



Using HealthInfoNet to Support Long-Term Care Use Cases & Interventions

A case study on how HealthInfoNet's services can assist long-term 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.

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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 contact hours 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 long-term care (LTC) 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 LTC patients.
- Learn how other LTC providers are using the HIE in their routine clinical workflows to improve care coordination and safety goals.



Top Use Cases & Interventions

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

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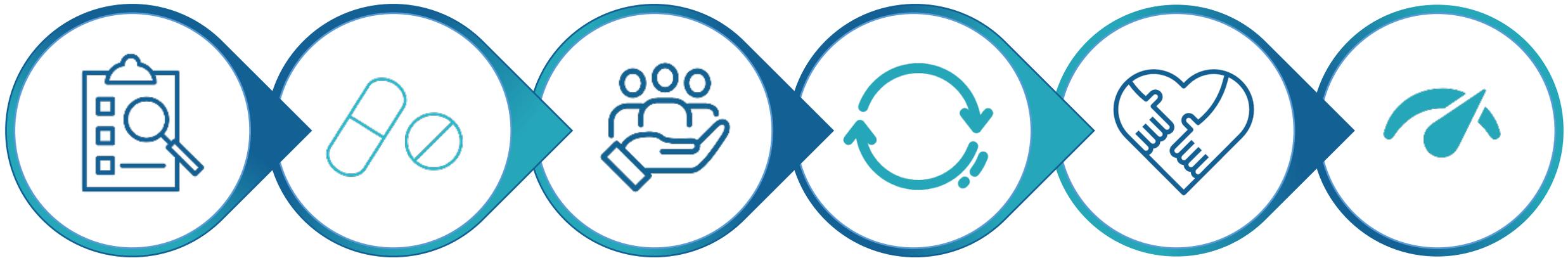
Top Long-Term Care Use Cases & Interventions



Conduct
Medication
Reconciliation

Manage
Transitions
of Care

Inform
Quality
Reporting



Evaluate Referrals
& Preadmissions

Enhance Care
Coordination

Identify Gaps/
Overuse of Care



Evaluate Referrals & Preadmissions

Collecting preadmission information to create informed treatment plans.



**Prevent
Inefficiencies
& Duplication
of Effort**

- Assess care summaries received from primary care providers and hospitalists to inform and evaluate **care plans** prior to admission
- Review previous hospital admissions, ED reports, allergy lists, office visit notes, laboratory work and radiology reports, immunizations, active problems, and chronic conditions from various sources
- Enhance patient **confidence and satisfaction** by engendering greater collaboration with referring providers

**Reduce
Referral
Denials**





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**



Enhance Care Coordination

Facilitating patient care within and across diverse systems of care.



Ensure All Care Team Members Have Data At Point-of-Care

Coordinate Care Effectively Across Multiple Providers & Locations

- Increase collaboration among primary care, specialty care, subspecialty care, and other care locations to **improve the quality and safety of patients' care** interactions and experiences
- Manage patients' care **transitions**, care coordination **agreements**, and other **protocols** to support how care teams work together
- Update care plans based upon a **comprehensive review** of supporting documentation and materials compiled from multiple providers from unaffiliated locations



Manage Transitions of Care

Building and sharing comprehensive care plans during transitions of care.



Compile Critical
Information
Quickly During
Transitions of
Care

- Provide **24x7x365 secure access** to patients' electronic health records in support of care teams' abilities to engage patients when it matters most
- Allow care teams to **identify and assign active patients** to a panel to track and monitor their time-sensitive healthcare activities in real-time over the course of their treating relationship
- Ensure **acute-care discharge care plans** are assembled with the following key components: review of medications, identification of necessary follow-up services, and description of relevant equipment needs

Communicate
Effectively with
Diverse Care
Teams





Identify Gaps/Overuse of Care

Determining gaps in care to reduce unnecessary utilization and documentation.



**Eliminate
Avoidable
Utilization &
Repeat Testing**

**Reduce
Fragmented
Communication
Across Systems
of Care**

- Ensure that duplicate laboratory tests and/or radiology reports are not ordered by reviewing patients' **comprehensive electronic health records**
- **Advocate for patients** when additional care is needed from another provider or specialist
- Look for **gaps in care** to ensure activities are aligned across various healthcare settings
- Reduce the need for **unnecessary documentation** for reimbursement purposes





Support Performance Measurement

Identifying opportunities to reduce cost, improve quality, and increase efficiencies.



