HIE's: The Key to Ending the Silo Effect

2019

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Indiana Health Information Exchange

AGENDA
Your sub-headline goes here

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The Problem And The Consequences

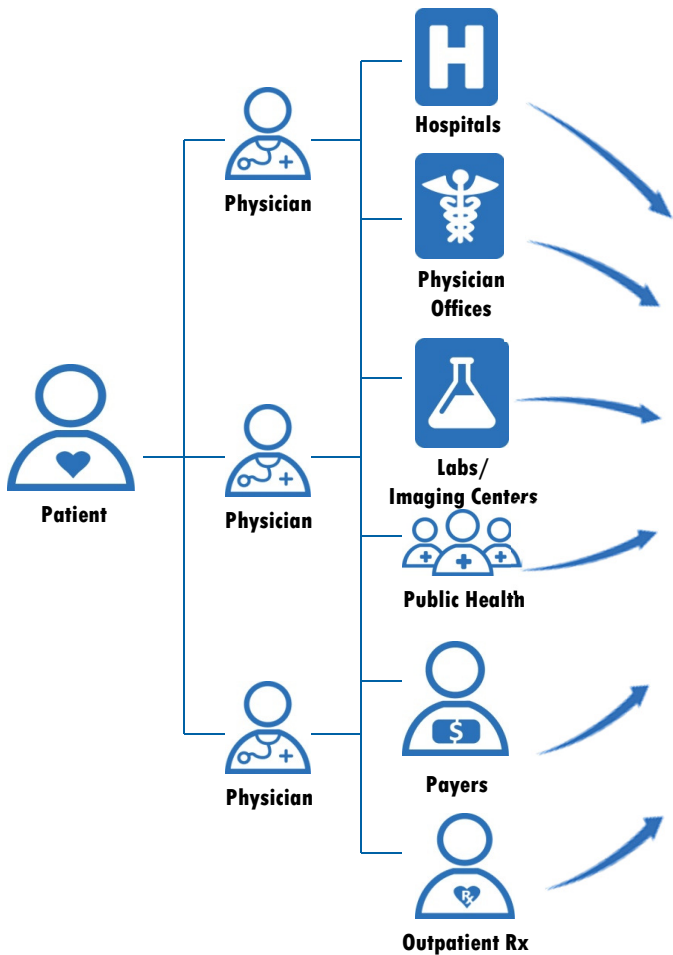Many rural healthcare organizations do not participate in HIEs for various reasons.
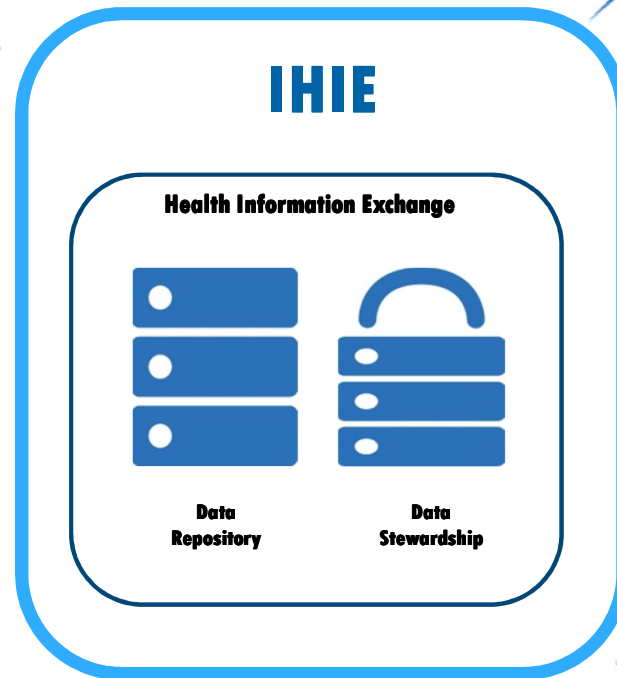
Describe an HIE

