



Specialty Care

A case study on how HealthInfoNet's services can assist specialty care clinical workflows.

Dedicated to helping our communities create lasting system-wide improvements in the value of patient care.



Webinar Presenter

A brief introduction and background on today's webinar presenter.

Sharon Bearor, RN, BSN, Clinical Education Coordinator

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- Telephone: 207-541-4123

For additional educational opportunities:

- Contact HealthInfoNet's Clinical Education team at clienteducation@hinfonet.org to request online trainings for all services
- HealthInfoNet's online training site also provides courses and CNE credits to better understand and use the HIE; visit hinfonetacademy.org for more information





Webinar Objectives

An overview of key takeaways and learnings for today's webinar.

- Identify and review the top specialty care use cases and interventions.
- Understand how to use the data and tools available in the Health Information Exchange (HIE) to support the quality and continuity of care of specialty care patients.
- Learn how other specialty care teams are using the HIE in their routine clinical workflows to improve care management activities.



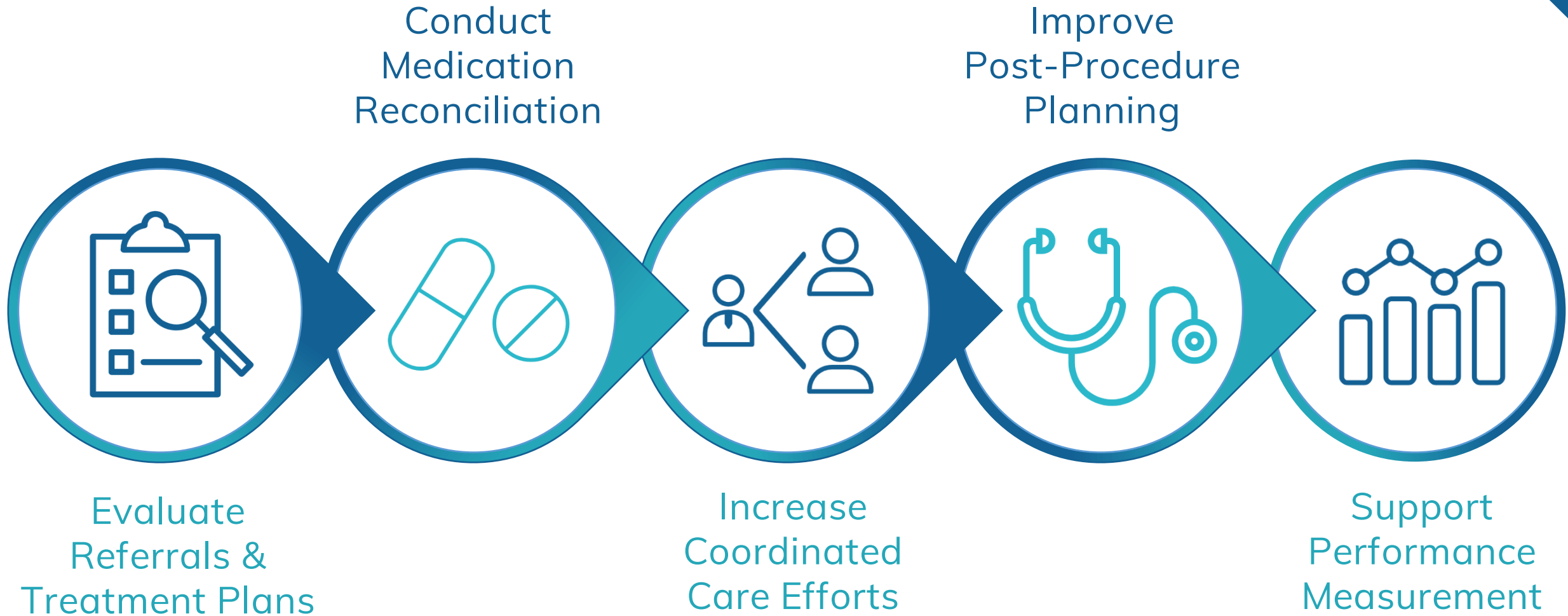


Top Use Cases & Interventions

How specialty care teams can use HealthInfoNet's services to meet top use cases and interventions.

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Top Specialty Care Use Cases & Interventions





Evaluate Referrals & Treatment Plans

Collecting pre-procedure information to create informed treatment plans.