Supplement
Performance
Reporting
Needs

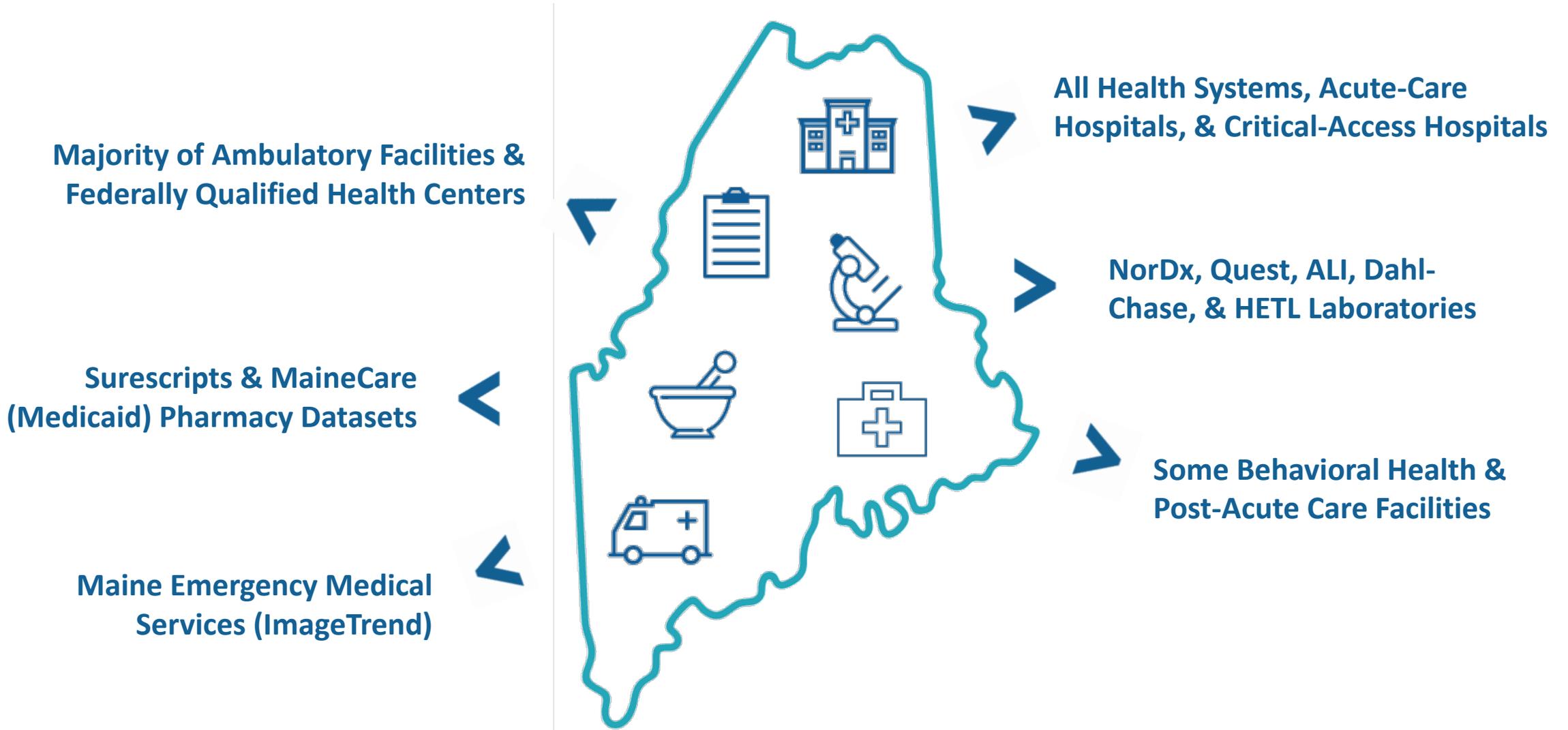
Enhance
Follow-Up Care
with Real-Time
Actionable
Insights

- Supports various **performance reporting initiatives** (e.g., ACO, CMS, MIPS, NCQA, etc.) by providing access to a centralized and comprehensive clinical data repository to fill in data gaps and longitudinal information
- Assists with the completion of **Minimum Data Set (MDS) sheets**, including active diagnoses, pain assessments, fall histories, medications, immunizations, and procedures information
- Tracks **health outcomes and equity** based on both clinical and community activities and determinants of health and wellbeing