- **HIE's in general**
  - **Electronically send healthcare data between care providers and facilities**
- **Purpose**
  - **Promote access of health information securely to improve patient care in a variety of ways**
- **IHIE specifically**
  - **"has been around for a decade, with its roots dating back 30 years. We have the largest and broadest participant community in the nation, and we are at the center of where digital health, payment reform and patient care intersect" –IHIE.org, 2018**

Health Data Sources

Patient

Physician
Physician
Physician

Hospitals
Physician Offices
Labs/Imaging Centers
Public Health
Payers
Outpatient Rx

How HIE Produces Value

IHIE

Health Information Exchange

Data Repository

Data Stewardship

Value-Added Services

Clinical Data Repository (INPC™)
- MPI & Record Locator Service
- Longitudinal Patient View
- SSO with patient context

Clinical Results Delivery (D4D)
- Web-based portal or EMR delivery

ACO & Population Health Mgmt.
- Clinical Event Notifications (ADT Alerts)
- Clinical value report

Public Health Integration and Automation
- Bio-surveillance
- Communicable Disease Reporting
- Immunizations

Federal Government Services
- SSA Disability Determination
- VA's VLER Program

Meaningful Use Supporting Services
- Transitions of Care
- Public Health Integration

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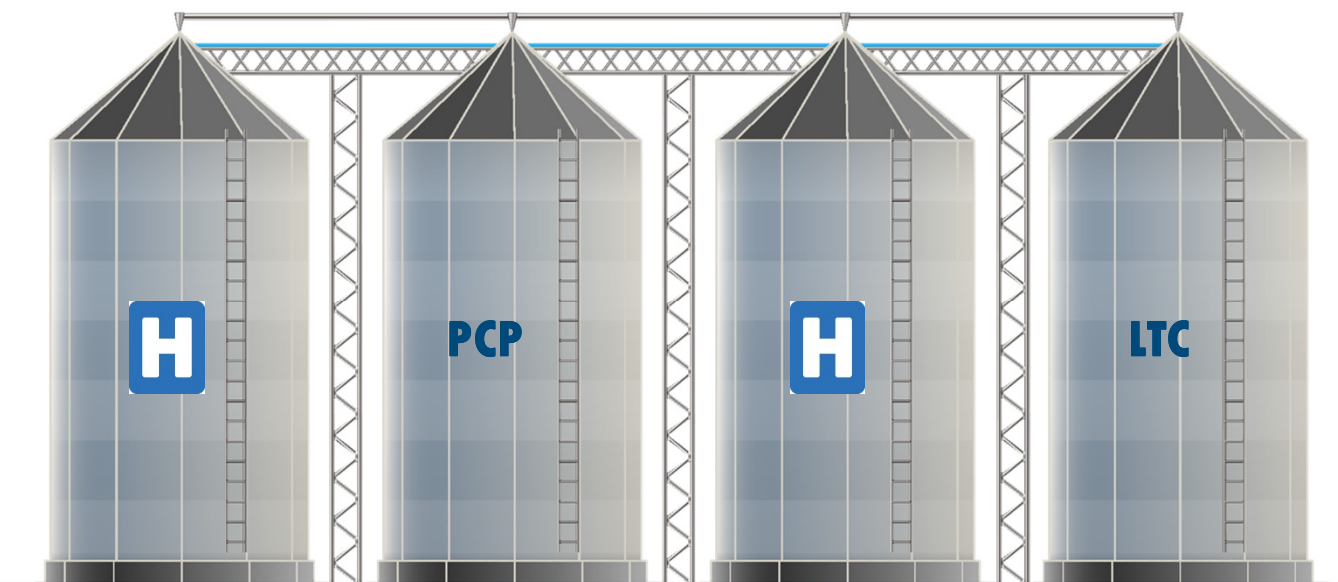
Vital Statistics

MISSION
Through information exchange,
we improve health and healthcare.

