



Using HealthInfoNet to Support Primary Care Use Cases & Interventions

A case study on how HealthInfoNet's services can assist primary 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 primary 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 primary care patients.
- Learn how other primary care teams are using the HIE in their routine clinical workflows to improve care management activities.





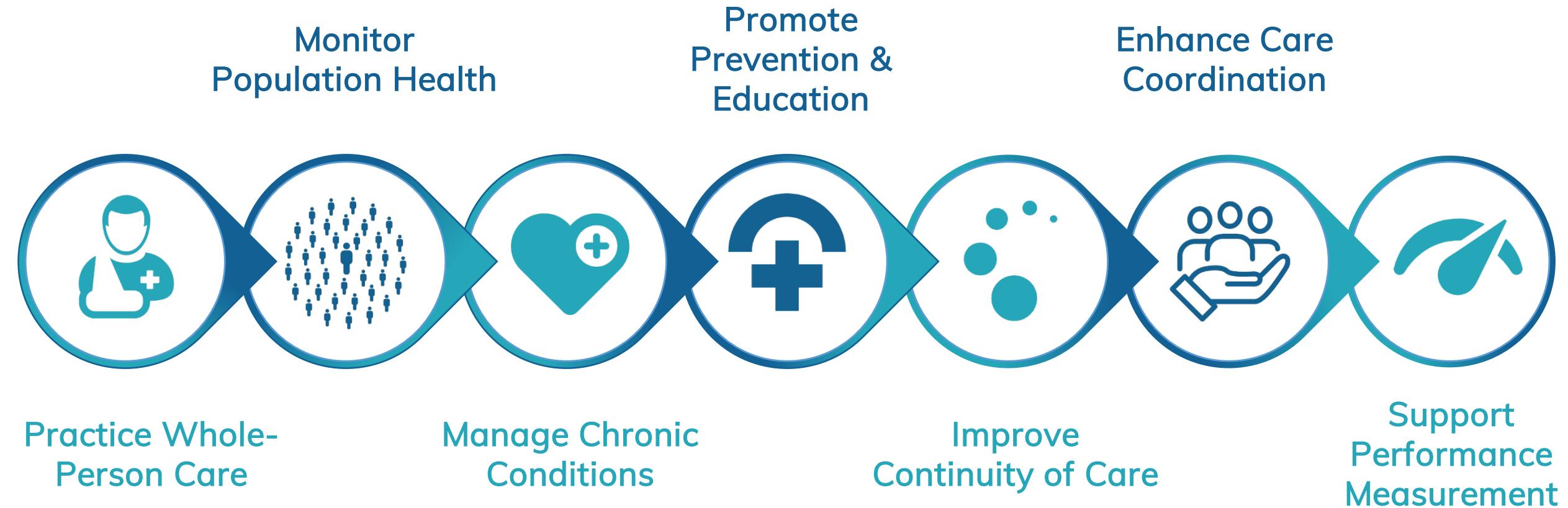
Top Use Cases & Interventions

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

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



Top Primary Care Use Cases & Interventions





Practice Whole-Person Care



Ensuring patients' overall health, wellness, and wellbeing.

Empower
Patients

Attain the
Highest Level
of Patient
Health

- Deliver **comprehensive patient care** by understanding patients' behavioral health and community health services in addition to their medical events and conditions
- Reinforce **tighter integration** among disparate providers both within and across systems of care to enable **more collaborative approaches** to delivering services
- Promote **shared decision-making (SDM)** practices by providing care teams with the tools necessary to mentor and teach their patients on how to use and make decisions about primary care services





Monitor Population Health



Viewing patients as members of broader population health efforts.

Identify & Assess Patients' Health Needs

Use Evidence-Based Practices to Inform Patient Care

- Assist in the **proactive identification** of patients who need evidence-based **chronic or preventive health services** such as routine tests and screenings
- Give care teams **complete views** into their patients' health, wellness, and wellbeing to better monitor progress, identify available care plans, and make informed recommendations
- Measure and respond to **patient experiences** and **satisfaction** in various care settings with greater oversight into care activities





Manage Chronic Conditions



Serving a critical role in managing patients' chronic conditions.