Connected Organizations

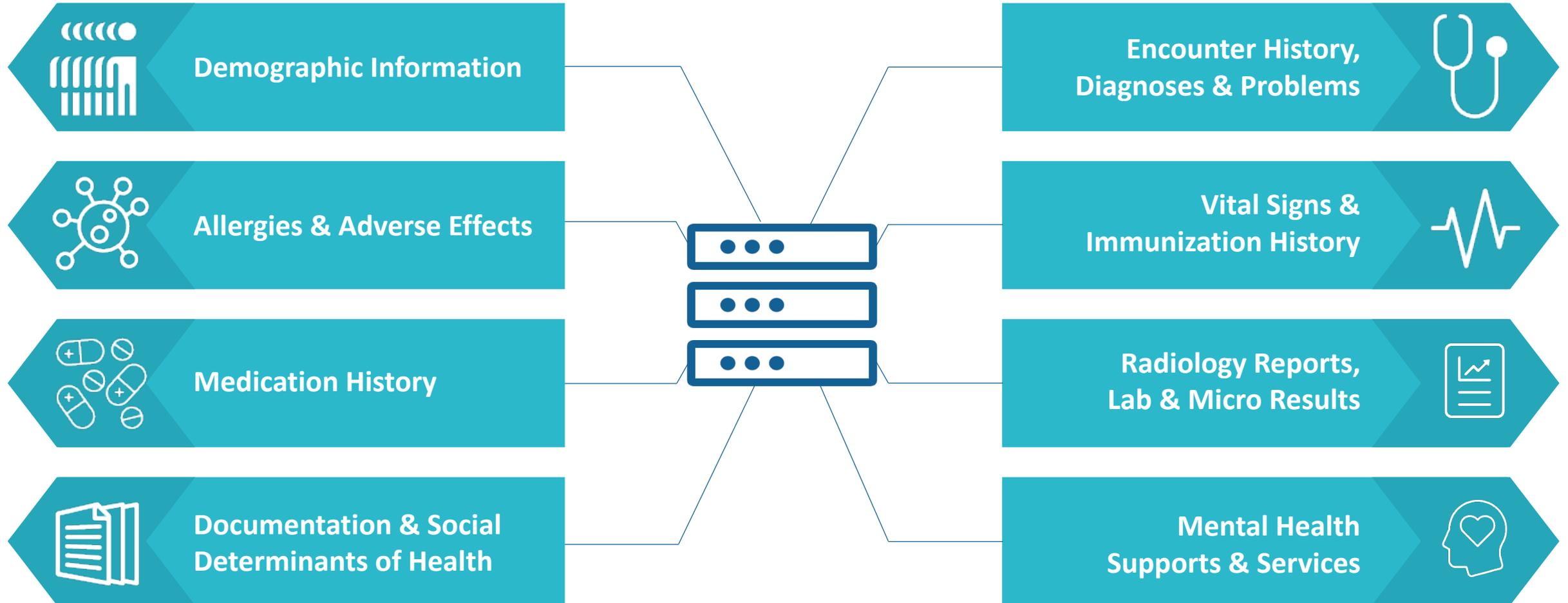
Continuously connecting to healthcare locations throughout the state.





Available Data Sources

Incorporating diverse data sources as new use cases emerge.