- Nation's largest HIE
  - 118 hospitals, representing 38 health systems
  - Data on 92% of the IN population
  - 16,000+ practices with over 45,000 providers
  - 14 million+ patients
  - 11 billion clinical data elements
- **Board Composition: Hospital System CEOs, Healthcare Associations, Academia, State, Community**
- **Regenstrief Institute partnership**
- **A 501(c)3 supporting organization**
- **HITRUST Certified**

Silos Example

Major Health Partners

Workflow

- **Utilizes HIE to see outside data in an organized fashion**
    - **Labs, Operative reports, radiology reports etc.**
    - **Comparison of labs across multiple outside facilities**
- **Single-Sign On**
    - **Planned for Major's new EMR**
    - **Signing into the HIE database with patient context. No searching for the patient twice**
- **Storage**
    - **Major beginning to ask question: If Care Web stores that report, do we need to print off and scan report into our own EHR?**

Workflow cont.

- **Utilizes for pre-planning**
  - Used before patient arrives. Results in less duplication of testing, less delays and scheduling of care. Using concurrently in inpatient and ED arenas
- **Change in conversation**
  - Instead of "What have you had done?" our staff and providers can now say, "We see that you had this encounter, do you have any questions?"

Challenges

- **Trying something new**
    - **Providing demos to staff as continuing education**
    - **Using HIE as the experts in finding the data**
    - **CareWeb had been demonstrated by internal staff previously and was not embraced**
- **Breaking the silo**
    - **Access is not limited to certain departments or staff.**
    - **Data Silo Effect is not unique to certain departments.**
    - **Medical Imaging, Quality, Disease Management, employer health and call centers now utilize CareWeb.**
    - **If an end user looks at clinical data, HIE data will be a benefit.**
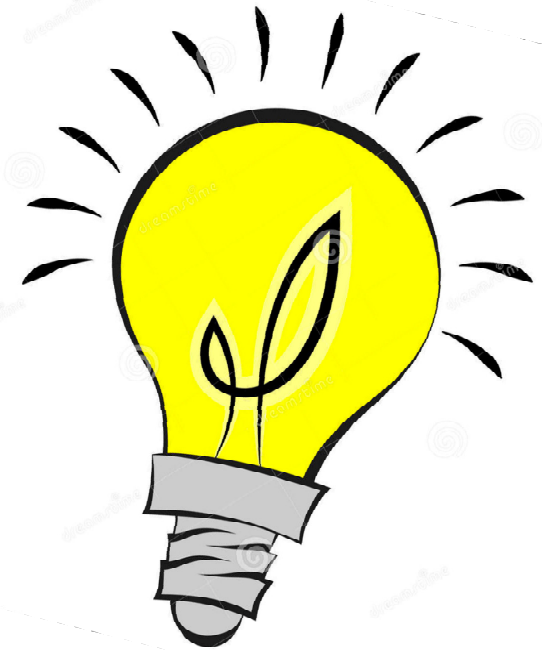
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Challenges being resolved

- **Usage**
  - When HIE training was limited to a short time frame, usage increased.

- **Questions answered**
  - "Is it worth spending five minutes per employee" to train?
    - If you can deliver safer and more efficient patient care, reduce duplicate testing, improve employee satisfaction and productivity, reduce paper utilization" – YES

Use Case 1

- **Outpatient referral data needs**
  - Prior to using an HIE, the information was obtained via fax or from the patient directly.
  - After using an HIE, the scheduler can obtain this trusted information from a data repository.

- **Referral Call Center**
  - HIE use prevented a readmission as the RN was able to see the care a patient received at two other hospitals and conveyed that information with the specialist office for follow-up

Use Case 2

- **Safety with MRI**

    - **Patients present to MRI and are unsure of any implant status. Prior to HIE use, staff would have to call other out of network facilities and ask for operative notes. Testing delays were common to ensure implant status was safe.**

    - **After using HIE, the MHP MRI team counsels the patient on their ability to use HIEs to search for their history and let them know it is safe to have the MRI**

Success
Stories

MHP
MAJOR HEALTH
PARTNERS

Success Stories

Decatur County Memorial Hospital

The Quality Care You Want. Close By.

