Connecting the dots for Better Healthcare
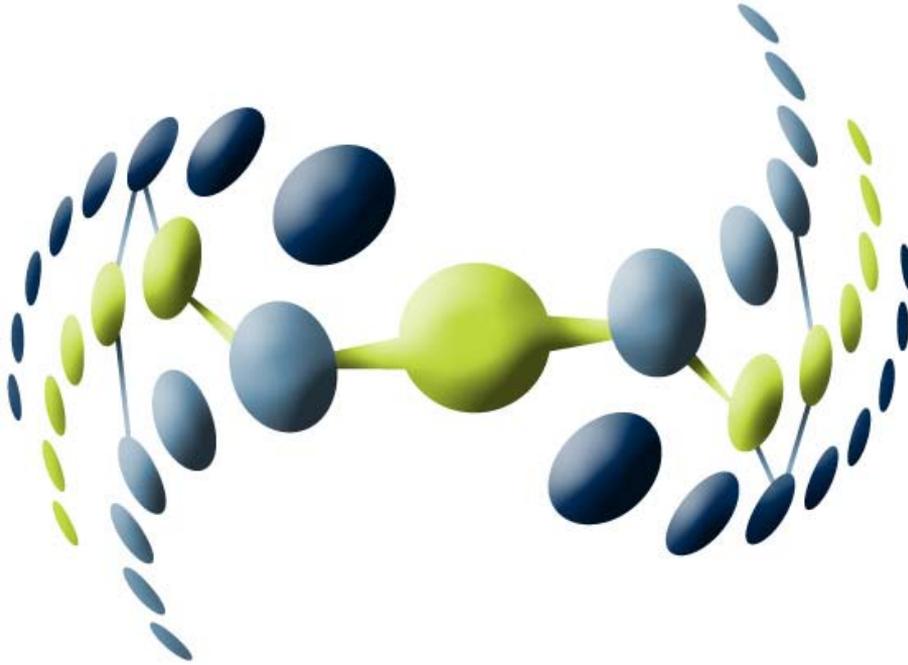

Christina Galanis

Executive Director, STHL

August 2013

southern tier
healthlink
new york

The Alphabet Soup

- **EHR** (**E**lectronic **H**ealthcare **R**ecord): a computerized record keeping system at your hospital or doctor's office

- **HIE** (**H**ealth **I**nformation **E**xchange): the system of sharing (exchanging) medical information from one EMR system to another

- **RHIO** (**R**egional **H**ealth **I**nformation **O**rganization): the not-for-profit group that manages the HIE, ensuring it works properly and securely

- **PHR** (**P**ersonal **H**ealthcare **R**ecord): a computerized collection of medical information about a particular person, viewable via the internet

- **STHL** (**S**outhern **T**ier **H**ealth**L**ink): our central NY RHIO that makes sure the HIE works like it is supposed to

southern tier
healthlink
new york
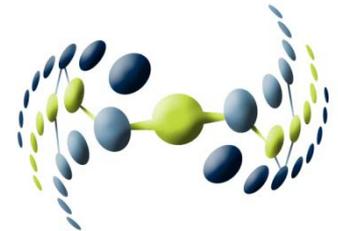
How Does It All Fit Together?

STHL is
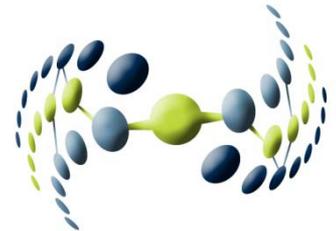…the local **RHIO**

…which oversees the **HIE**

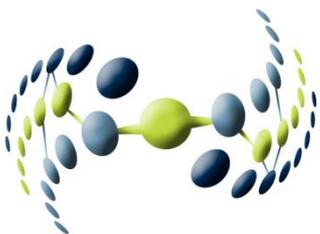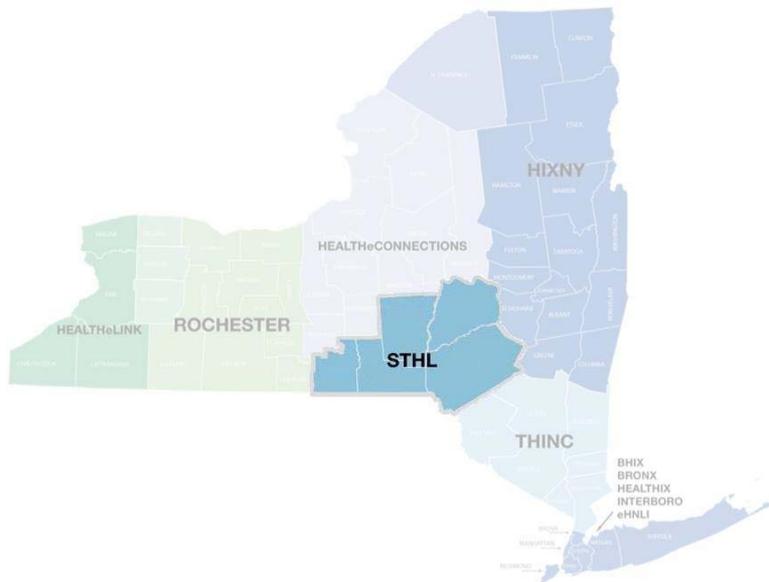…which stores **EHR** information from different sources

