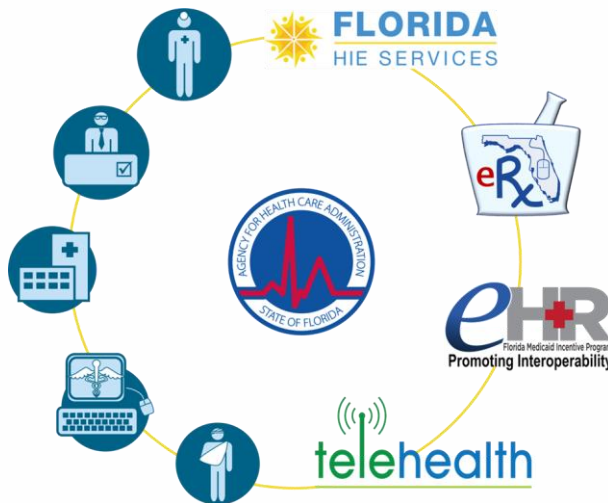


Himss
CENTRAL/NORTH FLORIDA *Chapter*

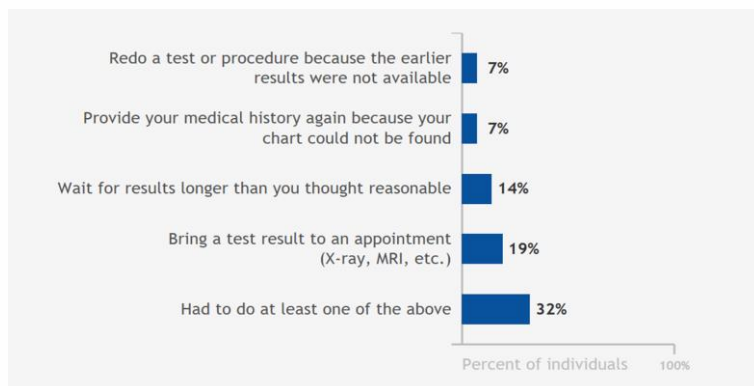


Pamela King, MBA, PMP
Health IT Outreach Coordinator
Agency for Health Care Administration

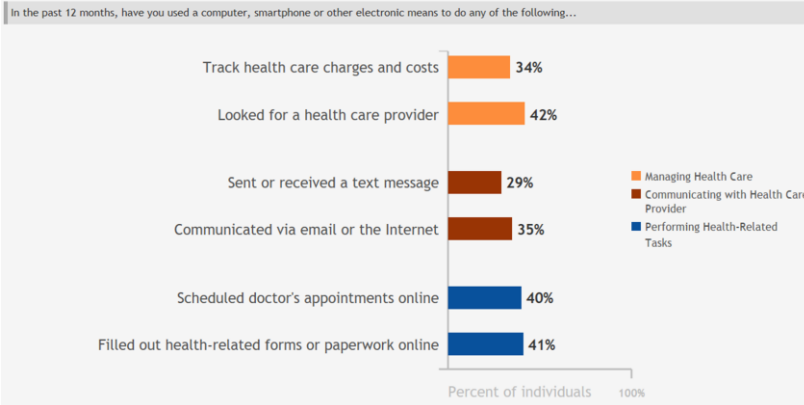


What We Know

Gaps in Information Exchange



Patients are . . .



HIE Study



As Is Assessment Findings

- Stakeholders identified the Florida HIE's ENS as an "easy to implement" HIE solution
- The study suggested that this service be built upon and expanded
- Additionally, the Florida HIE has existing infrastructure which could be leveraged for additional use cases such as re-use of the Master Patient Index or MPI



To Be Assessment & Roadmap

- **Strategic Initiatives:**
 - Structure Statewide Governance
 - Assess Roles & Optimize Existing HIE Governance Structure
 - Engage stakeholders
 - Develop Inter-Agency Workgroup
 - Motivate & Encourage Exchange
 - Optimize Federal Funding
 - Align Incentives & Behaviors
 - Intra- and Inter-Agency Collaboration
 - Leverage Existing HIE Capabilities
 - Increase Awareness & Engagement
 - Enhance Stakeholder Engagement
 - HIE Advocates
 - Expand distribution and maximize reach
 - Develop Health IT Educational Clearinghouse