HIE 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**



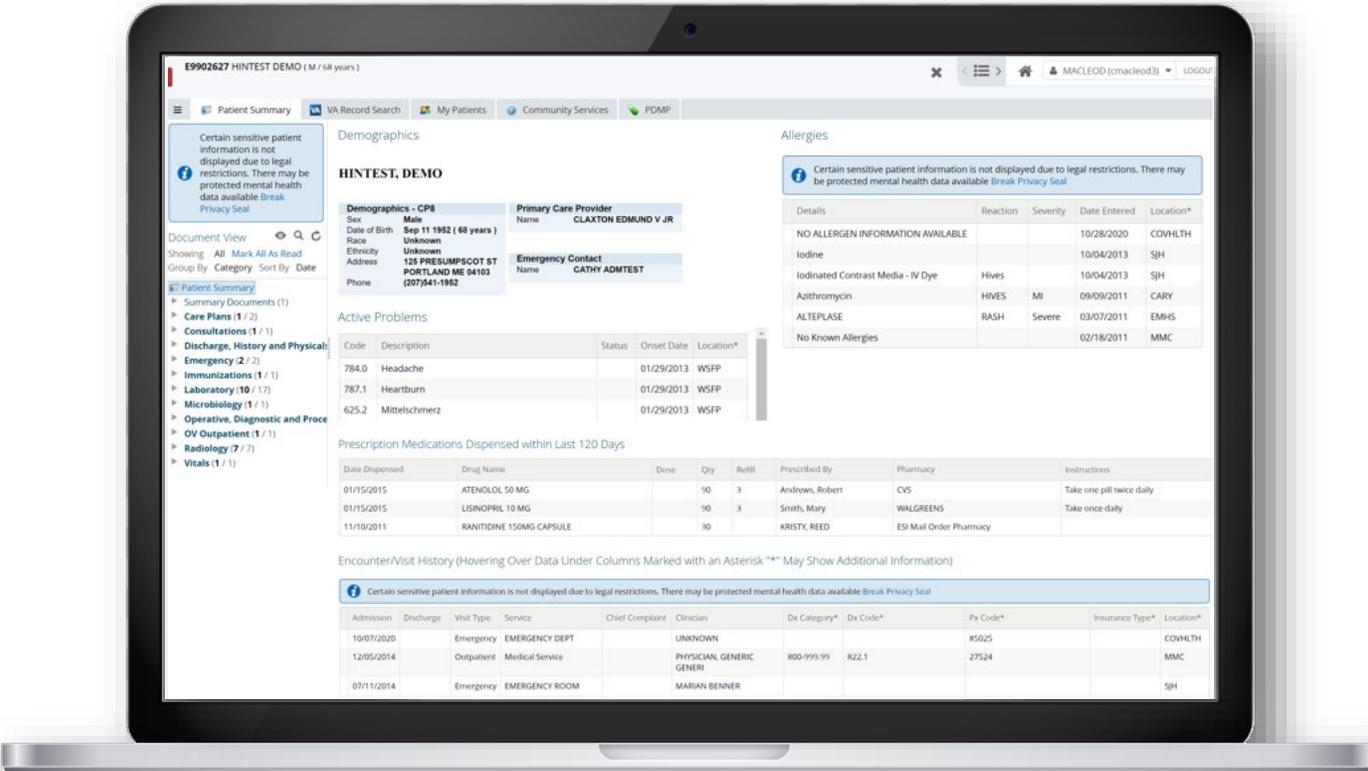
- **Care Managers & Case Managers**
- **ED Staff**
- **LTC/SNF Staff**



