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# Transformation Plans: Health Information Technology

Coordinated Care Organizations



# Goals for Today

- Review Guidance on Health IT (HIT) for Transformation Plans including expectations, definitions and resources
- Areas covered
  - Electronic Health Records and Meaningful Use
  - Health Information Exchange of Clinical Information
  - Analytics and Quality Reporting
  - Use of HIT for Patient Engagement and Transforming Care
- Offer Examples of Transformative Uses for HIT and Health Information Exchange (HIE)
- Q&A

# Housekeeping Logistics for Webinar

- How questions will be handled
  - We will go through all of the slides and reserve time for questions at the end of the presentation
  - If possible, please use the chat box on your screen to submit your question in writing.
  - We will also open lines for verbal questions; please mute your phones unless you are asking a question
- Webinar being recorded and will be posted with slides at:  
<https://cco.health.oregon.gov>

# Health IT as Transformational Element

- Implementing and using health IT tools effectively can create the foundation for transformation across the CCO
- **Examples include:**
  - a solid base of providers using interoperable electronic health records,
  - ability to electronically exchange patient health information securely,
  - use of technology to analyze and target individuals who need additional interventions,
  - use of patient portals, smart phone applications and other mobile health devices to engage patients in their own health care

# CCO Contracts

- **Overarching expectations that CCOs:**
  - Will demonstrate how they will achieve minimum standards in foundational areas of health information technology (HIT) such as facilitating provider adoption and Meaningful Use of electronic health records (EHRs) and participation in health information exchange (HIE) to support sharing patient information, and
  - Will develop goals for transformational elements of HIT such as analytics, quality reporting and patient engagement

# EHR Adoption and Meaningful Use

- **Overview**

- Certified EHRs – Multiple Stages of Meaningful Use will require certification upgrades for EHRs
- Meaningful Use Standards
- EHR incentives

- **OHA expectations:**

- CCOs must identify provider network EHR adoption rates.
- CCOs must design and implement strategies to encourage and increase adoption and Meaningful Use of certified EHRs

# EHR Adoption and Meaningful Use

- **Key Elements**

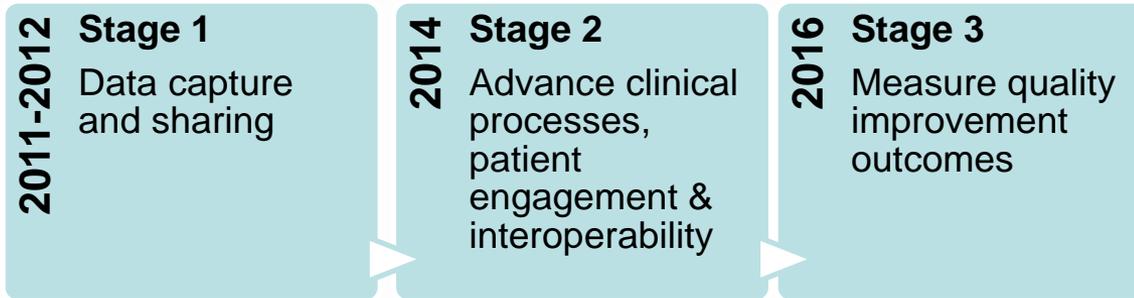
- All providers in network
- OHA very interested in CCO approach across practice settings and provider types including those not typically eligible for incentives, such as skilled nursing facilities and behavioral health

# EHR Adoption and Meaningful Use

- **Examples of approaches to facilitate adoption**
  - Technical Assistance could be provided by CCO to providers through O-HITEC or another source
  - CCO could host an EHR
  - Behavioral Health EHR available from OHA



# Stages of Meaningful Use



Incentive Program for Electronic Health Records: Issued by CMS, these final rules define the minimum requirements that providers must meet through their use of certified EHR technology in order to qualify for the payments for Stages 1 and 2 of meaningful use. Stage 3 draft rule is open for public comment through 1/14/13.

Standards and Certification Criteria for Electronic Health Records:

Issued by the Office of the National Coordinator for Health Information Technology (ONC), these rules identify the standards and certification criteria for the certification of EHR technology, so eligible professionals and hospitals may be assured that the systems they adopt are capable of performing the required functions.