…that Providers can access through the **STHL Web Portal**

…and that Patients can see in through the **STHL Patient Portal**
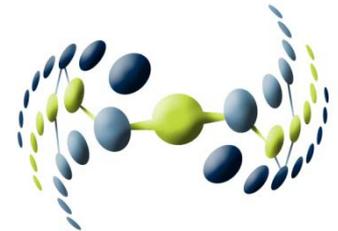
southern tier
healthlink
new york

What Counties Does STHL Serve?

STHL Funding Summary

- Strategic focus is to advance interoperability based on a community driven model open to all providers, payers and patients

- HEAL 1 grant award $3.5 million

- HEAL 5 grant award $7.8 million

- Both projects 100% complete

southern tier
healthlink
new york

STHL Investment Benefits

- Improvements in Efficiency and Effectiveness of Care
- Improvements in Quality of Care
- Reduction in Costs of Care
- Improvements in Outcomes of Care
- Engaging New Yorkers in Their Care

southern tier
healthlink
new york

Medical Records of the PAST

southern tier
healthlink
new york
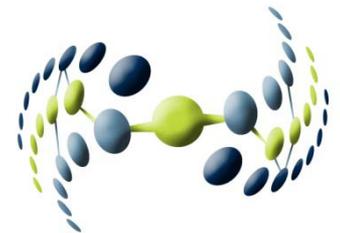
Medical Records of the PRESENT

Benefits to participants

- **IMPROVED TREATMENT:**
  - A patient's current doctors (and new ones) can provide better treatment and continuity of care when they have all of the health information available
  - Reduction of duplicate tests

- **PEACE OF MIND:**
  - Medical information will be stored in one central, secure location (backed up regularly) so there is less worry about lost or damaged files
  - Patients won't have to rely on their memory to provide the details of their conditions and medical history

- **ACCESSING THEIR OWN RECORDS**
  - Patients will be able to view their own medical record online through their Personal Healthcare Record (PHR)

southern tier
healthlink
new york
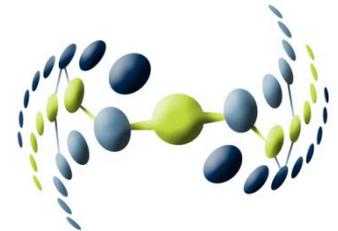
Health Information Exchange Services

- **STHL Web Portal:**
  - A tool to view patient records from community health care providers (1/2010)
- **iCare**
  - An iPhone application to view HIE patient records. Available for UHS Medical Staff (6/2011)
- **Connect to the HIE through an EHR (CCR/CCD Exchange)**
  - NextGen Enterprise (UHS Medical Group) (5/2010); *Hosted model in development*
  - Comet (United Methodist Homes) (6/2011)
  - Medent EHR (multiple practices) (7/2011)
- **Referral Management Services for EHRs**
  - Medent EHR (6/2011)
  - *NextGen (in development)*
- **Community Support for EHR use**
  - Meaningful Use Seminars, EHR Summits, EHR User Forums
- **STHL Patient Portal**
  - A tool *FOR PATIENTS* to access patient records, manage consent and monitor access (6/2011)

southern tier
healthlink
new york

- **Medicaid Connection**

  – Supply Medicaid medication information

- **Analytic Services**

  – Public Health surveillance in development

  – Support for Meaningful Use, PCMH, Accountable Care Organizations

- **Lab Order & Delivery**

  – Electronic lab order system to UHS and Lourdes labs/delivery of lab results
    Reconciliation between orders and results