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

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

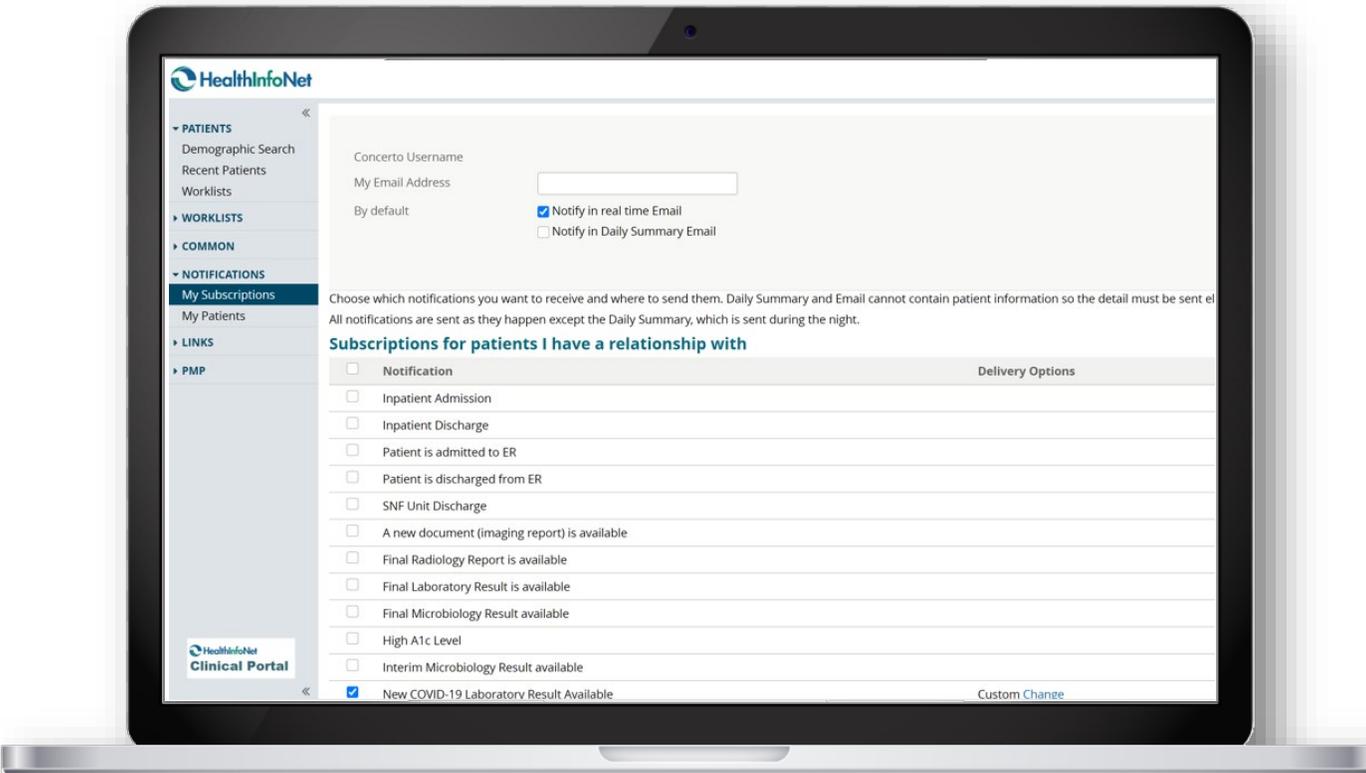
Auditor

- Privacy Log Function
- Mental Health Access Audit Function



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

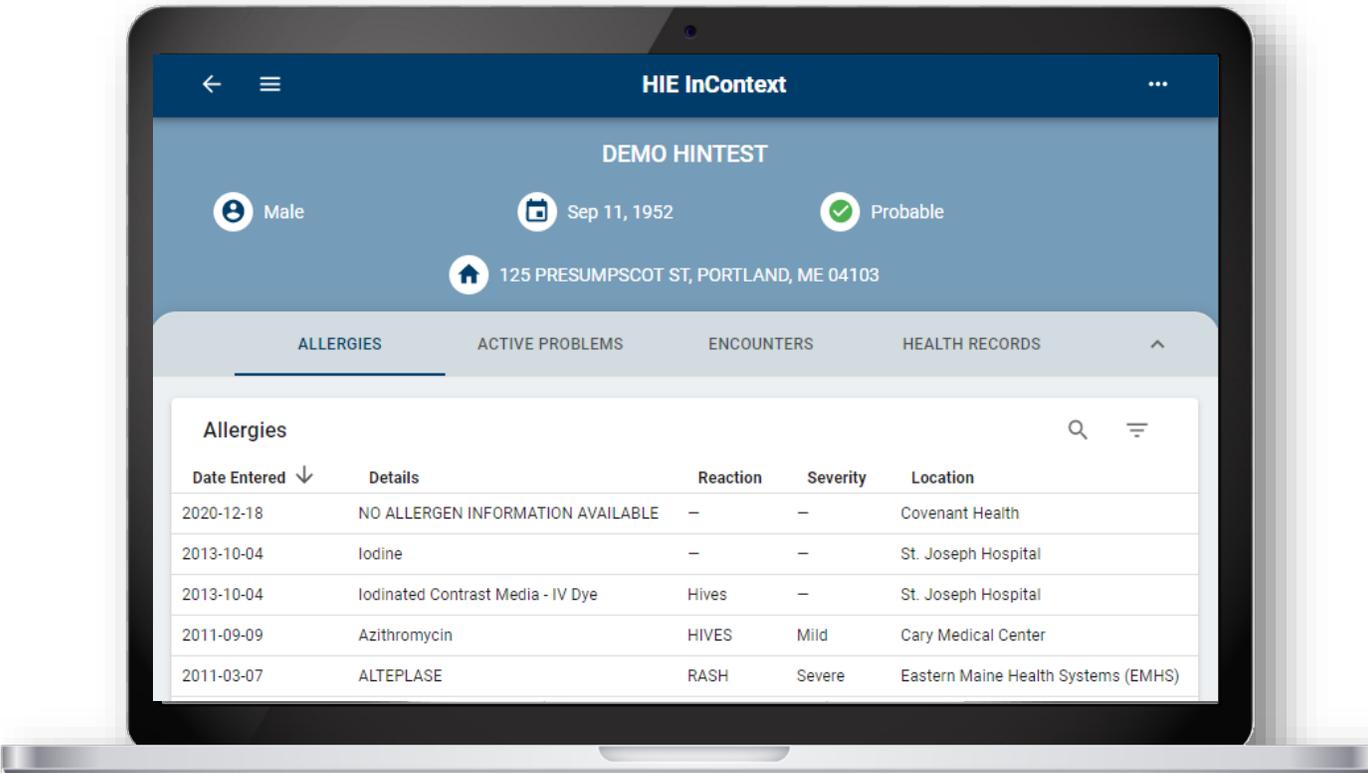
Manual or automated creation of user-specific patient panels for monitoring specific medical events

