



Improving Care Coordination Through Health Information Exchange

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Presentation Outline

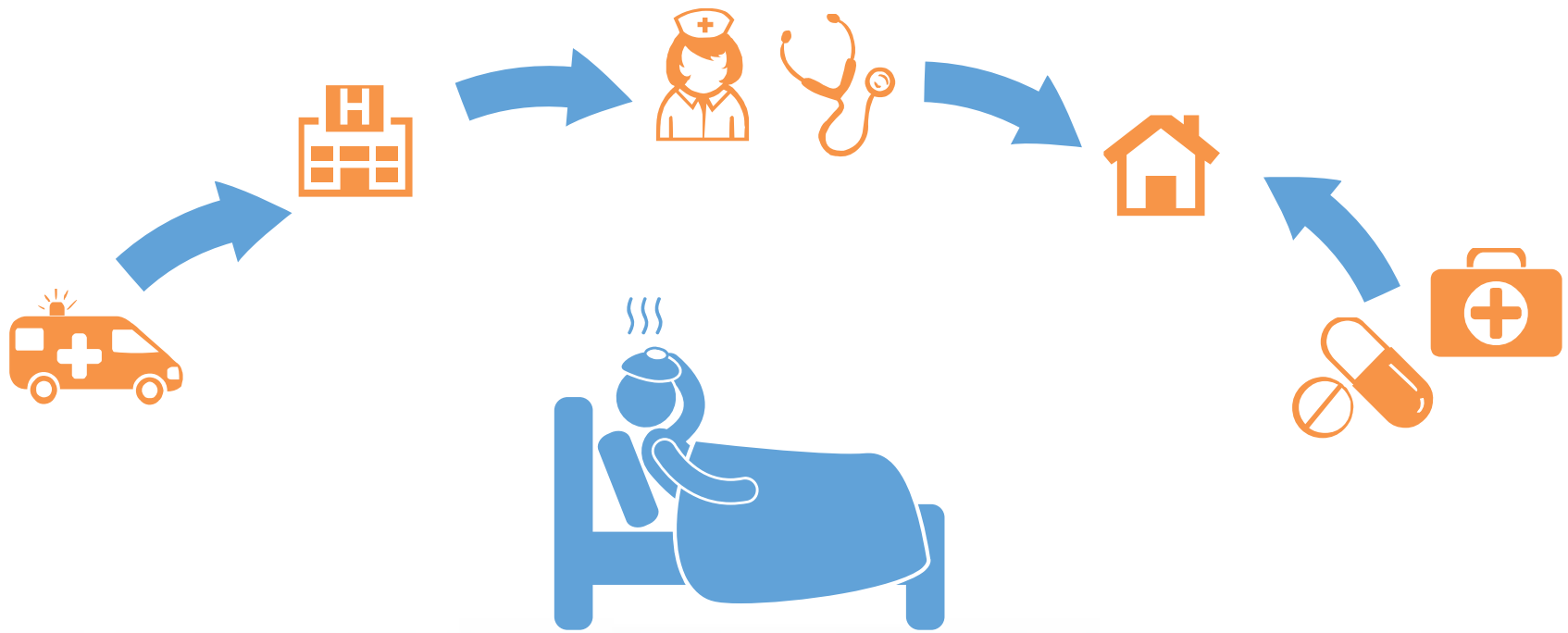
- What is care coordination?
- What are transitions of care?
- How electronic transitions of care can improve care coordination
- Meaningful Use (MU) as a mechanism to drive change in physician offices
- Methods of exchange
 - Direct
 - Health Information Exchange (HIE)



Care Coordination

What Is Care Coordination?

- The potential to improve the effectiveness, safety, and efficiency of the American healthcare system



Care Coordination Barriers

- Primary care physicians (PCPs) often have little or no information about:
 - Patients' hospitalizations.
 - Patients' specialty visits.
- PCPs and nursing homes don't communicate.
- Specialists and hospitals are siloes.
- Patients repeatedly using urgent care:
 - Their ED providers often do not know what is happening at the primary care setting.



Transitions of Care

What Is Care Transition?

- Continuous process in which a patient's care shifts from being provided in one setting of care to another
- Poorly managed transitions can diminish health and increase costs.
 - Estimates of \$25B to \$45B in wasteful spending in 2011 through avoidable complications and unnecessary hospital readmissions.



Electronic Transitions of Care and Care Coordination

How Electronic Transitions of Care Impact Care Coordination

- Sharing patient care summaries to improve the quality and safety of referral care while reducing unnecessary and redundant testing
- Using common standards to significantly reduce costs and promote widespread exchange and interoperability.





