

Technology Advisory Group

August Meeting

August 23, 2013



Agenda

Project Update

Mass Hlway Phase 2 – Reactions to the near final design

Next Steps

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

Deployment update:

Organizations in Production: 5

- Beth Israel Deaconess (BIDMC)
- MAeHC
- Network Health
- Tufts Medical Center
- Boston Public Health Commission

Organizations moving to production: 8

- Beaumont Rehab and Skilled Nursing
- Brockton Neighborhood Health
- Pediatric Care Associates
- Jessica Foley, LMHC
- Greg Harris
- Notre Dame Long Term Care
- Millbury Health Care Center
- Holyoke HM Connect HIE

Organizations “on the bubble:” 4

- Children’s Hospital
- Partners
- Vanguard/Metrowest Medical Center
- Pediatric Care Associates

Major Clients slated for Aug/Sep Testing: 3

- MEDITECH
- PVIX/Baystate
- Atrius, Reliant, and VNA Care Network

Transaction update:

Transactions exchanged in July: 93,132
Cumulative transactions to date: 1,349,083

Phase 2 overall timeline

Mass Hlway 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	July 26, 2013 Completed
Phase 2 Design Approach Preliminary Decision	August 2, 2013 Completed
Go-live - Opioid Treatment Program (OTP) Node	Sept 2013
Go-live for Phase 2, Release 1 (Other Public Health interfaces)	Nov – Feb 2014
Go-live for Phase 2, Release 2 (EMPI, RLS, Consent, Provider Portal, Consumer Portal)	Oct 2013 – Mar 2014

Agenda

Project Update

Mass Hlway 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

Record search:
Portal
or
EHR-integrated

Phase 2 Hlway Service


Relationship Listing
Service

Record request:
Portal- or EHR-
generated

Record response:
Directly back to
requestor (ie, portal
does not RECEIVE
any response
information)

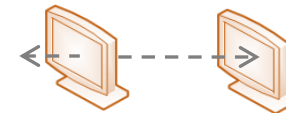
Four Query-Retrieve Methods

Manual retrieve



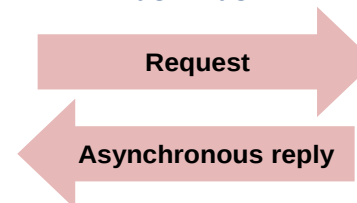
- Find record location via portal
- Retrieve records manually (phone, fax, etc)

Cross-entity viewing



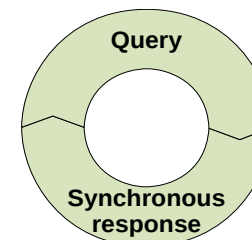
- View other EHR within own EHR or HIE Portal
- “SSO-like” access between participating systems

“Push-Push”



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

“Query-response”