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

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

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

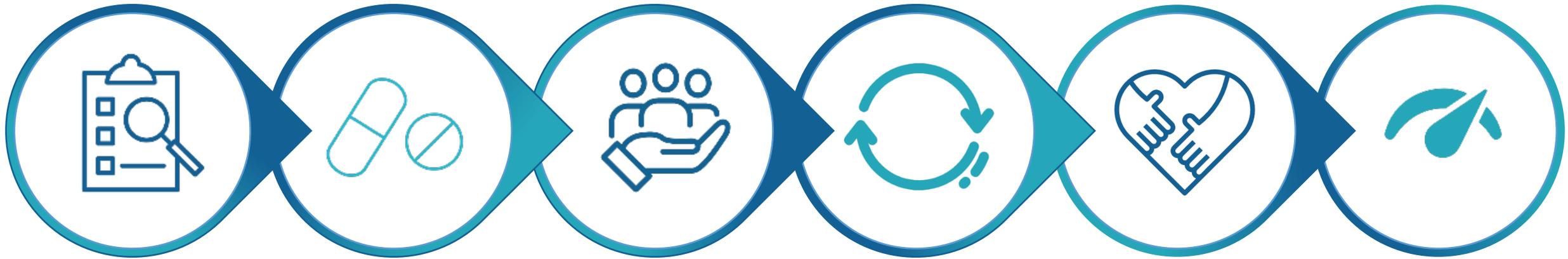
Recap: Top Long-Term Care Use Cases & Interventions



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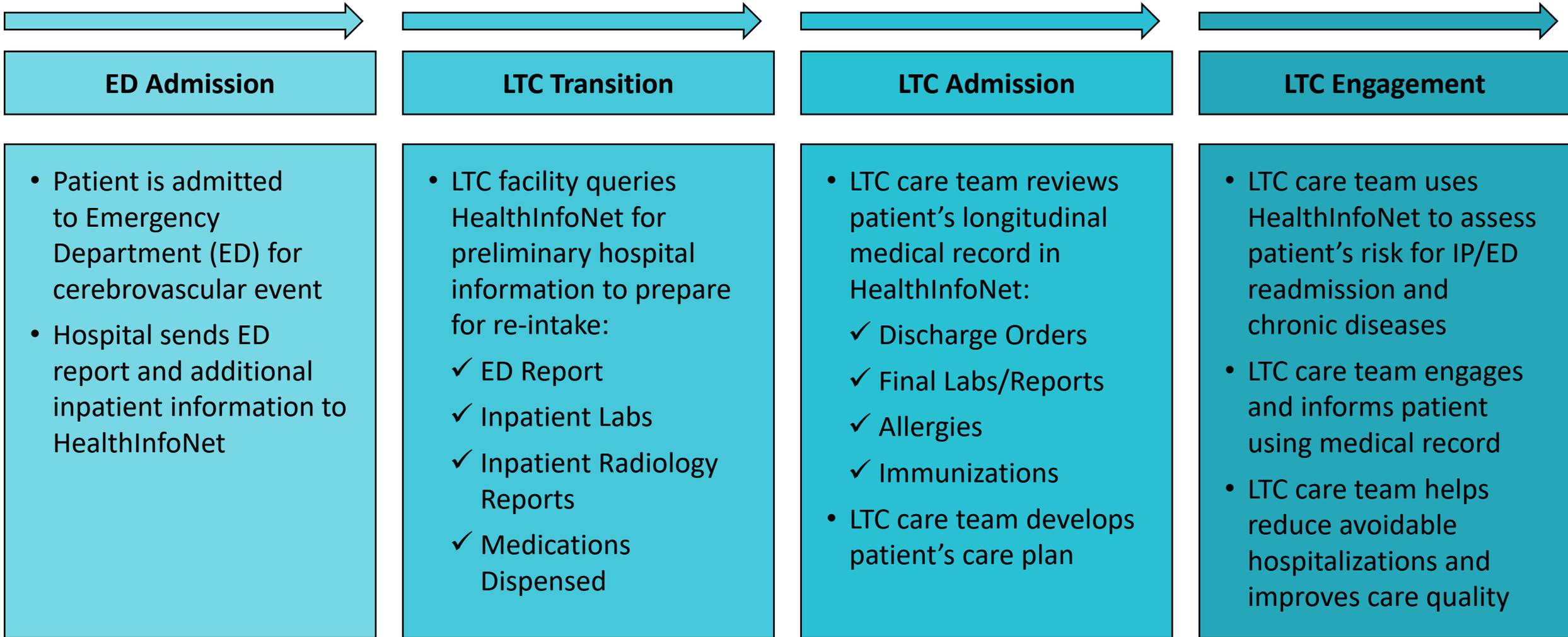