# Health Information Exchange: Clinical Information

- **Overview**

- Direct Secure Messaging is a national standard and will be incorporated into certified EHRs for Stage 2 Meaningful Use
- There will be several ways that Health Information Service Providers (HISPs) will be able to work with EHRs, but in the CCO environment, the XDR/XDM capability will be key to communicate with providers without an EHR
- HIE emphasis on e-Prescribing, electronic lab orders and results delivery, clinical summary documents, ADT notifications, transitions of care
- HIE across organizational boundaries and between disparate EHR systems

# Health Information Exchange: Clinical Information

## OHA Expectations:

*CCOs shall facilitate HIE in a way that supports exchange of patient health information among Participating Providers to transform from a volume-based to a value-based delivery system*

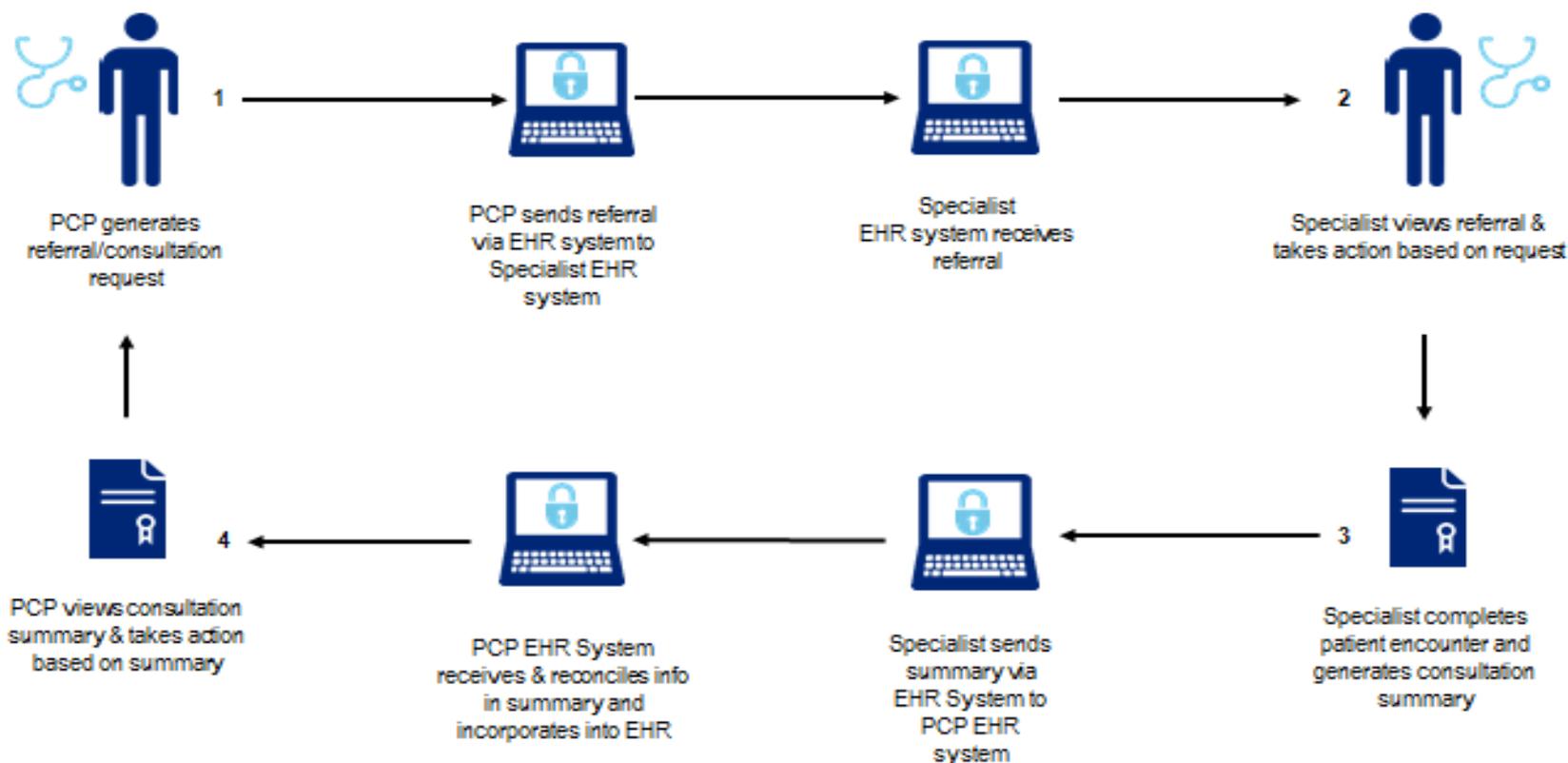
- **Examples of approaches**
  - Regional Health Information Organization
  - CareAccord™ Statewide HIE
  - Another Direct-enabled HISP