- **Community Support for Personal Health Records implementations**

southern tier
healthlink
new york

Southern Tier HealthLink Data Sources

**Information available effective on dates shown**

Patient Information Type	UHS Hospitals: BGH, WMH, CMH	Lourdes Hospital	UHS Primary Care and Medical Group	Southern Tier Imaging	Delaware Valley Hospital	United Methodist Homes
Admission/Discharge/Transfer Information	11/1/2002	6/1/2008	5/13/2010	7/27/2010	9/8/2010	7/12/2011
Allergies	12/17/2009	6/1/2008	5/13/2010			7/12/2011
Medication		1/13/2010	5/13/2010			
Problem List		1/13/2010	5/13/2010			7/14/2011
Admitting Diagnosis	6/10/2009	6/1/2008	5/13/2010			7/12/2011
Procedures		7/10/2012	5/13/2010			
Immunizations		7/10/2012	5/13/2010			
Vitals		7/10/2012	5/13/2010			
Lab Results	9/17/2010	4/21/2010	5/13/2010		2/9/2011	
Radiology Images	3/19/2009	4/1/2009		7/27/2010	7/19/2011	
Radiology Reports	9/17/2010	4/21/2010		7/27/2010	2/9/2011	
Discharge Summaries	6/20/2011	4/21/2010			3/28/2011	
Transcription	6/20/2011	4/21/2010			3/28/2011	
CCD		1/13/2010				
CCR			5/13/2010			

Southern Tier HealthLink Data Sources Connected MEDENT

Patient Information Type	Endwell Family Physicians	Cardiology Associates	Southern Tier Medical	Karen R Banks - Lindner DO	Binghamton Gastroenterology Associates	Keith A Nichols MD	Diabetic Care Associates
Admission/Discharge/Transfer Information	8/15/11	8/15/11	1/12/12	1/27/12	2/1/12	2/2/12	2/15/12
Allergies	8/15/11	8/15/11	1/12/12	1/27/12	2/1/12	2/2/12	2/15/12
Medication	8/15/11	8/15/11	1/12/12	1/27/12	2/1/12	2/2/12	2/15/12
Problem List	8/15/11	8/15/11	1/12/12	1/27/12	2/1/12	2/2/12	2/15/12
Admitting Diagnosis							
Procedures	8/15/11	8/15/11	1/12/12	1/27/12	2/1/12	2/2/12	2/15/12
Immunizations	8/15/11	8/15/11	1/12/12	1/27/12	2/1/12	2/2/12	2/15/12
Vitals	8/15/11	8/15/11	1/12/12	1/27/12	2/1/12	2/2/12	2/15/12
Lab Results	8/15/11	8/15/11	1/12/12	1/27/12	2/1/12	2/2/12	2/15/12
Radiology Images							
Radiology Reports							
Discharge Summaries							
Transcription							
CCD	8/15/11	8/15/11	1/12/12	1/27/12	2/1/12	2/2/12	2/15/12
CCR							

Fast Facts

- 146 Organizations connected to the HIE (76 bi-directionally)
    - Hospitals: 5
    - Medical Practices: 129
    - Imaging Center: 1
    - Long-term Care Facilities: 5
    - Public Health Departments: 2
    - Behavioral Health Organizations: 2
    - Home Care Agency: 1
    - Rural Health Network: 1

- 25,295 Patients using Patient Portal
- 164,992 Patients have provided Affirmative Consent (~90%)

- System Transactions July 2013:
    - Inbound   213,846
    - Outbound   51,902

southern tier
healthlink
new york
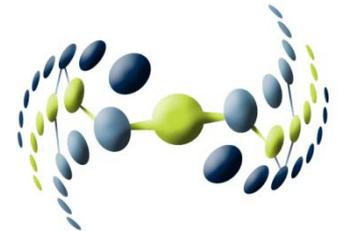
User Statistics

	Total No of Active Users	Querying RHIO Data (Using EHR*)	Querying RHIO Data (Using iCare & Portal)
Total No of Physicians (Any Setting)	363	260	263
Total No of Other Practitioners (PA, NP, RN, MOA, etc.)	2070	1774	434
Total No of Users	2433	2034	697

*NextGen, MEDENT, Comet

southern tier
healthlink
new york

Who Will Be Added In The Future?