HealthInfoNet Value Proposition

A summary of HealthInfoNet's value to long-term care teams.

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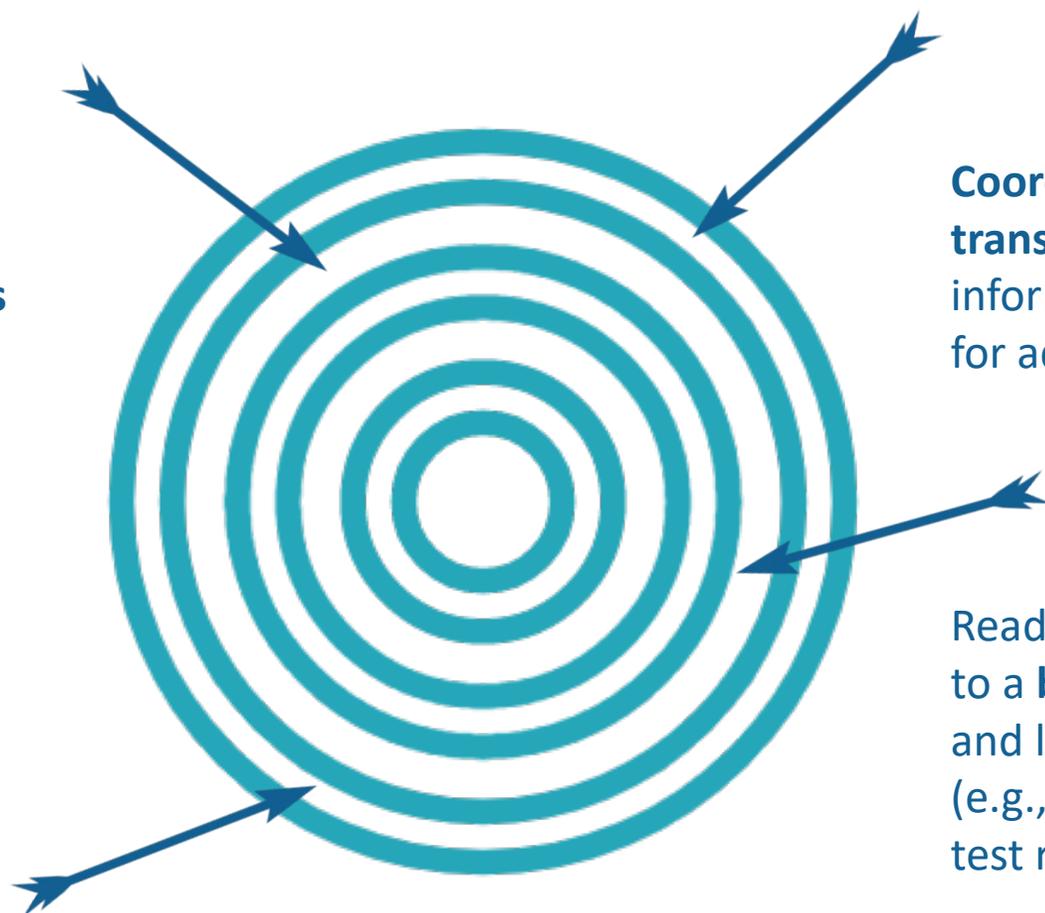
Creating Coordinated Long-Term Care





Common Long-Term Care Challenges

Overcoming shared experiences that make clinical workflows difficult.