# Health Information Exchange: Clinical Information

- **Transformational potential of clinical HIE**
  - Closed loop referrals through Direct ensures primary care provider and specialists have the information they need at point of care
  - ADT feeds can enable automated alerting to primary care provider
  - Pinpointing “hot spots” to get care coordination to those who need it most and improve health care system utilization
  - Query HIE from a Regional Health Information Organization (RHIO)

# MedAllies (NY) Closed Loop Referral

[http://statehiresources.org/wp-content/uploads/2012/12/Bright-Spots-Synthesis\\_Care-Coordination-Part-I\\_Final\\_121212.pdf](http://statehiresources.org/wp-content/uploads/2012/12/Bright-Spots-Synthesis_Care-Coordination-Part-I_Final_121212.pdf)

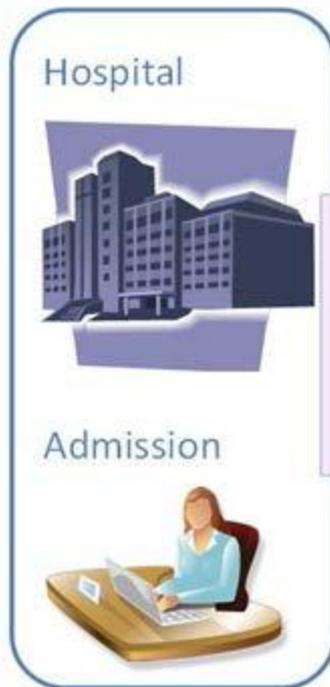


# HealthBridge ADT Feeds

[http://statehieresources.org/wp-content/uploads/2012/12/Bright-Spots-Synthesis\\_Care-Coordination-Part-I\\_Final\\_121212.pdf](http://statehieresources.org/wp-content/uploads/2012/12/Bright-Spots-Synthesis_Care-Coordination-Part-I_Final_121212.pdf)

## 1. Patient Hospital Visit

The patient goes to the hospital and is admitted to the ED.



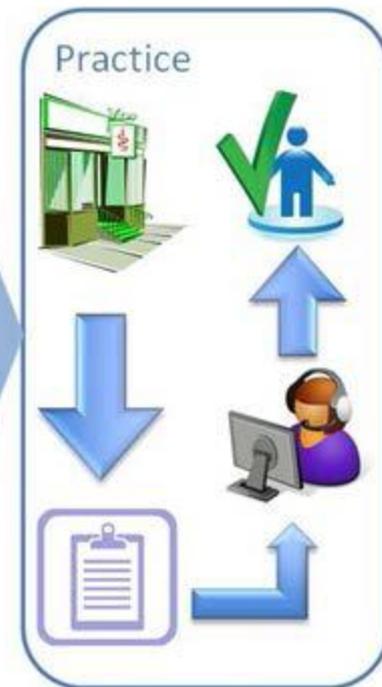
## 2. HealthBridge Integration

HealthBridge receives the ADT and matches on the patient. If the patient is part of a subject group, an alert will be created from one of the four options (A,B,C,D).



## 3. Practice Follow-Up

Practice receives preferred alert from HealthBridge and calls patient for a follow-up visit.



# Camden New Jersey HIE Hot Spotting

[http://statehieresources.org/wp-content/uploads/2012/12/Bright-Spots-Synthesis\\_Care-Coordination-Part-I\\_Final\\_121212.pdf](http://statehieresources.org/wp-content/uploads/2012/12/Bright-Spots-Synthesis_Care-Coordination-Part-I_Final_121212.pdf)

Camden HIE uses real-time data from hospital ADT feeds to generate a daily report that includes any patient that has been admitted to the city's hospitals in the past 24 hours, his or her PCP, the patient's insurance information, diagnosis information, the number of inpatient and ED visits the patient has had over the past six months, and the average days between each visit.

The Camden Coalition team uses this report to obtain a citywide view of patients likely to benefit from additional care coordination support (e.g., patients that have used the hospital or ED more than twice in six months) and enroll them in Camden's Care Management and Care Transitions Programs.