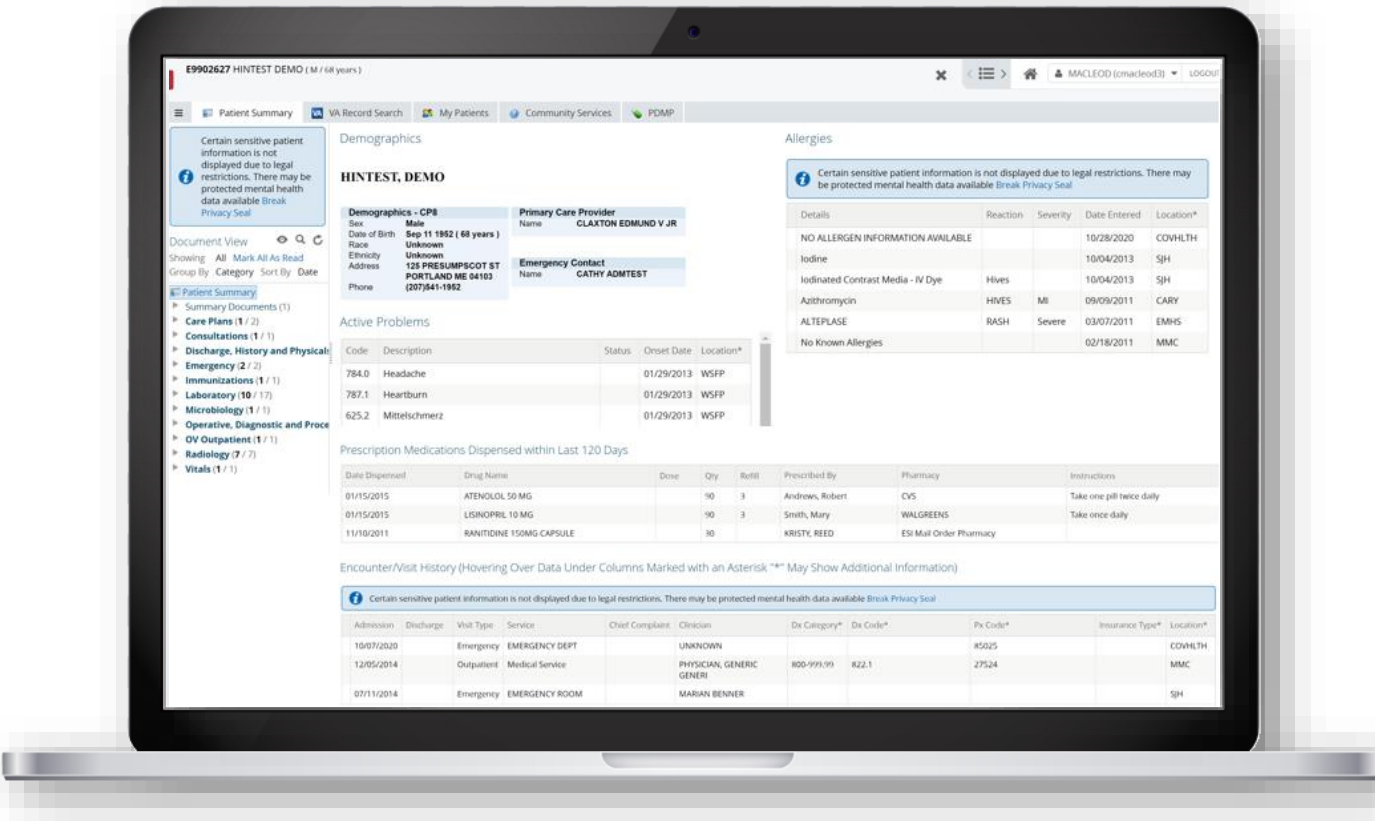
**Reduce
Referral
Denials**

- Assess care summaries received from primary care providers to inform and evaluate **prior authorization requests**
- Review previous primary care office notes, active problems and chronic conditions, laboratory results, radiology reports, and hospital and procedure notes from various sources to **inform consultation visits**
- Enhance patient **confidence and satisfaction** by engendering greater collaboration with referring providers

**Decrease
Scheduling
Delays**

Clinical Portal

Sharing comprehensive electronic patient health records.



CLINICAL PORTAL – A web-based application enabling the secure look-up and retrieval of real-time patient health record information. Key features include:

Clinician

- Patient Lookup Services
- Patient Health Record Services
- Community Services Information
- Notification Services

