging** (Beth Israel Deaconess Medical Center, Beth Israel Deaconess Medical Center – Plymouth, Boston Medical Center, Cape Cod HealthCare, Emerson Hospital, Emerson PHO, Hallmark Health System, Mount Auburn Hospital, New England Baptist Hospital, Partners Healthcare, PVIX, Signature Healthcare, South Shore Hospital, South Shore PHO, Steward Health, Tenet New England Vanguard, UMASS Memorial)
- **The team is looking for additional organizations that have engagement of senior management and clinical leadership**
- **If your organization is interested in getting involved please contact Mark Belanger, leader of the Mass Hlway Account Management team (mbelanger@maehc.org)**



MeHI and Mass Hlway are working together to create an interactive web-based Mass Hlway Directory

Mass Hlway Directory



- MeHI’s interactive Mass Hlway Directory map will be integrated into the Mass Hlway website.
- Goal is a single Participant list updated monthly for public use
- Currently includes address and status
- Map is available at: <http://mehi.masstech.org/education/mass-hlway-directory> and will also be available at: <http://www.masshiway.net/HPP/Resources/ParticipantList/index.htm>



Operations Update

Dave Bowditch



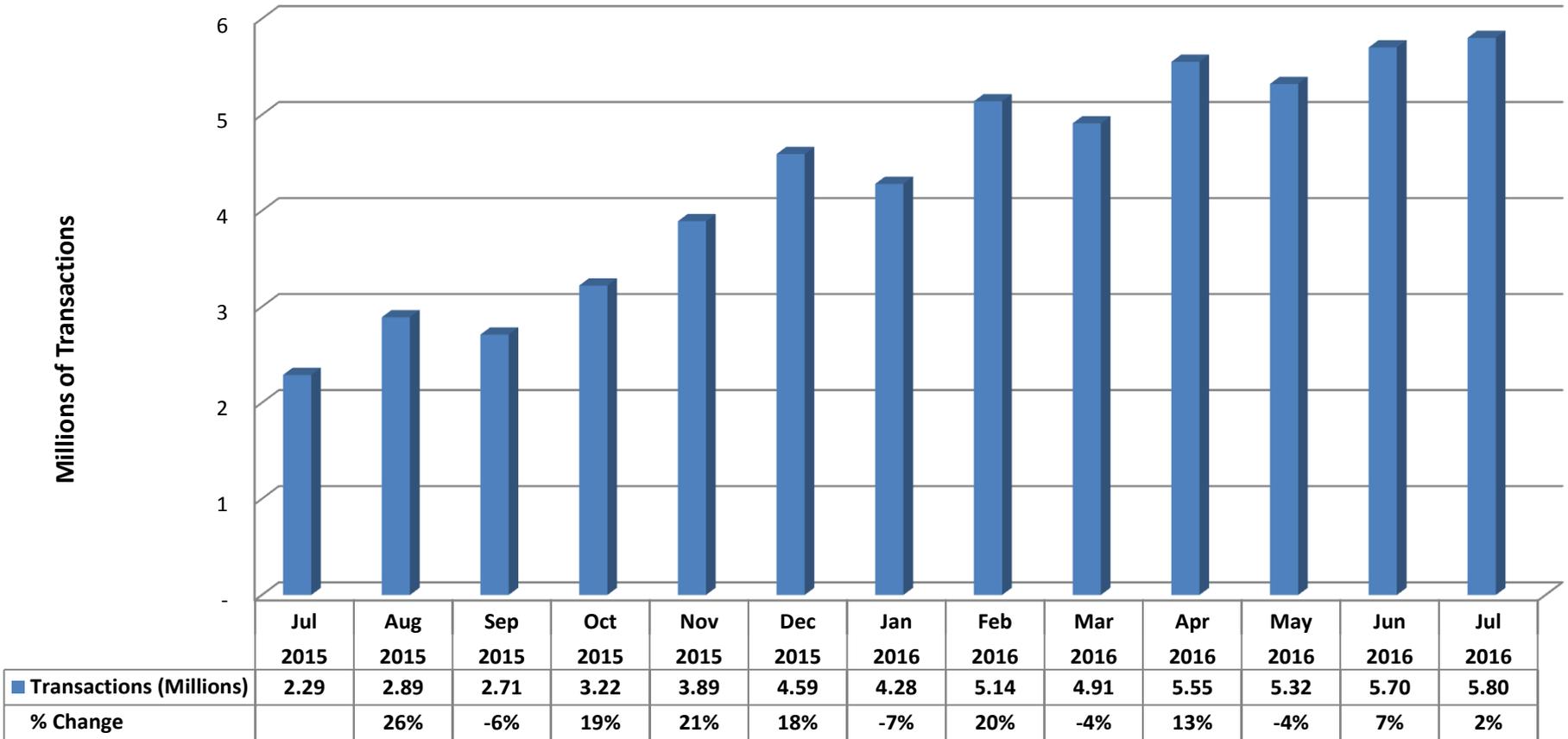
HIway Transaction Activity



13 Month HIway Transaction Activity

5,798,117 Transactions* exchanged in July (6/21 to 7/20/2016**)