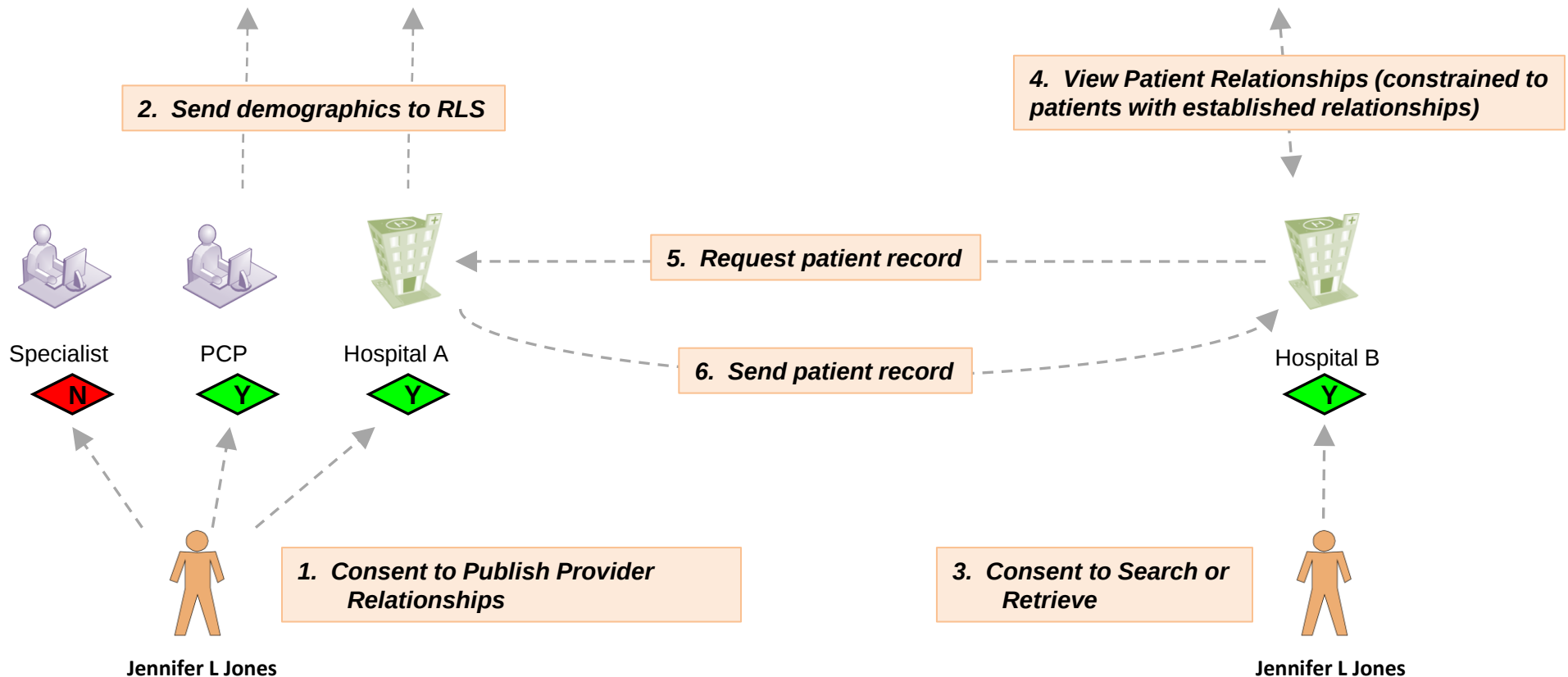
- Query with automated response
- Like electronic eligibility or RX history requests
- Requires new standards beyond Stage 2 MU

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 using Direct credentials
- 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:

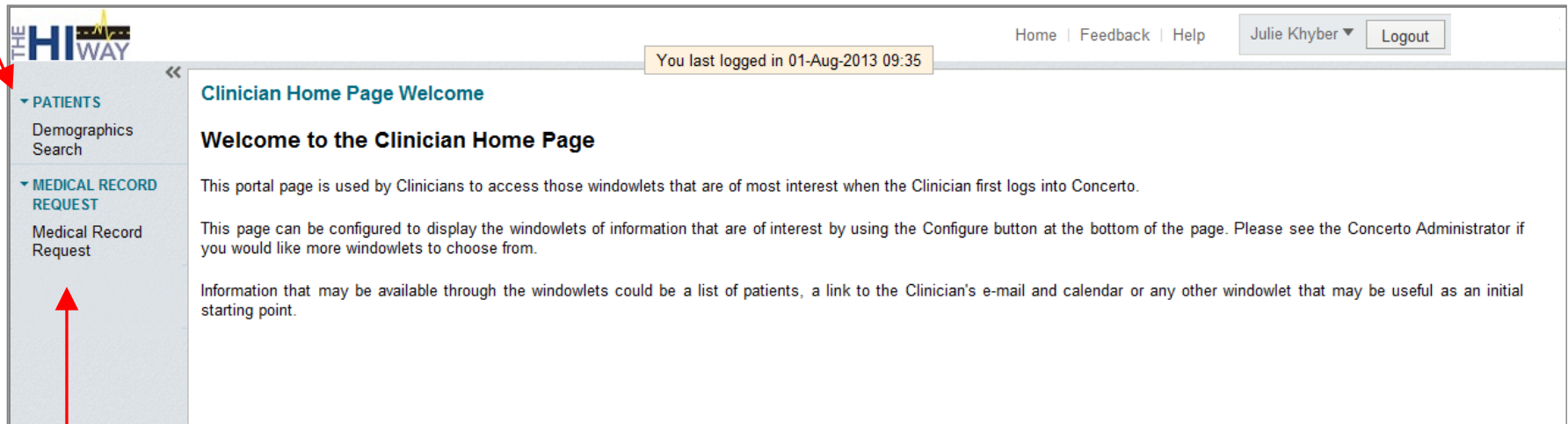
- User information
- Informational content