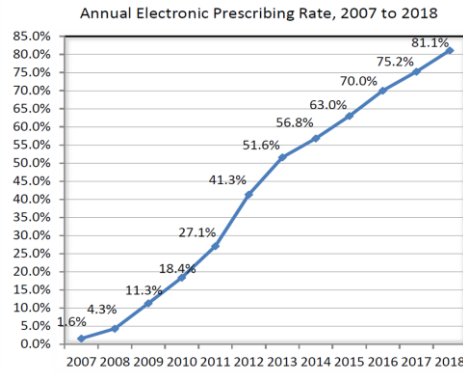
e-Prescribing



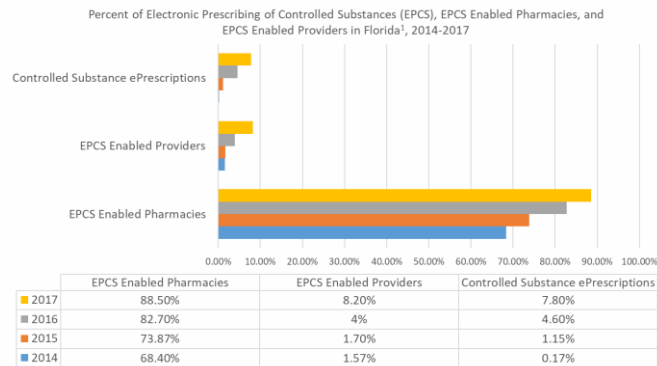
ePrescribing

- Quarterly metrics are published to <http://fhin.net/eprescribing/>
- Data is collected from Change Healthcare (formerly Emdeon) and Surescripts.
- Metrics are also collected on ePrescribing of Controlled Substances (EPCS)
- The Agency uses these data and metrics to compare Florida to national averages.

Florida ePrescription Rate



Electronic Prescribing of Controlled Substances (EPCS)



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architects of change



FLORIDA
HIE SERVICES

The logo for Florida HIE Services is contained within a blue rectangular border. On the left side of the border is a yellow graphic of a stylized sun or starburst with human figures at its points. To the right of this graphic, the word "FLORIDA" is written in a large, bold, blue sans-serif font. A thin yellow horizontal line is positioned below "FLORIDA". Below this line, the words "HIE SERVICES" are written in a smaller, blue sans-serif font.







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architects of change

QUERY Exchange

- Built on the nationwide eHealth Exchange
 - Allows providers to query for patient clinical records
 - Federated network with no centralized data repository
 - Common data standards, legal agreement, and governance
- Health Information Exchange MU Requirements
 - Electronically exchanging summary of care records
 - Incorporating electronic summary of care records into an EHR
 - Performing clinical reconciliation using received summary of care records





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architects of change

Direct Messaging Service

- Basic, secure, HIPAA-compliant exchange
 - Push model of exchange
 - Uses industry-developed Direct standards
 - Strict identity verification standards for users
 - Supports transport of documents of any format
- DirectTrust accreditation means that users can exchange with a trusted nationwide network of over 1.3 million users
- The Florida HIE's Direct Messaging Service is an inexpensive web-based service for Florida providers





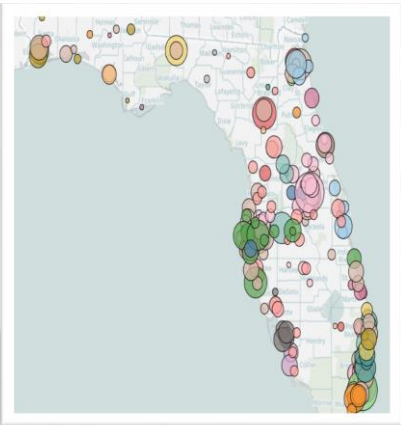


HIMSS
transforming healthcare through IT

architects of change

Encounter Notification Service (ENS)

- ENS routes encounter data from participating hospitals to subscribing organizations like ambulatory practices, hospitals, ACOs, and health plans.
- Hospital data sources
 - Over 215 connected hospitals
 - 95% of acute care hospital beds
 - Real-time data feeds
 - Inpatient and emergency
 - Admissions, discharges, and transfers

A map of the state of Florida is shown, overlaid with numerous colored circles of varying sizes. These circles represent the locations of participating hospitals across the state. The colors include shades of blue, green, yellow, orange, and red. The circles are distributed throughout the state, with a higher concentration in the central and southern regions.