Help Desk

- User Lookup Services
- New User Request Function

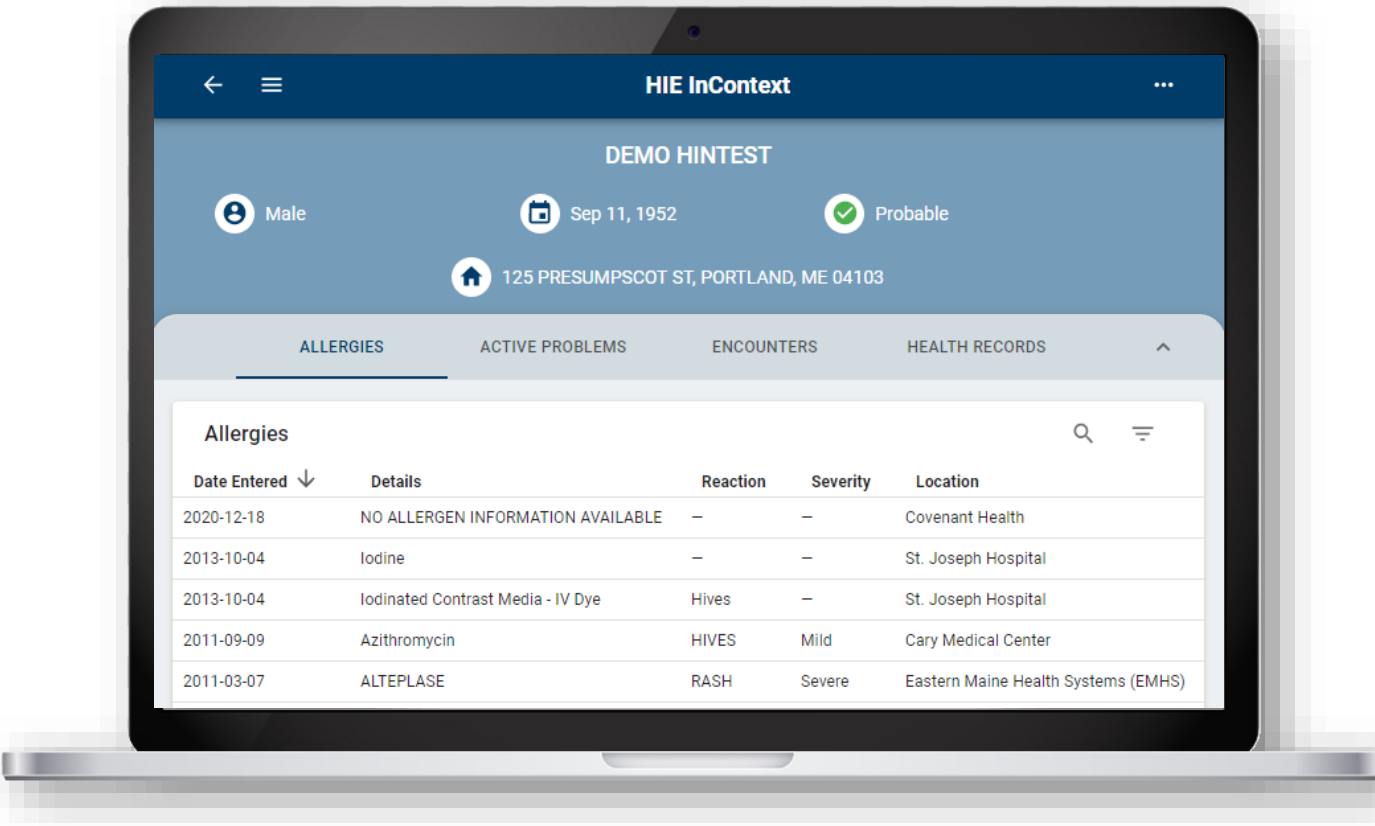
Auditor

- Privacy Log Function
- Mental Health Access Audit Function



HINcontext Application

Embedding health information exchange at the point of care.



HINCONTEXT APPLICATION – A SMART on FHIR EHR-certified application embedded within clinicians' existing workflows to return and display HIE data most conveniently. Key features include:

- Flexible configuration within EHR systems
- Concise data presentations and intuitive system navigation
- User-friendly and clinical workflow-minded design



CRISP

Designed in partnership with





Conduct Medication Reconciliation

Verifying and managing medications to protect patients' safety.



Increase
Awareness of
Prescribed
Medications
Across Settings

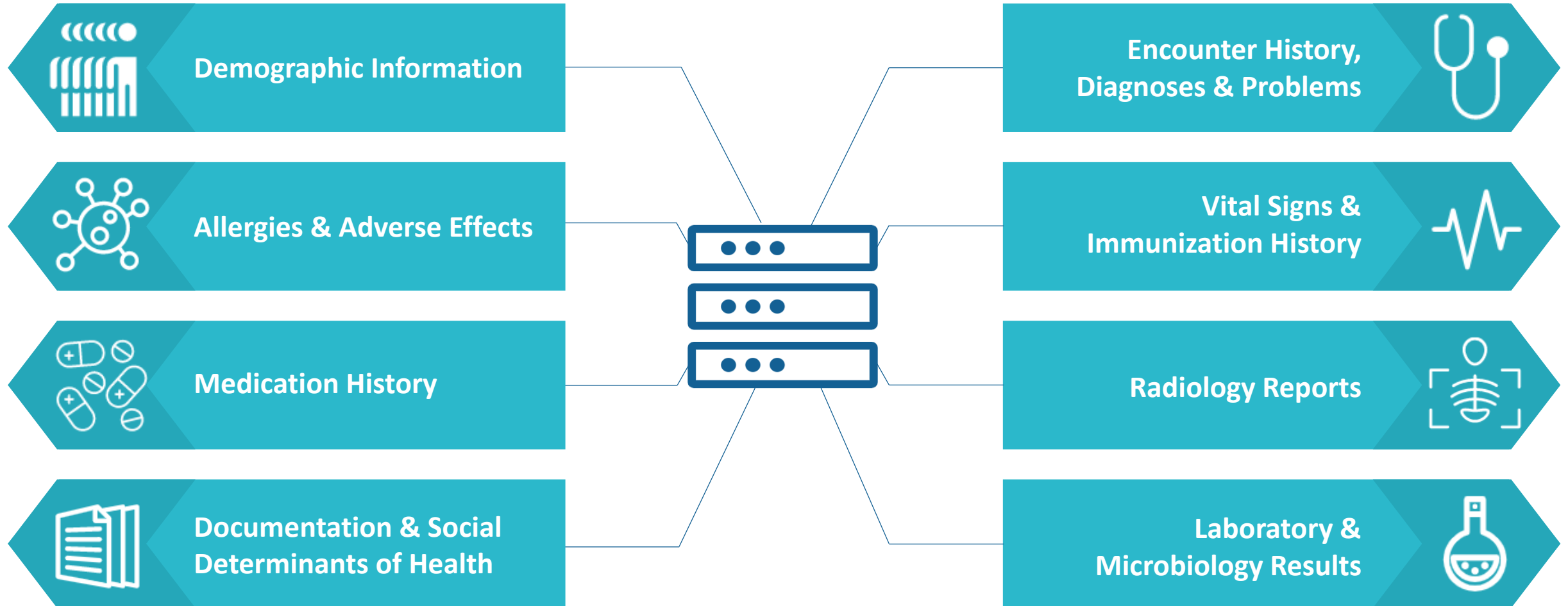
Improve
Patients'
Decision
Support &
Safety

- Confirm **correct medication lists** during transitions of care by reviewing filled/dispensed medications (over last 120 days)
- Prevent **duplication of medications** after discharge to avoid overprescribing, eliminating redundancies and extra costs
- Monitor medications to **prevent misuse** and risk of harm
- Identify potentially **adverse drug combinations/interactions** and/or **dosing levels**



Available Data Sources

Incorporating diverse data sources as new use cases emerge.