Long Term Care Facilities
Ideal Senior Living Center
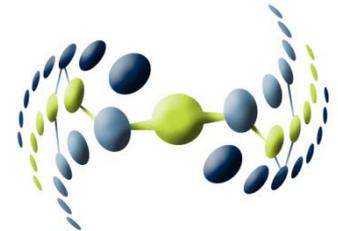Lourdes at Home and Lourdes Hospice

Physician Practices/Specialists
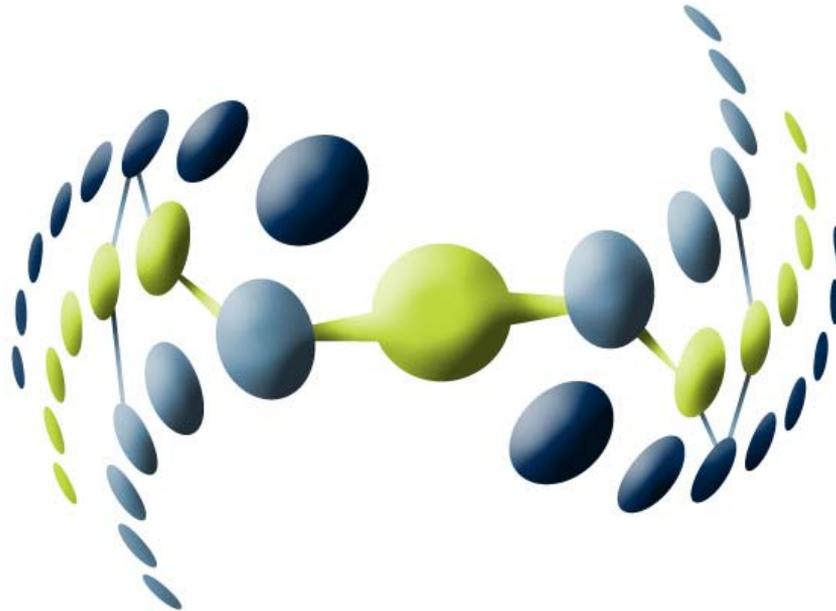Southern NY Neurosurgical Group
Additional Medent EHR Practices

Regional Expansion
Additional outreach in Delaware, Chemung, and Tompkins Counties

southern tier
healthlink
new york

Business Community Benefits of STHL & HIE

What are the benefits?

More electronic transactions

- The driving force behind HIEs is promoting the utilization of electronic transactions
- Payers have a vested interest in electronic transactions
- They improve the quality of the data, and they reduce costs significantly to the extent that there are transactions taking place, as many are today, that are fax or phone calls

southern tier
healthlink
new york
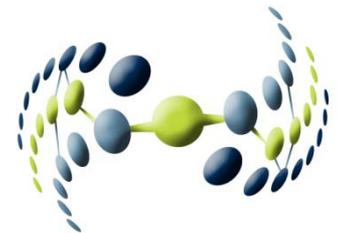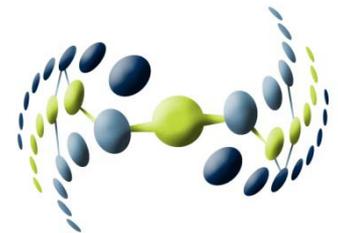
What are the benefits?

Improved outcomes and reduced medical costs

- HIEs can improve payers' ability to manage outcomes and reduce medical costs because there is a lot more data circulating

southern tier
healthlink
new york
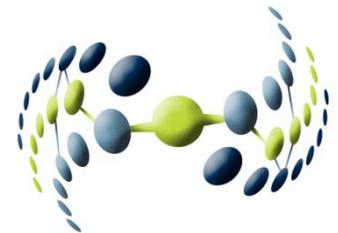
What are the benefits?

Better care coordination

- Payers are actively engaged in coordinating care between transitions (e.g., hospital stays, outpatient visits, etc.) to reduce costs and improve quality
- HIEs can facilitate care coordination because they have all the right stakeholders at the table, engaged

What are the benefits?

Potential payment reform catalyst

- Payers are actively developing new payment models beyond standard fee-for-service
    - Patient-centered medical homes
    - Accountable care organizations
    - Pay-for-performance initiatives
- Under the right set of circumstances, with the right data, providers will be more open, more receptive to payment reform
    - Allows payers the opportunity to engage with them more openly

southern tier
healthlink
new york
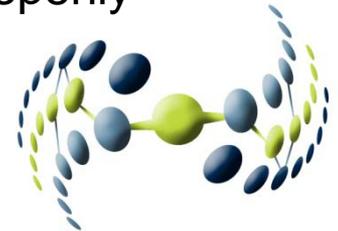
What are the benefits?

Improved provider relations and member satisfaction

- As electronic transactions increase, the accuracy of the information improves
- Consequently, there are fewer back-and-forth phone calls that can often frustrate providers and lead to upset members

southern tier
healthlink
new york
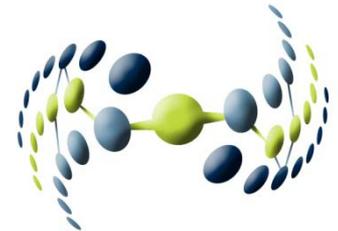
What are the benefits?

