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.

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

1. Primary Care
   Physician’s IT Network
   Continuity of Care: Document and Structured Lab Data

2. Secure Transport via Direct Messaging

3. Recipient

4. Specialist
   Continuity of Care: Document and Structured Lab Data
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.
HIEs and public health registries could work together, according to HIMSS* through:

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

*HIMSS= Healthcare Information and Management Systems Society
Thank you!

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