Increase Coordinated Care Efforts

Streamlining care coordination through integrated provider networks.



**Reduce
Fragmented
Communication
Across Specialty
& Primary Care**

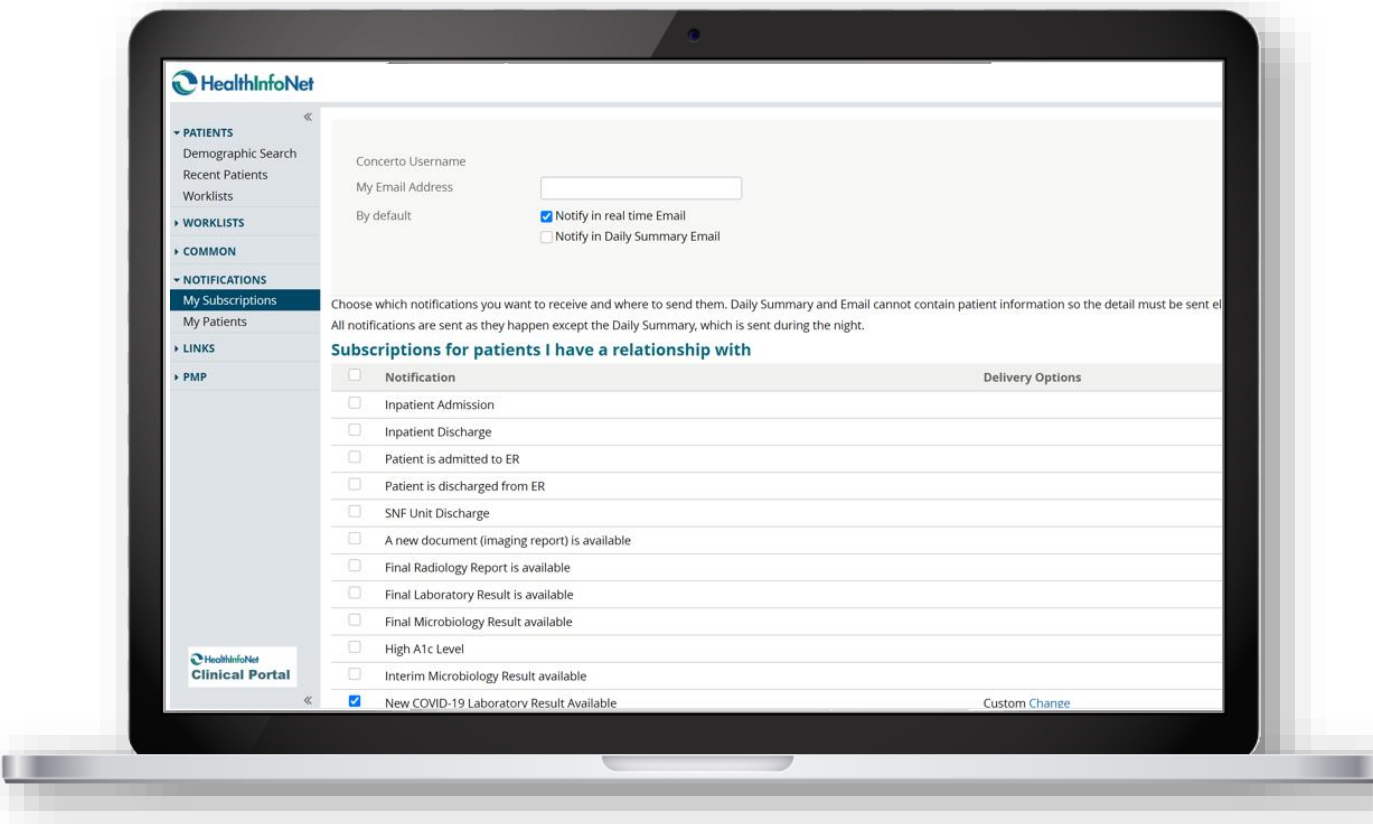
**Eliminate
Avoidable
Utilization &
Repeat Testing**

- Establish clear communication with primary care providers and other treating providers from unaffiliated locations through real-time updates to **shared care plans**
- Ensure timely communication of events across all treating providers via **electronic notification alerts** to ensure rapid follow-on action and informed decision-making
- Facilitate future referrals and monitor at-risk patients' progressions between professional settings to guarantee follow through on **recommended actions**



Notification Services

Delivering event-based electronic notifications in real-time.



NOTIFICATION SERVICES – Real-time alerting of time-sensitive events that make it possible for clinicians to establish the right care plan at the right time. Key features include:

My Patients

Manual or automated creation of user-specific patient panels for monitoring specific medical events

My Subscriptions

Medical events, such as inpatient/ED admissions/discharges, laboratory results, etc., that clinicians can receive notifications on for their defined patient panels in real-time or in a daily summary report





Improve Post-Procedure Planning

Ensuring safe and seamless transitions of care following procedures.