Improve
Patients'
Quality of Life

Reduce
Patients'
Healthcare
Costs

- Identify gaps in care and track patients' conditions (e.g., diabetes, CAD, CHF, hypertension, asthma, etc.) between scheduled visits to **prevent exacerbation of conditions and emergency room visits**
- Provide **ongoing treatment and monitoring** of patients' disease processes (e.g., screenings, regular office visits) to help minimize symptoms and maintain health over time
- Improve outcomes for chronic disease management by establishing a "**partnership**" with patients in their healthcare activities and decision-making processes



Promote Prevention & Education

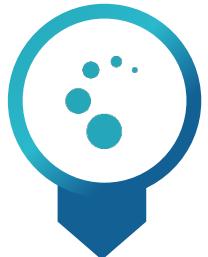


Assessing and educating patients based on their personal health situations.

Promote
Health,
Wellness, &
Wellbeing

Offer Better
Outcomes for
Patients While
Lowering Costs

- Keep up with patients' age- and gender-appropriate **lifestyle changes, vaccinations, screening tests**, and other measures
- Identify major risk factors through routine screenings to **prevent disease** and **lessen the severity of illness** through early detection and preventive screenings
- Help patients understand common health concerns by addressing tobacco use, drug abuse, and vaccinations – “**an ounce of prevention is worth a pound of cure!**”



Improve Continuity of Care



Attaining high-quality, cost-effective care supports and services.

Reduce Risk
of Patients
Falling Through
Safety Net

Reduce Patient
Wait Time to
Access Services

- 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
- Enhance and expand **communication methods** and **data accessibility** across diverse providers and systems of care



Enhance Care Coordination



Facilitating patient care within and across diverse systems of care.

Eliminate
Avoidable
Utilization &
Repeat Testing

Reduce
Fragmented
Communication
Across Systems
of Care

- 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
- Enable care teams to **guide and follow up** with patients in their journeys through systems of care, including overseeing and tracking the status of referrals and consultations



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
- Produces a variety of **quality, utilization, and predictive risk measures** to help providers identify weaknesses, prioritize opportunities, and identify improvement areas
- 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.

Majority of Ambulatory Facilities & Federally Qualified Health Centers

Surescripts & MaineCare (Medicaid) Pharmacy Datasets

Maine Emergency Medical Services (ImageTrend)