Employers benefit from improved productivity and (potentially) reduced costs

- Improved, more timely patient outcomes
- Reduced absenteeism through improved treatment processes
- Employee wellness improved with the use of the Patient Portal
- Employees benefit from Patient Centered Medical Home
- Health insurance costs reduced, or at least rate of increase diminished

southern tier
healthlink
new york
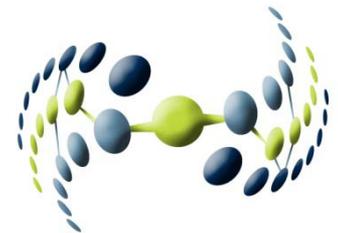
STHL Patient Portal

manage your consent & share data with doctors

monitor who is accessing your information

access your providers & health information

empower your health

southern tier
healthlink
new york

Consent Form Choices

The Consent Form offers three options:

I GIVE CONSENT	**Allows** access to the HIE for the named organization assuming it has a healthcare relationship with the patient
I DENY CONSENT	**Denies** access your records, *EVEN* *in case of an emergency*
I CANNOT DECIDE	**Restricts** access to your records *EXCEPT* *in case of emergency*

A consent choice does not expire but can be changed at any time by submitting a new Consent Form.

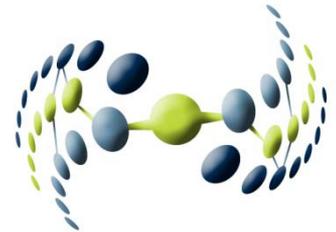**southern tier**
healthlink
new york

What Am I Consenting To?

Your consent allows access to your records only to:

- the named organization's doctors and their staff
- as long as they have a medical relationship with you

For these purposes only:

- to provide you with medical treatment and related services
- to improve the quality of care they provide

STHL Security Measures

STHL is designed to help protect patient privacy more effectively than paper records.
- Only authorized medical professionals can access patient information
- **Doctors will not see your information unless you give your consent, except in a medical emergency**

Your personal information is protected by doctor-patient confidentiality, federal HIPAA regulations and NY state privacy rules.

STHL uses technical safeguards exceed industry standards:
- Access is "need to know" based on user's role
- Level 2 Assurance (federal guidelines) on user authorization
- Health information transactions are encrypted

STHL actively monitors HIE utilization to ensure proper use by authorized users.

Patients can audit their records to see which providers have accessed their records.

southern tier
healthlink
new york

For More Information
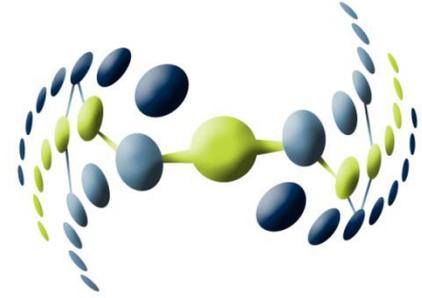
STHL Office

45 Lewis St.

Binghamton, NY 13901

info@sthlny.com

(607) 651-9150

www.sthlny.com

www.facebook.com/STHLNY

Twitter: @NYHealthScape

Board of Directors

Rajesh Dave, MD - Executive Vice President/Chief Medical Officer at United Health Services (President)

Christina Boyd - Vice President for Marketing and Community Relations for United Health Services (Vice President)

Mark McManus - Vice President of Finance for United Health Services (Treasurer)

Michael Rusnak - Director of Information System at United Health Services (Secretary)

Keith Chadwick - President of KDC Consulting Group, Inc.

Dan De Lucia - Network Vice President for Aetna's Upstate New York and Hudson Valley Markets

Claudia Edwards - Public Health Director for the Broome County Health Department

Tom Ellerson - Director of IT at Our Lady of Lourdes Memorial Hospital, Inc

Hemant Gupta, MD MSc - Chief Medical Informatics Officer for Lourdes

Merwyn Jones - Director of the Binghamton University Linux Technology Center (LTC)

Afzal ur Rehman, MD – Vice President of Informatics & CMIO at United Health Services

Jack Salo - Executive Director of the Rural Health Network of South Central New York

Duncan Sze-Tu, MD - Partner at Endwell Family Physicians, L.L.P and Associate Professor of Family Medicine at SUNY Upstate University

southern tier
healthlink
new york