Reduce Risk of
Potential Side
Effects &
Complications

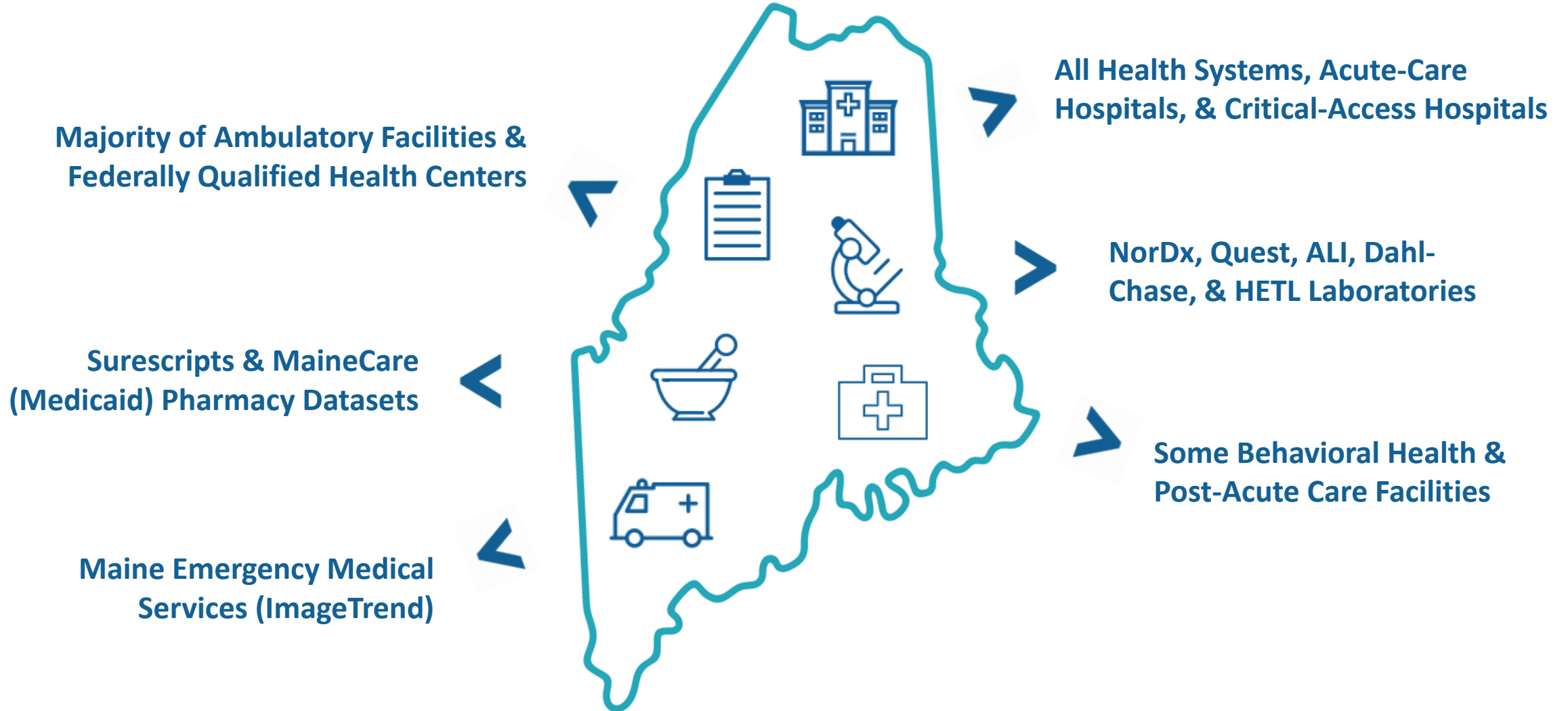
Optimize
Patients'
Recovery
Process

- Assemble comprehensive **discharge care plans** including review of medications, identification of necessary follow-up services and office visits, description of relevant equipment needs, and recommendation of home care services, as needed
- Assure seamless **transitions of care** to various care settings according to each patient's specific health needs and risks by facilitating accurate interpretation of discharge instructions
- Support and ensure successful **care coordination** during transitions through improved communication and care planning



Our Connections

Continuously connecting to healthcare locations throughout the state.





Our End-User Community

Serving RNs and Care Managers to Epidemiologists and Quality Analysts.



- **Registered Nurses**
- **Medical Assistants**
- **Medical Records & Referral Specialists**



- **Physicians**
- **Behavioral Health Clinicians**
- **Pharmacists**



- **Care Managers & Case Managers**
- **ED Staff**
- **LTC/SNF Staff**



- **Epidemiologists**
- **Infection Prevention Staff**
- **Quality Analysts**



Support Performance Measurement

Providing the data and tools necessary to support performance evaluation.



Supplement
Performance
Reporting
Needs

Enhance
Follow-on Care
with Real-Time
Actionable
Insights

- Support various **performance reporting initiatives** by providing access to a centralized and comprehensive clinical data repository to fill in data gaps and longitudinal information
- Produce a variety of **quality, utilization, and predictive risk measures** to help providers identify weaknesses, prioritize opportunities, and identify improvement areas
- Track **health outcomes and equity** based on both clinical and community activities and determinants of health and wellbeing
- Provides **quality measurement support** for Hospital Readmission Reduction Program (HRRP), CMS Core Measures, and National Quality Forum (NQF) reporting

Analytic & Reporting Platform

Visualizing real-time and dynamic reporting to inform operational decision-making.