All Health Systems, Acute-Care Hospitals, & Critical-Access Hospitals

NorDx, Quest, ALI, Dahl-Chase, & HETL Laboratories

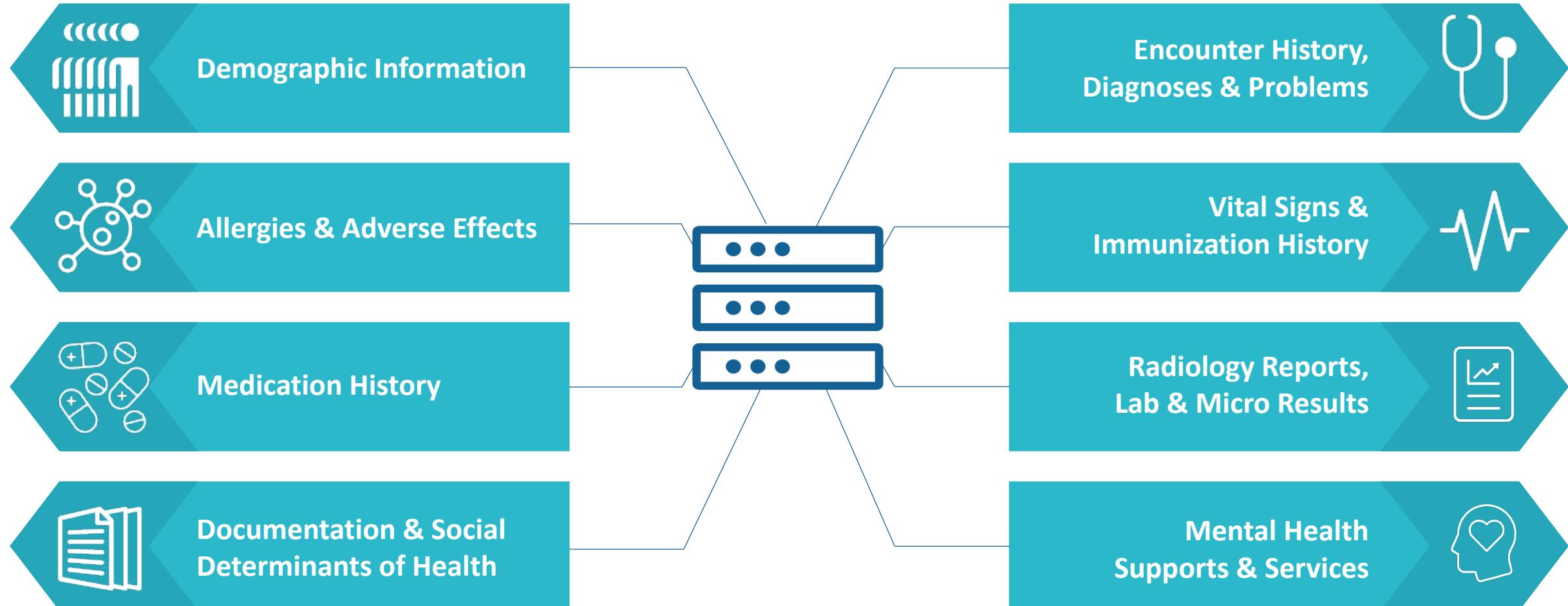
Some Behavioral Health & Post-Acute Care Facilities





Available Data Sources

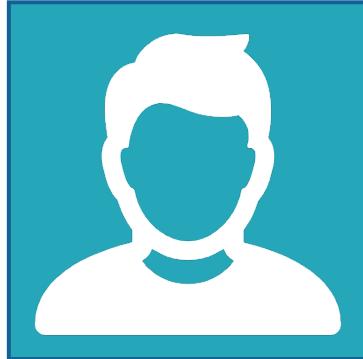
Incorporating diverse data sources as new use cases emerge.





HIE End-User Community

Serving RNs and Care Managers to Epidemiologists and Quality Analysts.



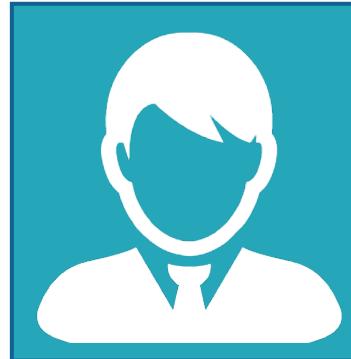
- Registered Nurses
- Medical Assistants
- Medical Records & Referral Specialists



- 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.

The screenshot displays the Clinical Portal's user interface. At the top, a navigation bar includes links for Patient Summary, VA Record Search, My Patients, Community Services, and PDMP, along with a LOGOUT button. The main content area is titled 'HINTEST, DEMO' and shows the following sections:

- Demographics:** Shows a placeholder for a male patient born on Sep 11 1952 (60 years). Primary Care Provider is CLAXTON EDMUND V JR. Emergency Contact is CATHY ADMTEST.
- Active Problems:** Lists three conditions: Headache, Heartburn, and Mittelschmerz, all recorded on 01/29/2013 at WSFP.
- Allergies:** A table showing various allergens with their reactions, severities, and dates entered. Examples include Iodine (Hives), Azithromycin (Hives), and ALTEPLASE (RASH).
- Prescription Medications Dispensed within Last 120 Days:** A table listing medications dispensed on specific dates, including ATENOLOL 50 MG, LISINOPRIL 10 MG, and RANTIDINE 150MG CAPSULE.
- Encounter/Visit History:** A table showing visits categorized by service type (Emergency, Outpatient, Emergency Room) and location (UNKNOWN, PHYSICIAN, GENERIC).