How ENS Works

- Subscribers submit a list of patients to ENS, including first and last name, DOB, gender, address, and other demographic info
- Hospitals send inpatient and emergency ADTs to ENS
- ENS matches incoming ADTs to subscriber patient lists based on patient demographics, using a conservative, highly sophisticated matching algorithm
- Matched ADTs are routed to the appropriate subscriber; unmatched ADTs are discarded
- It doesn't matter what EHR system you use or even if you use an EHR system
- Subscriber preferences determine how, when, and where alerts are delivered

Viewing Notifications

- Proactive Management of Patient Transitions (PROMPT) is a web-based user interface for ENS that can serve as a lightweight care coordination tool. *Test data below.*

The screenshot displays the PROMPT (Proactive Management of Patient Transitions) interface. At the top, it shows the ENS logo and the PROMPT title. Below the title, there is a search bar and filters. The main content area is divided into two columns. The left column shows a list of notifications for three patients: TERRY BURKE, STEPHAN WELLS, and DARLA STARK. The right column provides detailed information for the selected patient, JERRROD BARRERA, including personal details, medical history, and event logs.

ENS Encounter Notification Service | **PROMPT** Proactive Management of Patient Transitions

Filter by Name or MRN Any Participants (6) Add Filters

TERRY BURKE (335657900) [Not Started] [In Progress] [Completed]

Mount Sinai Hospital
7/28/16 4:34 PM
ER Transfer
FLU2 Stomach Pain V/W PAIN ON BOTH SIDES

STEPHAN WELLS (081826393) [Not Started] [In Progress] [Completed]

Shoildice Hospital
7/28/16 3:30 PM
ER Discharge
PEC2 HEAD INJ FAX967 LT LEG PAIN/FOOTBALL

DARLA STARK (44925517) [Not Started] [In Progress] [Completed]

Toronto General Hospital
7/28/16 2:31 PM
ER Admit
Q1Q1 Stomach Pain XIR PAIN ON BOTH SIDES

JERRROD BARRERA (739910439)

058-531-2564 (home)
Destination MRN: 739910439
Date of Birth: 7/5/60
Gender: Female
Address: 150 South Green Hague Road
City/State: Raleigh, ID
Primary Phone: 058-531-2564

Primary Care Provider: Gloria Bishop
Destination Practice:
Insurance: HPP
Care Manager Name:

Most Recent Event

Source Facility:	Toronto General Hospital	Source MRN:	
Patient Class:	Inpatient	Admit Source:	Transfer from a hospital
Event Type:	Discharge	Patient Diagnosis:	KUN3344 LOW B/P
Admit Date/Time:	7/27/16 6:21 AM	Discharge Disposition:	Discharged/transferred to an intermediate care facility ICF
Discharge Date/Time:	7/27/16 6:21 AM	Number of IP Visits:	4
Patient Complaint:	VOV711 Stomach Pain	Number of ER Visits:	2

Status Log
8/1/17 11:42 AM crisp set this notification to In Progress

Event History

+	5/6/16 4:17 PM	KY791SLOW B/P WID9551HEAD INJ	Mount Sinai Hospital	ER	Transfer
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Encounter Notification Service

- ENS metrics –
 - 8M lives covered in Florida
 - Includes all Medicaid MCOs
 - 500k Medicare beneficiaries
 - Over 100 subscribing organizations
 - 50+ hospitals
 - 22 accountable care organizations (ACOs)
 - 27 provider groups
 - 14 health plans
 - Over 800k alerts delivered/month

ENS Impact

- Get Better Data
 - One ENS participant had a direct ADT feed (non-ENS) from the only hospital system in their service area.
 - Realized via claims that they were not receiving notifications on significant emergency department utilization.
 - Subscribed to patient population via ENS.
 - Realized they were missing 35% of total patient emergency department utilization without ENS subscription.

ENS Impact

- Increase Post-Discharge Follow-Up Care
 - Another ENS participant had over 70,000 Transitional Care Management (TCM) eligible discharges during a study period.
 - This organization was able to leverage ENS to get over 70% of those patients in for a follow-up visit within the TCM-required 1-2 week timeframe.
 - This participant also saw their average 90-day total spend post discharge decrease by \$1,882 per instance when using ENS to capture TCM

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ENS Impact

- Reduce Avoidable Readmissions
 - Another ENS participant saw a 40% reduction in hospital re-admissions per quarter during their first year of subscribing to ENS.
 - This same participant attributed a total annual savings of over \$280,000 to their ENS subscription via avoided readmissions.

The Dog That Doesn't Bark



Contacts and Resources



www.ahca.myflorida.com/medicaid/ehr
MedicaidHIT@AHCA.MyFlorida.com



www.fhin.net



www.Florida-HIE.net
FLHII@ahca.myflorida.com



www.ahca.myflorida.com/SCHS/telehealth



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 [@AHCA_FL](https://twitter.com/AHCA_FL)