ANALYTIC & REPORTING PLATFORM –

Leveraging real-time clinical data across the care continuum to help clinicians drive quality improvements and manage risk and population health. Key features include:

Organizational Performance

Compare actual-to-target performance for key performance indicators (KPIs) using case-mix and severity-adjusted targets

Population Risk

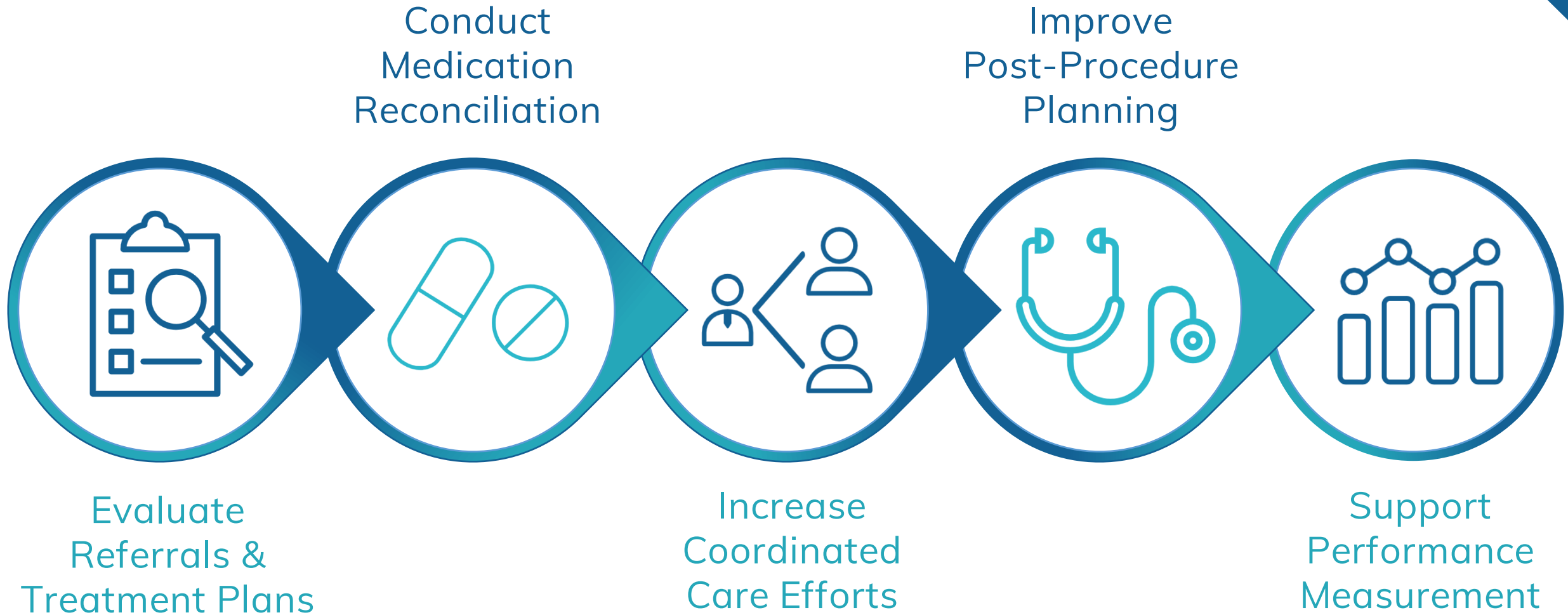
Identify populations and individuals most at risk for future high costs, inpatient admissions, and emergency room visits

30-Day Readmission Risk

Identify inpatient encounters most at risk for 30-day readmissions



Recap: Top Specialty Care Use Cases & Interventions





Clinical Portal Demonstration

How specialty care teams can use HealthInfoNet's Clinical Portal to meet top use cases and interventions.

Dedicated to helping our communities create lasting system-wide improvements in the value of patient care.



HealthInfoNet Value Proposition

A summary of HealthInfoNet's value to specialty care teams.

*Dedicated to helping our communities create lasting
system-wide improvements in the value of patient care.*