Decatur County Memorial Hospital – Experience with HIE's and HIE Services

- **User friendly**
- **Multiple departments use**
- **Decrease wait time for results leading to expedited consult or follow up appointment(s)**
- **Frequent beneficial use**
- **Eases Transition of care**
- **Improves efficiency**

Decatur County
Memorial Hospital
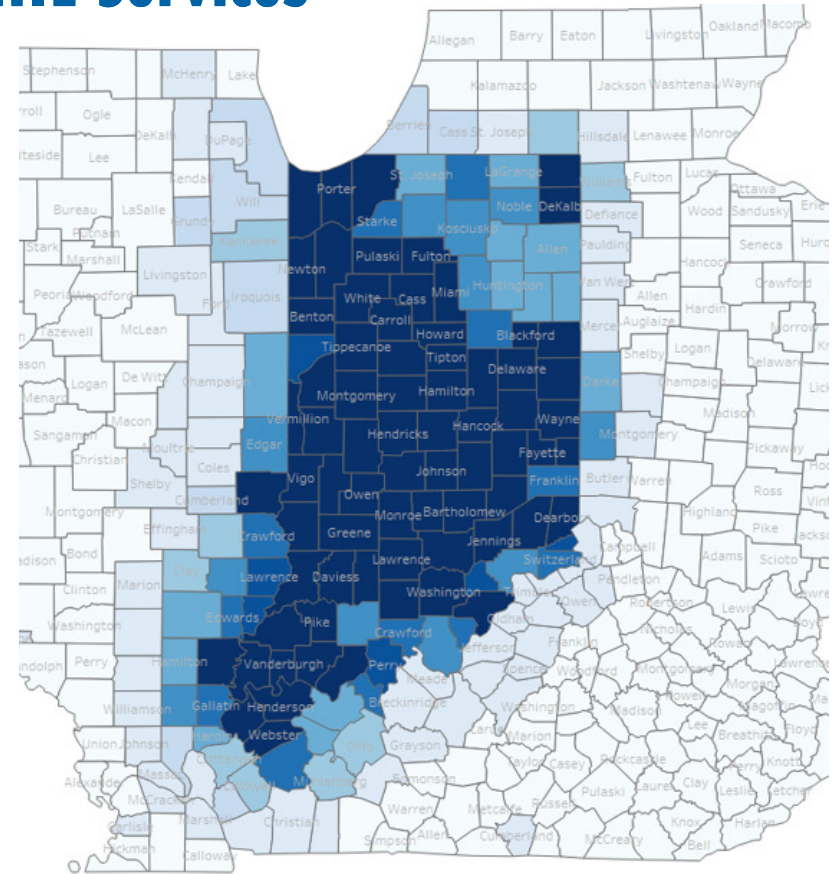The Quality Care You Want. Close By.

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Decatur County Memorial Hospital- Incorporation of HIE Services into Workflow and Defined Use Cases

- New patients/patients transferring services to DCMH
- Second opinions
- Test results outside of DCMH
- Prescription history

Decatur County Memorial Hospital – Challenges with HIE Services

Not all facilities participate

County Prevelance
☐ 0-1% ☐ 1-4% ☐ 5-9% ☐ 10-19% ☐ 20-39% ☐ 40-59% ☐ 60-74% ☐ 75-89% ☐ 90-100%

Decatur County
Memorial Hospital
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Decatur County Memorial Hospital– Success Stories

- **47-year old female with triple negative breast cancer**

- **Transferred care to our facility**

- **Complex case**

- **Multiple treatments**
  - **Previous chemo**
  - **XRT**
  - **Labs**
  - **Radiology**

- **Success: Quickly obtain info, no unnecessary repeat ordering of tests already done recently, treatment initiated within couple days of consult**

Decatur County Memorial Hospital — The Quality Care You Want. Close By.

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The Solution to Ending the Data Silo Effect

- Identify gaps in data

- Buy-in and training for HIE services your organization subscribes to

- Workflow, workflow, workflow

Questions