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

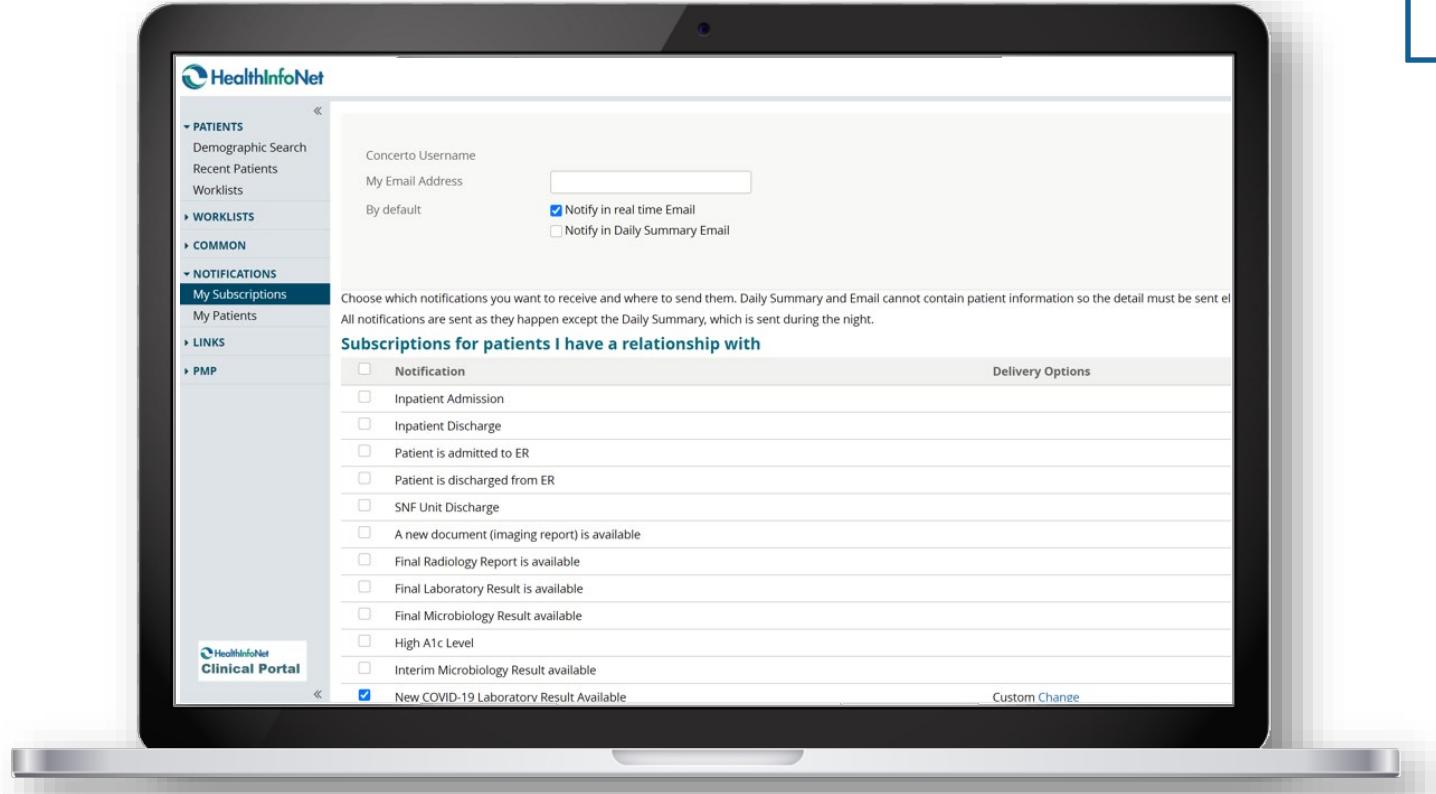
- Privacy Log Function
- Mental Health Access Audit Function





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.