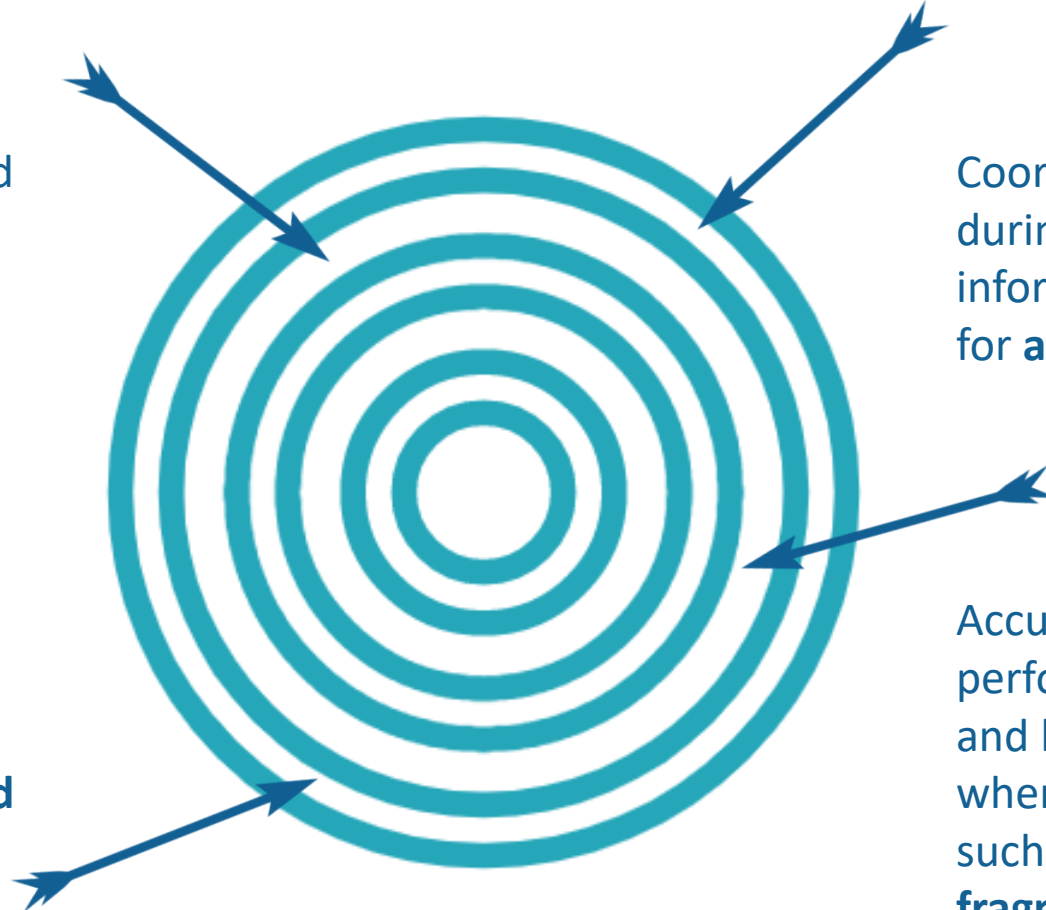


Common Specialty Care Challenges

Overcoming shared experiences that make clinical workflows difficult.

Evaluating new patient referrals and follow-up appointments requires **piecing together complex medical histories** from various sources

Updating a patient's care plan following their discharge can be difficult when there are **multiple treating providers from unaffiliated locations** involved



Coordinating a patient's care during transitions without complete information increases the chance for **adverse effects**

Accurately and reliably evaluating performance against benchmarks and key indicators is challenging when the systems required to collect such information are often **fragmented and incomplete**

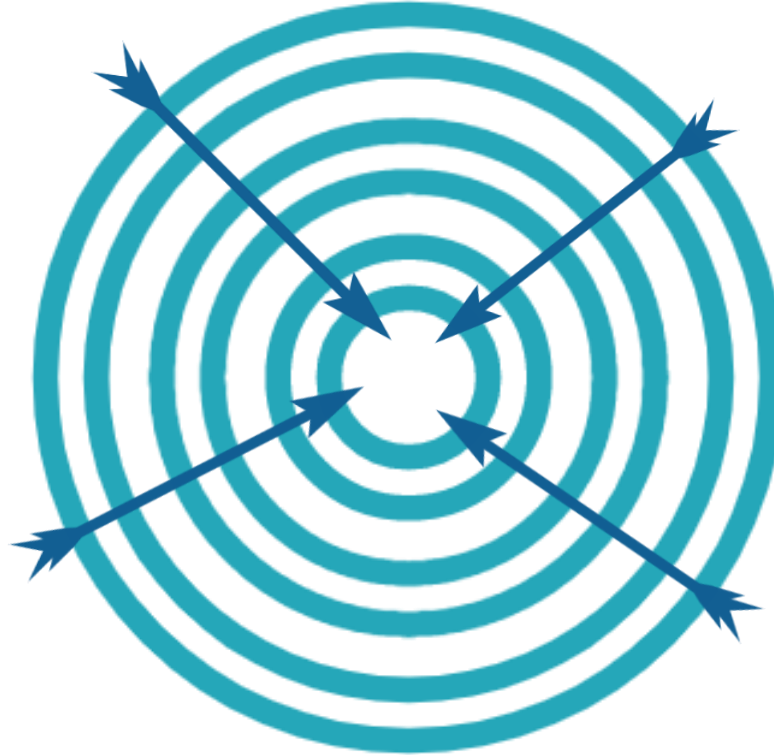


Common HIE Solutions

Creating better, safer, and easier solutions for the healthcare environment.

Improves **communication and care planning activities** among care teams during transitions of care to inform decision-making

Provides assurance that care teams have **comprehensive and accurate information available at the point of care** to improve patient safety



Enables **improvements in both quality and cost outcomes** through reductions in duplicate testing, medical complications, avoidable hospitalizations, and readmissions

Assists with **targeting care for patients** with chronic diseases, risk for future utilization, and quality measure gaps to put care plans in place more quickly



We use **HealthInfoNet** to obtain the necessary data – medications, allergies, ED and outpatient notes, and radiology reports – to help our providers determine the right plan of care for our patients.

A teal-tinted background image showing a doctor in a white coat examining a patient's knee. The doctor's hands are visible, one resting on the knee and the other supporting it from below. The patient's leg is extended, and the doctor's stethoscope is visible around their neck.

Jessica Kilton, NCMA,
St. Mary's Center for Orthopaedics



Our entire team uses **HealthInfoNet** on a daily basis. Their services help us address scheduling challenges, facilitate referral evaluations, and prepare for upcoming consultations and procedures.