# Louisiana Public Health Institute Crescent City Beacon Community

<http://www.crescentcitybeacon.org>



# Analytics and Quality Reporting

- Supporting innovation and transformation at the provider level
  - Calculating and reporting performance measures
  - Implementing alternative payment methodologies
  - Predictive analytics & targeting
  - Clinical decision support tools
    - [http://www.himss.org/ASP/topics\\_clinicalDecision.asp](http://www.himss.org/ASP/topics_clinicalDecision.asp)

# Analytics and Quality Reporting

Transformation plan guidelines are open-ended to allow flexibility

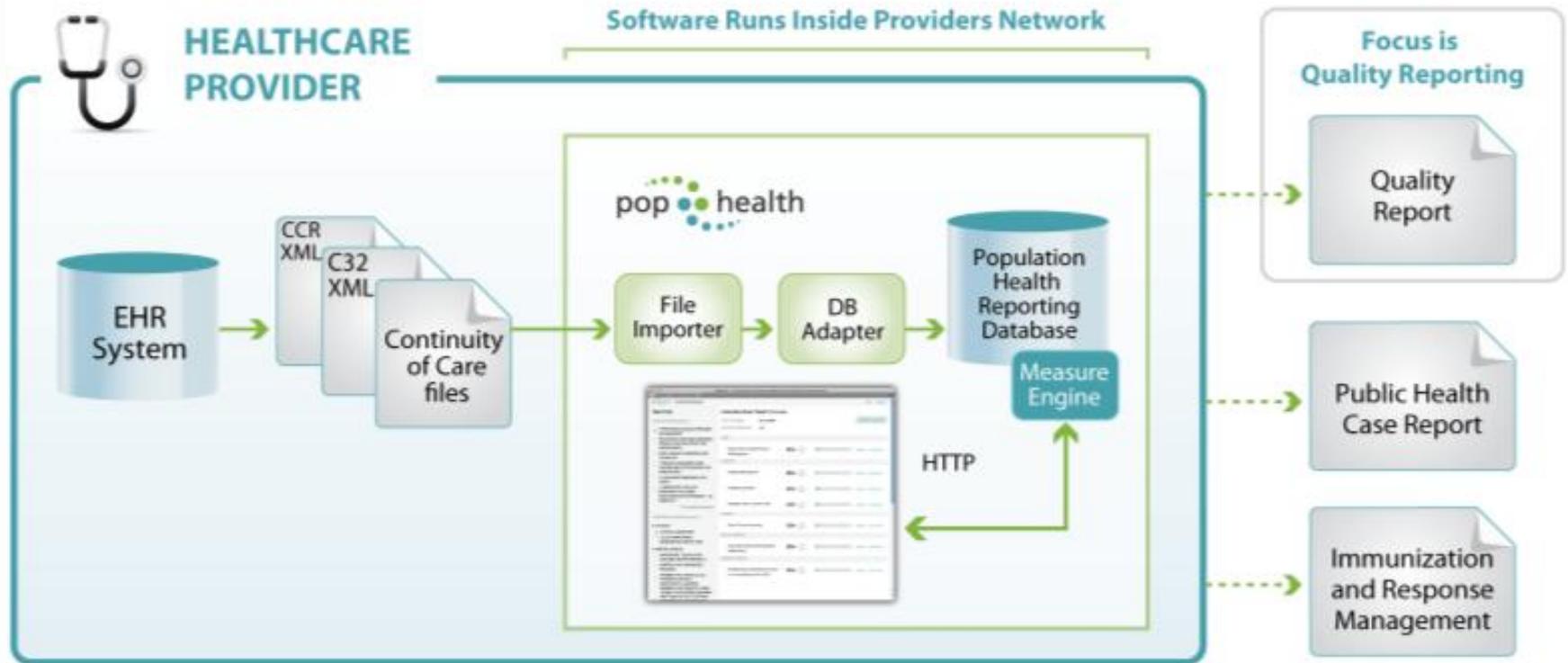
- Baseline
- Plans for progress and improvement
- Measuring progress and goal attainment