72,523,435 Total Transactions* exchanged inception to date



* Note: Includes all transactions over Mass HIway, both production and test

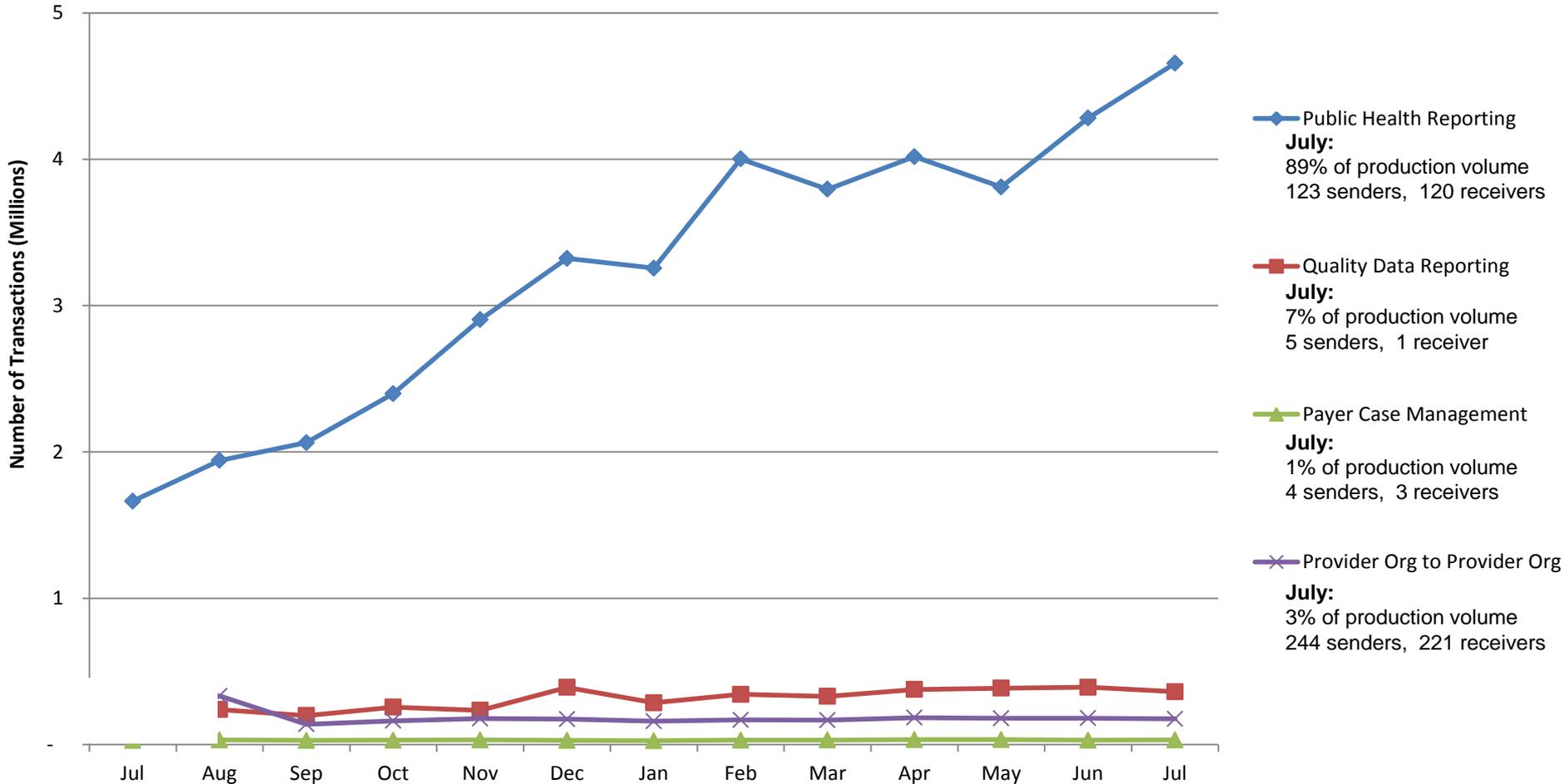


Hiway Transaction Analysis



13 Month Hiway Production Transaction Trends by Use Case Type

90% of Hiway activity in July* was for production transactions



- ◆ Public Health Reporting
July:
 89% of production volume
 123 senders, 120 receivers
- Quality Data Reporting
July:
 7% of production volume
 5 senders, 1 receiver
- ▲ Payer Case Management
July:
 1% of production volume
 4 senders, 3 receivers
- × Provider Org to Provider Org
July:
 3% of production volume
 244 senders, 221 receivers

* Note: Reporting cycle is through the 20th of each month.



Customer Status Dashboard



Mass Hlway Customer Status Dashboard

Tier	SubTier	Universe (est)	Connected and Actively Using via Mass Hlway		Connected and Actively Using via another HISP		Total Connected to and Actively Using Mass Hlway			
			# Connected	# Actively Using	# Connected	# Actively Using	# Connected	% Connected	# Actively Using	% Actively Using
Tier 1	Large Hospitals / Health Systems	29	21	17	-	-	21	72%	17	59%
	Health Plans	9	4	3	-	-	4	44%	3	33%
	Multi-entity HIE	5	3	3	2	-	5	100%	3	60%