A background image showing a medical professional in a surgical setting, wearing blue scrubs and gloves, holding a surgical instrument. The image is partially obscured by a large teal triangle on the right side of the slide.

Nancy Austin-Stacey, CMA (AAMA),
St. Joseph Gastroenterology



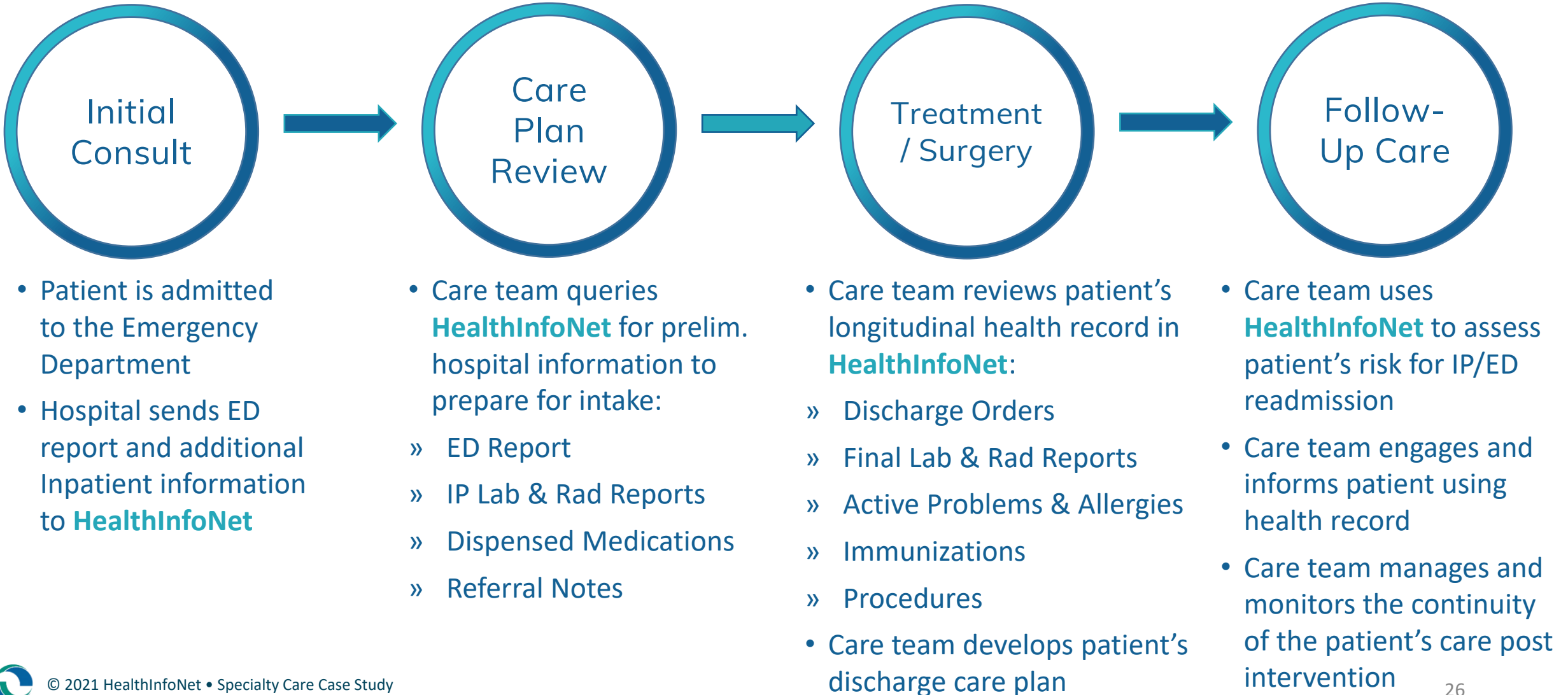
We often have patients that book appointments with us within 24 hours. Having **HealthInfoNet** helps us obtain real-time information about those patients so that our providers can be prepared and well-versed in advance of their visits.

A background image of a medical professional, likely a nurse or technician, wearing a blue scrubs and a hairnet, standing in a clinical setting. The professional is facing away from the camera, looking towards several computer monitors displaying medical data. The image is overlaid with a teal gradient.

June Sapiel,
Northern Light Cardiology

Coordinated Specialty Care

Supporting an end-to-end coordinated care workflow.





Training & Education

Overview of HealthInfoNet's training and education opportunities.

Dedicated to helping our communities create lasting system-wide improvements in the value of patient care.



HealthInfoNet Academy

Providing training and education on how to more effectively use the HIE's services.

Personal Support

- Our Clinical Education team is available to assist at your convenience
- Reach out via email at clienteducation@hinfonet.org

Webinar Series

- Sessions focused on clinical data sources, workflows, and best practices
- Recordings and materials available

Online Courses

- Online-based courses on the use of the HIE's data, tools, and resources
- CNE credits offered for certain courses

Training Resources

- Expansive repository of online resources
- Includes product/service user guides, technical appendices, etc.

Use Cases & Tutorials

- Brief video use cases and tutorials on how to more effectively use the HIE
- Tips and tricks for key services

Communications Package

- Key materials to inform and educate participants about the HIE's value
- Request a copy of the package by emailing our Clinical Education team



Clinical Education Team

When online resources aren't enough, our team of educators are there to help.



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