# HIE and Quality Reporting

- **Moving to Electronic Clinical Quality Measures (eCQM) in Stage 2 MU**
  - <http://www.healthit.gov/providers-professionals/achieve-meaningful-use/core-measures/clinical-quality-measures>
  - [http://www.cms.gov/Regulations-and-Guidance/Legislation/EHRIncentivePrograms/Downloads/CQM\\_ResourceTable\\_2012\\_10.pdf](http://www.cms.gov/Regulations-and-Guidance/Legislation/EHRIncentivePrograms/Downloads/CQM_ResourceTable_2012_10.pdf)
  - [http://www.cms.gov/Regulations-and-Guidance/Legislation/EHRIncentivePrograms/Downloads/Guide\\_Reading\\_EP\\_Hospital\\_eCQMs.pdf](http://www.cms.gov/Regulations-and-Guidance/Legislation/EHRIncentivePrograms/Downloads/Guide_Reading_EP_Hospital_eCQMs.pdf)
- **Example of HIE and Quality**
  - popHealth (Open Source Quality Reference Implementation)

# popHealth (Open Source Quality Reference Implementation)

<http://projectpophealth.org/>



# Use of HIT for Patient Engagement and Transforming Care

- **OHA expectations:**
  - CCOs must have capabilities related to patient engagement through health information technology and other HIT
- **Using HIT for patient engagement:**
  - electronic educational resources
  - online health care transactions
  - secure patient portals
  - personal health records with longitudinal data
    - Diagnoses, lab results, treatment plan
  - smart phone apps for patient use
  - Interactive electronic tools for self-monitoring and tracking

# Use of HIT for Patient Engagement and Transforming Care

- **Using HIT for care delivery:**
  - Telehealth
  - mobile health devices
  - smart phone apps used by providers in working with patients
  - patient access to their EHR
  - mobile access to the clinician's EHR system
  - secure communication between patient, clinicians and care teams
  - shared care plans
  - mobile devices for in-home monitoring and notifications to clinician

# Patient Engagement and Other HIT

- **Transformational Examples**

- Blue Button for downloading patient records <http://bluebuttondata.org/>
- Tethered and untethered PHRs
- Interactive Preventive Health Record  
<http://annfammed.org/content/10/4/312.full>
- Mobile phone apps
  - Healthy mother, healthy baby apps; Text4Baby  
<https://text4baby.org/index.php/stories/from-community/50-stories-from-community-stories/stories-from-community/246-michigan-primary-care-association>
  - Fitness apps; My Fitness Pal, All-In Yoga
  - Pharmacy apps to manage medications better; Medco, iPharmacy  
<http://managingmeds.challenge.gov/submissions/10836-remind-me-again>
  - Interactive apps that can monitor heartrate and glucose levels; BGluMon, Glucose Buddy, iDiabetes

# Bipartisan Policy Center Reports and Other Resources

- <http://bipartisanpolicy.org/library/report/transforming-health-care-role-health-it>
- [http://bipartisanpolicy.org/sites/default/files/BPC%20Accelerating%20Health%20Information%20Exchange\\_format.pdf](http://bipartisanpolicy.org/sites/default/files/BPC%20Accelerating%20Health%20Information%20Exchange_format.pdf)
- [http://bipartisanpolicy.org/sites/default/files/BPC\\_Engaging\\_Consumers\\_Using\\_Electronic\\_Tools.pdf](http://bipartisanpolicy.org/sites/default/files/BPC_Engaging_Consumers_Using_Electronic_Tools.pdf)
- <http://managingmeds.challenge.gov/submissions/10836-remind-me-again>
- <http://www.healthit.gov/patients-families/>
- Agency for Healthcare Research and Quality (AHRQ) report “An Interactive Preventive Care Record”:  
<http://www.ahrq.gov/research/sep12/0912RA24.htm>
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# Technical Assistance Resources

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| <p><b><u>CCO website</u></b></p> <p>Guidance materials, including links to best practices and FAQs</p> | <p><a href="https://cco.health.oregon.gov">https://cco.health.oregon.gov</a></p> |
| <p><b><u>Email address</u></b></p> <p>Questions about Transformation Plan development</p>              | <p><a href="mailto:Ccotp.help@state.or.us">Ccotp.help@state.or.us</a></p>        |
| <p><b><u>OHA points of contact</u></b></p>   |  |
| <p>Cascade, Columbia Pacific, EOCCO, Pacific Source</p>  | <p>Tracey Robichaud</p>  |
| <p>FamilyCare, HSO</p>   | <p>Keri Mintun</p>   |
| <p>WOAH, Primary Health of Josephine County, Jackson CareConnect</p>                                   | <p>Lisa Welch</p>  |
| <p>Yamhill, IHN, Trillium, WVCH</p>  | <p>Rosanne Harksen</p>   |
| <p>AllCare, Umpqua</p>   | <p>Bevin Hansell</p>   |

# Q & A