	Commercial Imaging Centers & Labs	4	4	2	-	-	4	100%	2	0%
Tier 2	Small Hospitals	40	35	29	2	1	37	93%	30	75%
	Large ambulatory practices (50+)	27	13	9	14	8	27	100%	17	63%
	Large LTCs	8	2	2	-	-	2	25%	2	25%
	ASCs	63	1		-		1	2%	-	0%
	Ambulance/Emergency Response	39	1		-		1	3%	-	0%
	Business Associate Affiliates	5	2	1	-	-	2	40%	1	20%
	Local government, Public Health	1	1	1	-	-	1	100%	1	0%
Tier 3	Small LTC	310	21	13	1	-	22	7%	13	4%
	Large behavioral health	10	2		1		3	30%	-	0%
	Large FQHCs (10-49)	30	15	7	7	2	22	73%	9	30%
	Medium ambulatory practices (10-49)	365	26	16	23	14	49	13%	30	8%
Tier 4	Small behavioral health	90	17	5	1	-	18	20%	5	6%
	Home Health, LTSS	149	24	13	7	4	31	21%	17	11%
	Small FQHCs	29	3	1	-	-	3	10%	1	3%
	Small ambulatory practices (3-9)	1595	80	45	65	29	145	9%	74	5%
Tier 5	Small ambulatory practices (1-2)	4010	153	54	142	23	295	7%	77	2%
Grand Total		6818	428	221	265	81	693	10%	302	3%



6 New Participation Agreements

- Cape & Islands Plastic Surgery
- Cape Cod Pediatrics LLP
- DermCare LLC
- Giordano, Robert MD
- Maxim Healthcare Services
- Natick Visiting Nursing Association, Inc.

6 New Connections

- Cape Cod Dermatology
- Cape Cod Pediatrics LLP
- Cape Cod PHO
- Children's Health Care
- DermCare LLC
- Giordano, Robert MD



