

Stay HIN the Know

Clinical Portal Notification Services Overview & Demonstration

Nicole Yeo-Fisher, MSW, LCSW
Clinical Educator

Education Webinar Series
February 26, 2020

Webinar Presenter

Nicole Yeo-Fisher, MSW, LCSW, Clinical Educator

- Email: nyeofisher@hinfonet.org
- Telephone: 207-541-4124

Educational opportunities:

- In-person and online trainings for all services
- HealthInfoNet's online training site also provides courses and CNE to better understand and effectively use the HIE

Visit hinfonetacademy.org for more information



Webinar Objectives

- Demonstrate an understanding of Maine's statewide health information exchange (HIE)
- Understand how to access and navigate HealthInfoNet's HIE Clinical Portal
- Develop knowledge and skills to effectively use the HIE Clinical Portal's Notification Services



Health Information Exchanges

Overview of History & Benefits

Nicole Yeo-Fisher, MSW, LCSW
Clinical Educator

Education Webinar Series
February 26, 2020

HIE History & Current Authorities

- The concept was first developed in a 2001 report published by the **National Committee on Vital and Health Statistics** titled, “Information for Health: A Strategy for Building the National Health Information Infrastructure”
- The concept was formally codified by the **Health Information Technology for Economic and Clinical Health (HITECH) Act of 2009**
- Since then, the U.S. Department of Health and Human Services maintains the **Office of the National Coordinator for Health IT (ONC)** to develop clinical data exchange standards, EHR certification requirements, and policies for HIEs nationally
 - HealthInfoNet works directly with the ONC regularly



How HIEs Work Today

- HIEs are systems that combine information from separate healthcare EHR systems to create comprehensive electronic health records for patients
- Patients' health information is automatically sent from their providers' EHR systems via secure connection to the HIE system
- HIE systems are intended to process, standardize, aggregate, and enrich each patient's health records
- Patients' health information is provided back to HIE participating providers via a variety of reporting mechanisms



Common Clinical Users of HIE Services

- Registered Nurses
- Medical Assistants
- Medical Records Secretaries, Referral Specialists
- Care/Case Managers
- ED Staff
- LTC/SNF Staff
- Pharmacists
- Hospitalists
- Providers
- VA Staff
- Behavioral Health Clinicians
- Cancer navigators/registries
- Quality Analysts



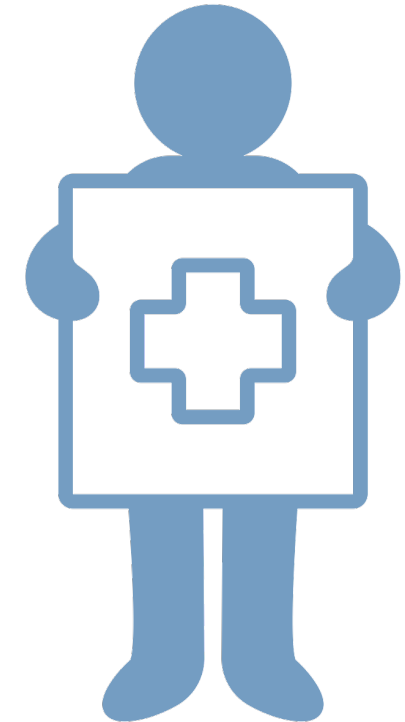
Benefits of Using HIEs

- Data access is real-time, and helps users with:
 - Informed decision-making
 - Efficient care coordination
 - Fewer medical errors
 - Improved patient safety
 - Fewer repeat tests and procedures
 - Less paperwork, less waiting
 - Efficient discharge and referral management
 - Less waste in repeat testing



How HIEs Are Used in Common Interventions

- Transitions of care roles, acute care follow up
- Primary care record collection (laboratory, radiology, specialty, etc.)
- Chronic condition management (appointments, procedures, etc.)
- Targeted care management and population health services
- Medication reconciliation with pharmacies
- Specialist procedure and radiology report collection
- Gaps/overuse of medical care
- Emergency room/walk-in clinic information



HealthInfoNet & Maine's HIE

Overview of Connections & Services

Nicole Yeo-Fisher, MSW, LCSW
Clinical Educator

Education Webinar Series
February 26, 2020

About HealthInfoNet

- HealthInfoNet operates Maine's statewide HIE
 - State of Maine law governs patient informed consent requirements for HIE participation
- HealthInfoNet is an independent nonprofit organization governed by a voluntary, community-based board of directors and advisory committees
 - Our members represent medical providers, public health organizations, patients, government agencies, and businesses throughout the state
- HealthInfoNet provides a number of services to our participating provider organizations, including access to our clinical portal, real-time event notifications, public health reporting, predictive analytics and measures, and more



Maine HIE Participants

- Connected to more than 790 provider locations across Maine
- The type of providers connected include:
 - All health systems, acute care hospitals, and critical access hospitals
 - Veterans Affairs sites
 - A majority of ambulatory facilities, FQHCs
 - Some behavioral health and post acute care facilities
 - Laboratories (including NorDx, Quest, ALI, Dahl-Chase)
 - Maine EMS (ImageTrend)
 - Pharmacy datasets (SureScripts and MaineCare)



*See a full list of
connections at
www.hinfonet.org*



Maine HIE Data Sources

As we connect to sites across the state, our data warehouse is expanding to incorporate new data sources and use cases – from clinical and claims data to social determinants of health and more



Demographics



Encounters



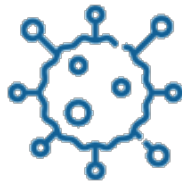
Vital Signs



Laboratory &
Microbiology Results



Radiology Reports



Adverse Reactions &
Allergies



Medication History
(Prescribed & Filled)



Diagnosis, Conditions,
& Problems



Immunization
Information



Documents & Social
Determinants

Maine HIE Statistics 2020



1,666,466 unique patients

- 1,149,068 Maine residents
- 517,398 non-Maine residents



1.43% opt-out rate



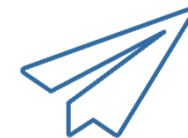
5,296 clinical users



147,232 patient records accessed



348,294 patients managed for risk



50,761 real-time event notifications



1,067,955 alerts sent to Maine CDC for electronic lab, syndromic surveillance, and immunization reporting



HIE Notification Services

- Real-time alerting of time-sensitive events like emergency room visits, critical lab results, and hospital discharges make it possible for care managers and other providers following a patient to intervene early and establish the right care plan
- Email-based notifications can be configured directly within the Clinical Portal, ensuring that critical patient care events trigger immediate follow-on action
- Notifications are especially important for provider organizations participating in Accountable Care Organizations (ACOs) or other risk-based payment arrangements, as billing for repeat tests and hospital readmissions can be denied





60 Pineland Drive
Portland Hall, Suite 230
New Gloucester, ME 04260



www.hinfonet.org



[@hinfonet](https://twitter.com/hinfonet)



info@hinfonet.org



207-541-9250