MU as a Mechanism to Drive Change in Physician Offices

MU Summary of Care

- Eligible professionals (EPs), eligible hospitals (EHs), or critical access hospitals (CAHs) that transition or refer their patients to another setting or provider of care
- Uses certified electronic health record technology (CEHRT) to create a summary of care record
- Electronically transmits summary to a receiving provider for more than 10 percent of transitions of care and referrals



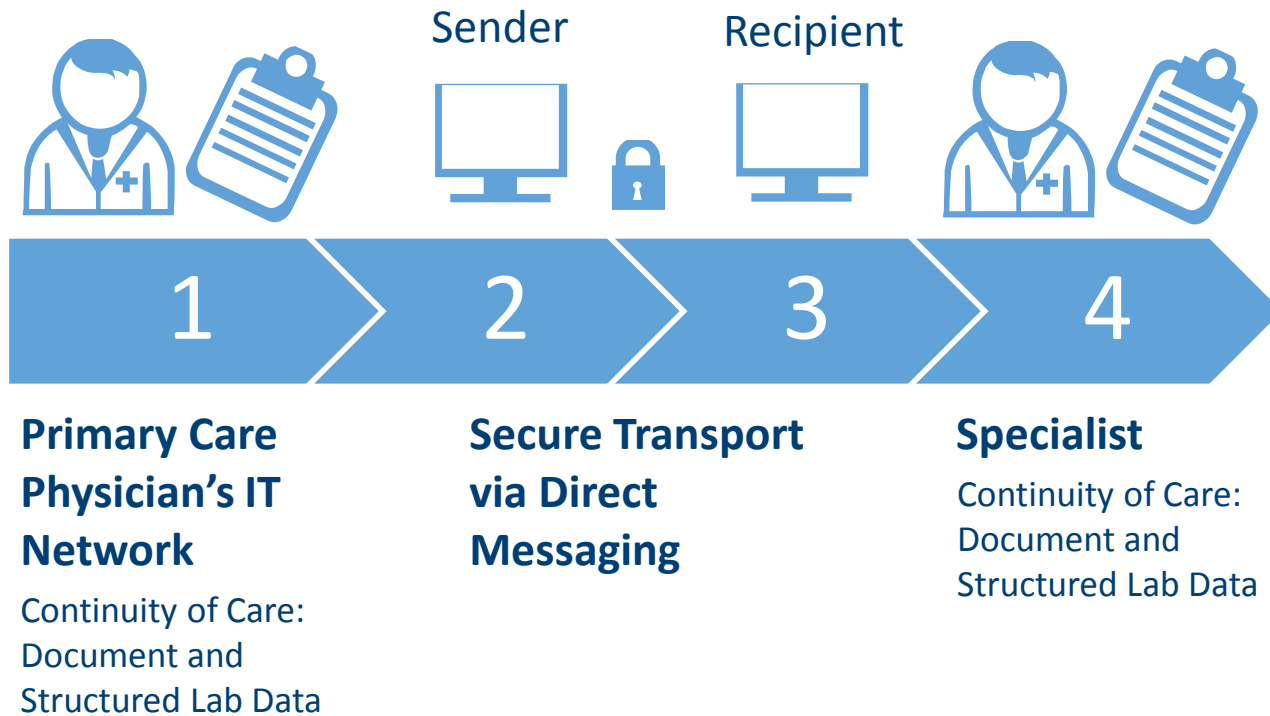
Direct Transmission Method

Direct Transmission Method Versus Other Methods

- Effective and efficient communication between care providers equals better patient care and lowers healthcare costs.
- Many providers rely on paper, phone, fax, and physical transport to pass patient information between organizations.
 - Slow
 - Unsecure
 - Adds significantly to administrative overhead



Direct Messaging



Direct Transmission Benefits

- Universal
- Secure
- Quick
- Accurate
- Reduces administrative overhead
- Increases patient record security
- Auditable

Direct Transmission Use Cases

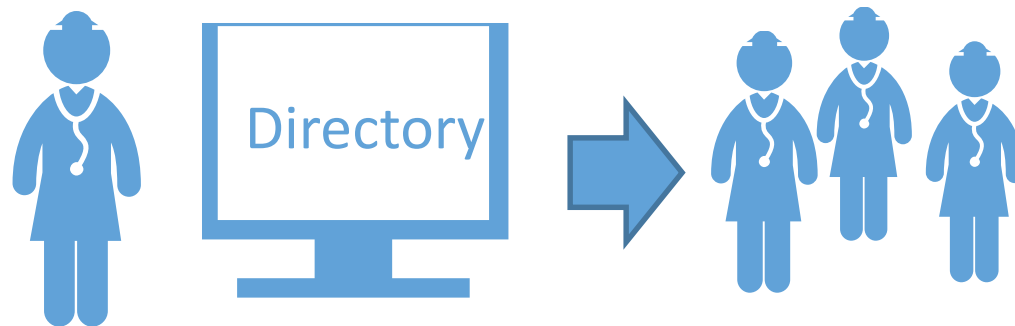
- Direct messaging use cases:
 - Referrals between organizations and clinicians
 - Discharge summaries sent to the PCP
 - Lab reports transmitted to the ordering physician
 - Sending data to public health organizations
 - Prior authorizations for services
 - Transmit care summaries as part of the MU Stage 2 View/Download/Transmit requirements
 - Secure patient-provider communications

