

Digital Health Interoperability: How Can We Exchange Data Safely?

A Behavioral Health Story

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Who We Are

- Clinically Integrated Network based in Pittsburgh, PA
- Integrated Delivery and Financial System
- Provider arm to Highmark Health
- Variety of Patient Care Settings
 - 8 hospitals and 6 surgery centers
 - Outpatient offices with 4 health & wellness pavilions
 - 1700 employed physicians | 17,000 employees
 - Academic affiliations & programs
 - In progress: 5 oncology centers, 4 micro-hospitals, one acute care hospital
- Implemented Epic 10/1/14



Epic is Foundational to Building an Integrated Healthcare Delivery System

Strategic and Realized Benefit

- To deliver a unified patient care record to improve quality, safety, value, and satisfaction for patients and caregivers
- 8 hospitals are live:
 - Forbes Hospital
 - Allegheny General Hospital
 - West Penn Hospital
 - Jefferson Hospital
 - St. Vincent Hospital
 - Westfield Hospital
 - Allegheny Valley Hospital
 - Canonsburg Hospital
- Employed physicians at the Allegheny Clinic are all live
- Community Connect with over 200 implemented and potential providers

Highlights

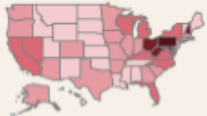
- Hospitals received HealthCare's "Most Wired" designation
- AHN is Epic Gold Stars level 6 making us in the top 15% of their customers for effective use of their software
- Epic MyChart for patients
 - Approaching 300,000 users
 - Video visits and consults available
- Care Everywhere (HIE)
 - Exchanges in all 50 states
 - Exchanged over 1.5M records in 2017
- Healthy Planet suite for population health utilized for all chronic care paths
- Predictive analytic scoring implemented



Interoperability Exchange Statistics

standards-based exchange of full patient records

We've exchanged patient records with organizations spanning **50** states



1,250,878 ▶ Patient Records Exchanged in 2018

1,529,732 ▶ Patient Records Exchanged in 2017

3,413,469 ▶ Since Care Everywhere Go-Live in 2014

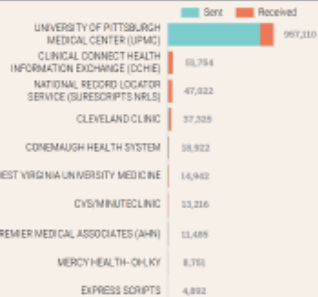
We've exchanged patient records with more than

1,620 Hospitals

1,477 Emergency Departments

37,577 Clinics

TOP EXCHANGE PARTNERS IN 2018



INCORPORATED OUTSIDE DATA

In the past month, clinicians added:

Problems	Allergies	Medications	Dispenses	Immunizations
70,179	21,769	60,597	104,808	116,974

IMPLEMENTED FEATURES

ON Outside Visits in Chart Review

We are live with displaying internal and external encounters together in Chart Review!

ON Carequality

We are Carequality connected!

▶ Connection Live Since: **12/12/2016**

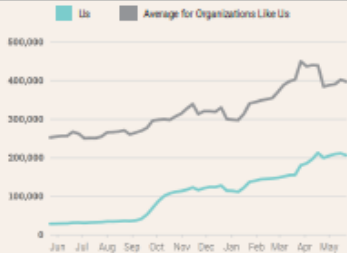
ON Government Connections

Connect to the DoD.

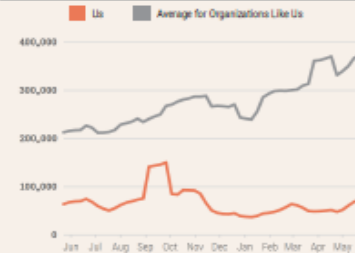
▶ VA Live Since: **6/13/2016**

▶ SSA Live Since: **1/27/2017**

PATIENT RECORDS SENT



PATIENT RECORDS RECEIVED



• Care Everywhere

- Health Information Exchange
- CCD transmission
- Includes discrete information
- AHN utilizes standard Care Everywhere exchange technology (Epic-Epic), variety of Epic-non-Epic connections, and Direct messaging

The Story

- Quartet, a National provider of behavioral health services engaged Highmark Health in 2016 as a third part vendor agreement to facilitate delivery of needed behavioral health services in our region
- Quartet offers curb side consults via phone as well as referral/connection services within our region to local providers
- Initial process
 - Separate Quartet website used to place referrals
 - Same web site used to follow patient progress
 - No way to know when the initial evaluation nor follow up was completed
 - Utilization was limited
- Considerations included interfaces or adding human capital to the work flow
- Direct messaging was ultimately used

The Story

- **Direct** is a national encryption standard for securely exchanging clinical healthcare data via the Internet
- Also known as the **Direct** Project, **Direct** Exchange and **Direct Secure Messaging**
- It specifies the secure, scalable, and standards-based method for the exchange of Protected Health Information (PHI)

Physician Order

Amb Referral to Quartet Health ✓ Accept ✗ Cancel

Class:

Referral: Override restrictions
To provider:

Reason for referral:

Is this patient being referred for help with drug or alcohol addiction, prescription drug abuse, or other substance abuse?

Is this patient being referred for help with bipolar disorder, personality disorder or psychosis?

Is this patient being referred for the initiation, management, or maintenance of psychotropic medications (such as antidepressant, anti-anxiety, or antipsychotic medications)?

Status:

Expected Date: Approx.

Expires:

[Show Additional Order Details](#)

Next Required ✓ Accept ✗ Cancel

Work Flow

- Referral starts with the clinician order
- Order questions were Quartet's interest
- What was sent: answers to questions, expected appointment date, and the patient CCD all transmitted together

Return Provider Information

In basket message to our providers

Status	Date/Time	Patient	Subject	Sender	Expires
? Read	09/11/2018 8:00 PM		Progress Update for	Message, Direct (Quartet Health)	12/10/2018

Brief note from the behavioral health provider

From: Message, Direct (Quartet Health)
Addressed To: Mark Guy, MD
Routed To: Ac Im Com Pc Church Rd Clinical Staff
Subject: Progress Update for

Message Text

Progress Update from Eileen Savikas, LPC sent on 2018-09-11:

Diagnosis: F41.9 Anxiety Disorder NOS

Plan: Meet every 3 weeks to develop self care routine, hobbies/interests, and social relationships.

Patient Name:

Additional Note: Seemed interested in returning, but deterred by cost of co pay. She did reschedule for another appointment 3 weeks later. Said her PCP will be happy she is attending.

Minimized any psychological distress.

Quartet Data

Time Frame	Messages Sent	Messages Received	Total
August 2018	155	136	291
Last year	2532	1924	4456
All-Time	4174	2681	6855

Clinicians and Technology Pearls

- Clinicians doing the work must be involved in the solution
- The technology must “think” like the clinician
- Keep the clinicians in their work flow
- Utilize current technology available
- Make it easy to get to the information needed



Allegheny Health Network

Information Technology

**Delivering Technology that Empowers our
Patients and Caregivers**