Evaluating referrals and preadmissions requires **piecing together complex medical histories** from various sources.

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

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

Readmitting patients often occurs due to a **breakdown of communication** and lack of informed engagement (e.g., misunderstanding of ailments, test results, medication usage).

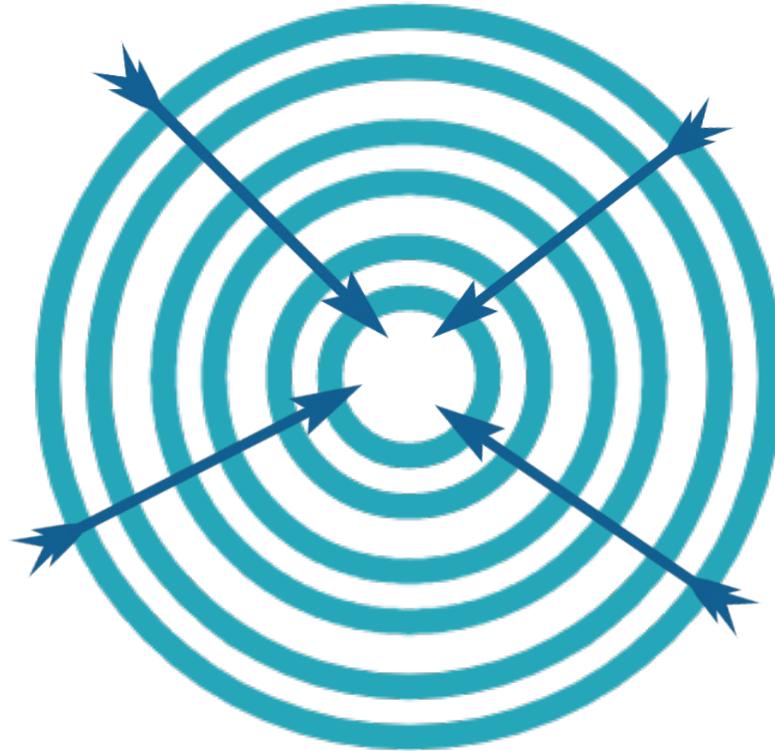


Common HIE Solutions

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

Improves **communication and care planning activities** among healthcare providers during transitions of care.

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



Helps identify patients' **relevant gaps in care and most recent personal health changes** to administer the most effective care plans and detect impacts to health, wellbeing, and wellness early on

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



HIE Clinical Portal Demonstration

Overview of HealthInfoNet's Clinical Portal and how it can assist long-term care teams in their clinical workflows.

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Long-Term Care User Testimonials

Hear what our end users have to say about HealthInfoNet's services.

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I utilize **HealthInfoNet** in just about everything I do. The real-time access to our patients' medical information facilitates the way we deliver care better than ever before. The 'hurry-up-and-wait' scenario to search for and track down records via fax or telephone is no longer necessary. It's a wonderful asset!

**Michelle Gagnon, CNP, Nurse Practitioner,
Genesis Physician Services**



I'll go into HealthInfoNet, frequently, if there are any questions about our patients, either prior to their hospitalization or during their hospitalization, just to put the story better together in my mind.



**Ari Berman, MD, Medical Director,
Seal Rock Health Care**



We use **HealthInfoNet** to help us plan for the continuum of our patients' care. So we can look at what they were doing at home, what they were doing before got to the ED, and how we can plan for their safe discharge home.

A teal-tinted background image showing a close-up of two hands, one appearing to be a caregiver's and the other a patient's, gently holding each other. The image is partially obscured by a large teal triangle on the right side of the slide.

**Janet Edgecomb, RN, BSN, Director of Nursing,
Stillwater Health Care**



Training & Education

Overview of HealthInfoNet's training and education opportunities.

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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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