Status of Direct Transmissions

- Most common method of submitting patient summary of care to next provider of care
- 2014 MU CEHRs can send and receive secured emails.
 - Possible extra charge for enabling functionality
- Only secure email is Health Level-7 (HL7) compliant and is encrypted for security and privacy.

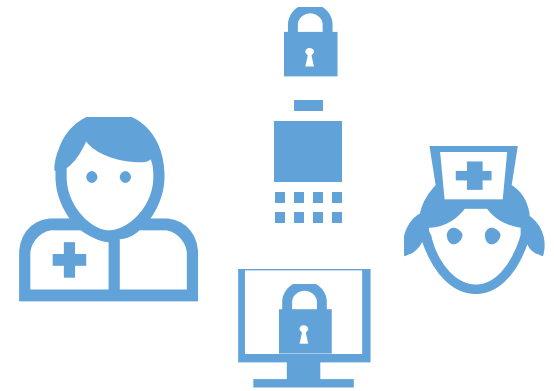
Direct Transmission Providers

- Searchable directory across care settings
- Add providers to whom you frequently refer.
- Most providers will already have a direct address if they are participating in MU.



Direct Transmission Details

- Set up secure address.
 - Example: gwright@direct.greenwayhealth.org
- If not in the directory, add manually.
- Referral coordinator may assist the other provider of care to setup his/her direct messaging account.





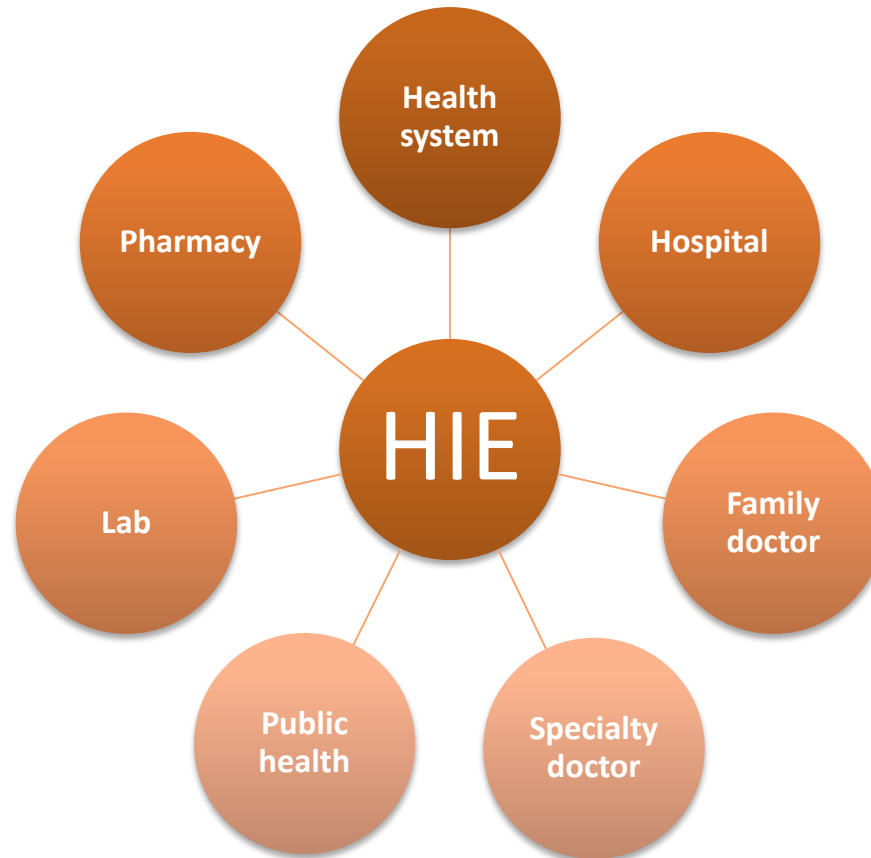
HIE Transmission

Working With an HIE

- HIEs are intermediary messenger services.
 - You send the data packet to the HIE, and then the HIE forwards that to the other provider.
- HIEs are certified and are all HL7-compliant.



HIE Integration



Public Health and HIEs Working Together

HIEs and public health registries could work together, according to HIMSS* through:

- Transport and technology
- Data aggregation
- Patient identity and matching
- Onboarding
- Eliminate redundancies



Thank you!

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