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 the 'THE HIWAY' logo on the left. A red arrow points to the 'Demographics Search' link under the 'PATIENTS' section. Another red arrow points to the 'Medical Record Request' link under the 'MEDICAL RECORD REQUEST' section. The main content area displays a 'Welcome to the Clinician Home Page' message and a 'Logout' button for 'Julie Khyber'.

THE HIWAY

Home | Feedback | Help

You last logged in 01-Aug-2013 09:35

Julie Khyber ▾ Logout

◀

▼ PATIENTS

Demographics Search

▼ MEDICAL RECORD REQUEST

Medical Record Request

Clinician Home Page Welcome

Welcome to the Clinician Home Page

This portal page is used by Clinicians to access those windowlets that are of most interest when the Clinician first logs into Concerto.

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 a list of patients, a link to the Clinician's e-mail and calendar or any other windowlet that may be useful as an initial starting point.

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 HI WAY

«

▼ PATIENTS

Demographics Search

► MEDICAL RECORD REQUEST

Home | Feedback | Help

Julie Khyber ▼ Logout

Demographics Search

Identifier4739243

NameJoneJones

Identifier TypeMGH ▼

Date of Birth27-Aug-1957  ✓

GenderMale ▼

Search 

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)



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 displays the HITWay interface for a patient named John Jones (DOB: 27-Aug-1957, 55y, SEX: M). The interface is divided into a left sidebar and a main content area. The sidebar contains a 'Patient Summary' tab and an 'RLS View' section. Under 'RLS View', there are filters for 'Showing All' and 'Group By Category Sort By Date'. A 'Relationship List (29)' is shown with four entries: '10-Feb-2013 Partners (8)', '10-Feb-2013 Beth Israel Deaconess Medical Center (12)', '11-Dec-2012 Orion Health Hospital (3)', and '13-May-2011 Mass General Hospital (6)'. The 'Mass General Hospital (6)' entry is highlighted. The main content area shows 'Mass General Hospital (2 years ago)' with a 'Cross Entity Viewer' and 'Medical Record Request' link. Below this is a section titled 'Massachusetts General Hospital Main Campus Information' which includes the hospital's address (55 Fruit Street, Boston, MA 02114) and phone number (617-726-2000). A red arrow points from the 'Medical Record Request' link to the text 'Electronic retrieval options available – source system decides based on own policies and data requestor – can vary options based on requestor'. Another red arrow points from the 'Massachusetts General Hospital Main Campus Information' section to the text 'Record source basic information for reference and manual retrieval'.

Relationship Selection

Massachusetts General Hospital Main Campus Information

Address: Massachusetts General Hospital
55 Fruit Street
Boston, MA 02114

Phone: 617-726-2000

Record source basic information for reference and manual retrieval

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

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 Clara

Providers
Nurse: Escate, Barbara G. NP
Allergy: Sheikh, Javed MD
Cardiology: Chakraborty, Robert H. MD
Rheumatology: Sheikh, Robert H. MD
Insurance PCP: Chakraborty, Robert H. MD
Pharmacy: CVS Pharmacy #8, Mum & Pop pharma, CVS Pharmacy #26

Alerts
Cancer: YSEMSA
Diabetes alerts
Diabetes alerts
Patient is anticoagulated
Last updated on 11/19/2009

Reminders
EKG
Mammography
Cholesterol
Colorectal
Immunizations
Immunizations
Immunizations

To Be List
Entry
hem onc self assessment 1
hem onc self assess
self assessment tool
call him for labs

Due By
03/24/2010 Dowling
03/24/2010 Dowling
03/24/2009 Dowling
12/12/2012 Theberge

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

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 Hlway 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 – September 20, 2:00-3:30
 - Conference call (866) 951-1151 x. 8234356
- HIT Council – tentatively scheduled for Sept 9 (though may change), 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>