22 HISPs Connected to Mass Hlway

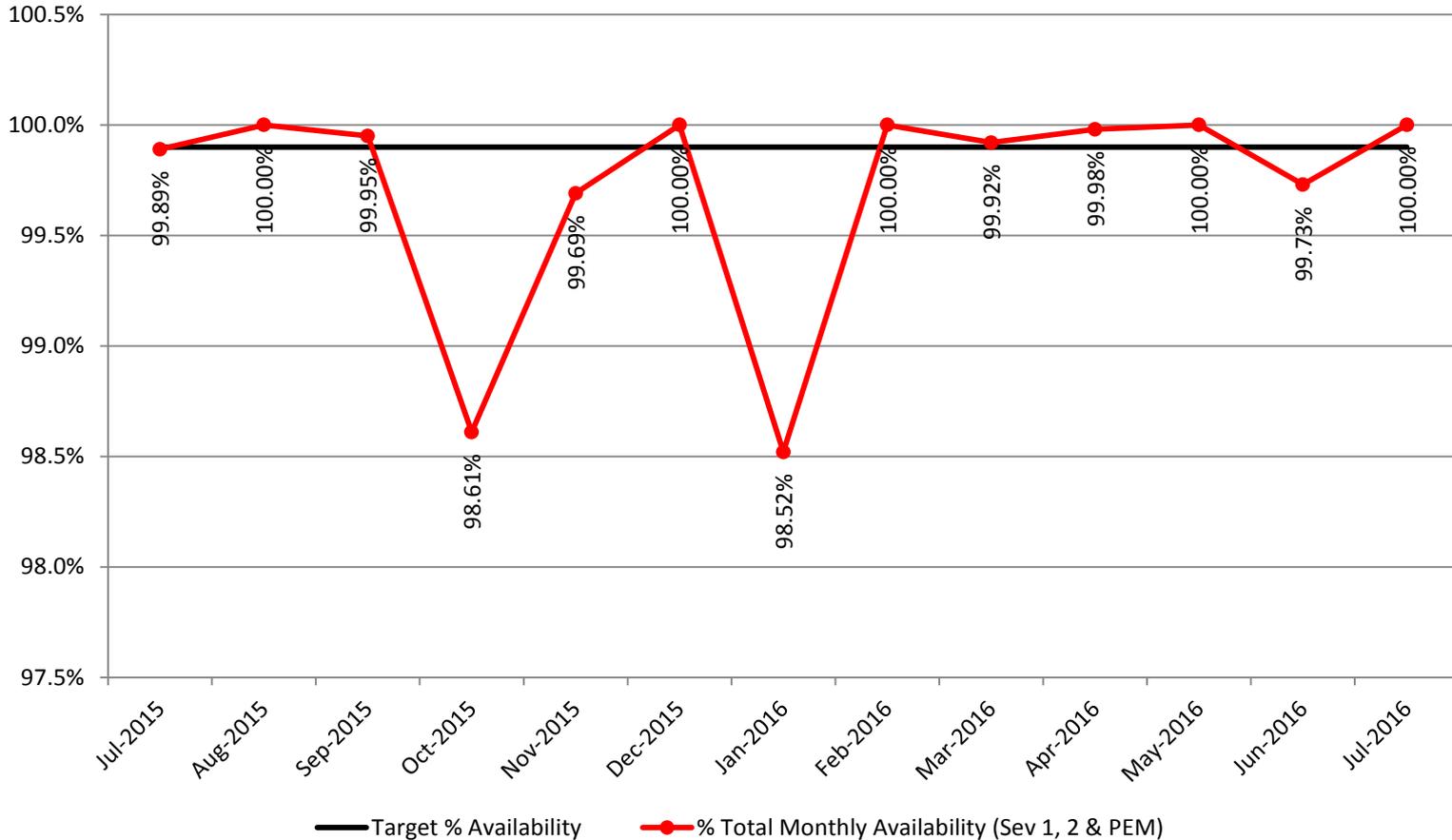
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|-------------------|----------------------|
| 1. Aprima | 12. MatrixCare |
| 2. Athenahealth | 13. MedAllies |
| 3. CareAccord | 14. Medicity |
| 4. CareConnect | 15. MyHealthProvider |
| 5. Cerner | 16. NextGen Share |
| 6. DataMotion | 17. NHHIO |
| 7. eClinicalWorks | 18. RelayHealth |
| 8. eLINC | 19. SES |
| 9. EMR Direct | 20. Surescripts |
| 10. Inpriva | 21. UpDox |
| 11. MaxMD | 22. Wellport/Lumira |

4 HISPs In Process of Connecting to Mass Hlway

HISP Vendor	Kickoff	Onboarding	Testing	Hlway Prod Readiness	Live/Target Date
ASP.md					2016-Jul
eClinicalWorks Plus					2016-Jul
Care 360					2016-Jul
IICA-Direct					Initiated



13 Month Hlway Availability Trends



Metric Targets:

- “Total Monthly Availability” – no lower than 99.9% (downtime no more than ~44 minutes/month)



Conclusion

Alice Moore



HIT Council - Meeting Schedule:*

- Meetings are held on the 1st Monday of the month
- Remaining 2016 Meetings:
 - ~~August 1, 2016~~
 - November 7, 2016
- 2017 meetings will be quarterly – dates TBD

**All HIT Council meetings to be held from 3:30-5:00 pm at One Ashburton Place, 21st floor, Boston*

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Thank you!