Date Entered	Details	Reaction	Severity	Location
2020-12-18	NO ALLERGEN INFORMATION AVAILABLE	-	-	Covenant Health
2013-10-04	Iodine	-	-	St. Joseph Hospital
2013-10-04	Iodinated Contrast Media - IV Dye	Hives	-	St. Joseph Hospital
2011-09-09	Azithromycin	HIVES	Mild	Cary Medical Center
2011-03-07	ALTEPLASE	RASH	Severe	Eastern Maine Health Systems (EMHS)



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

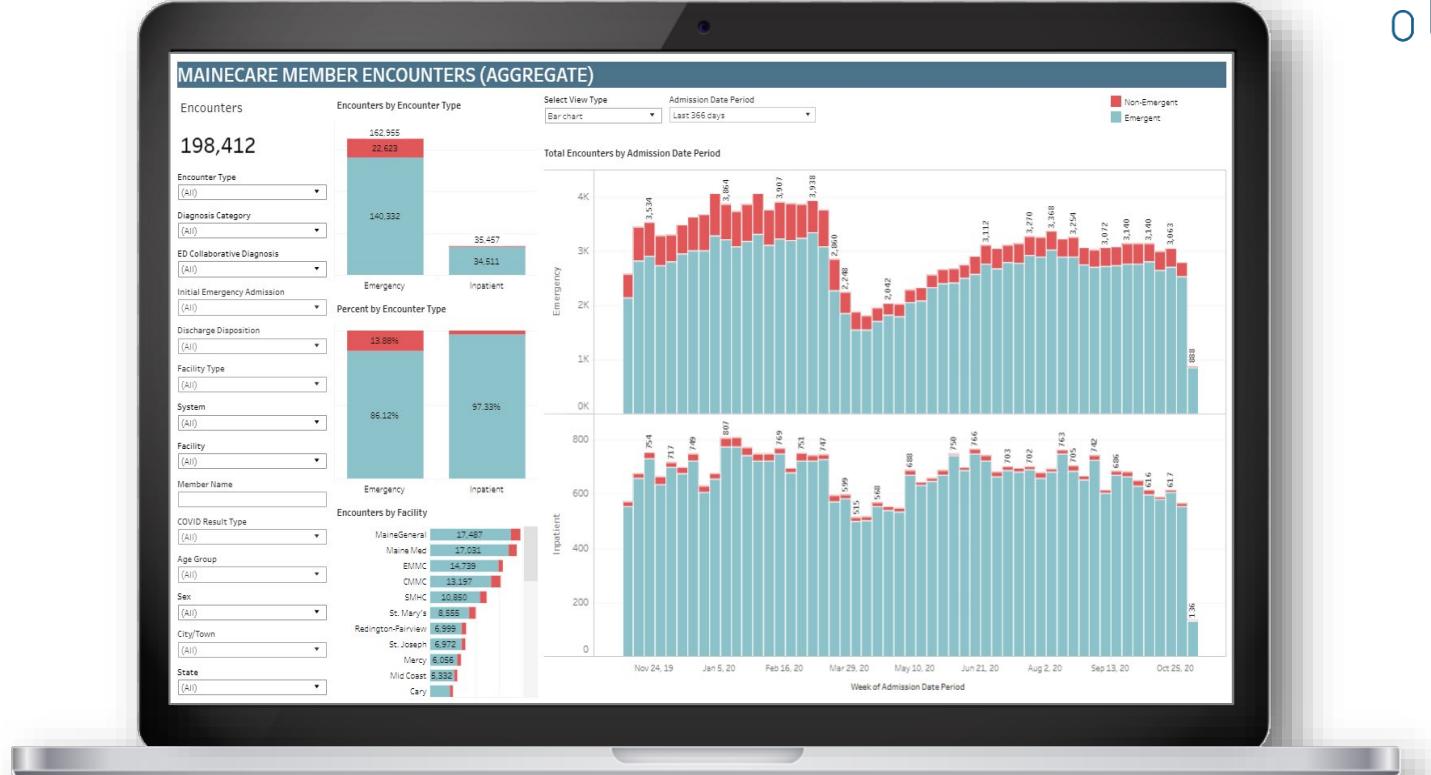
Designed in partnership with





Analytic & Reporting Platform

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



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ANALTIC & 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

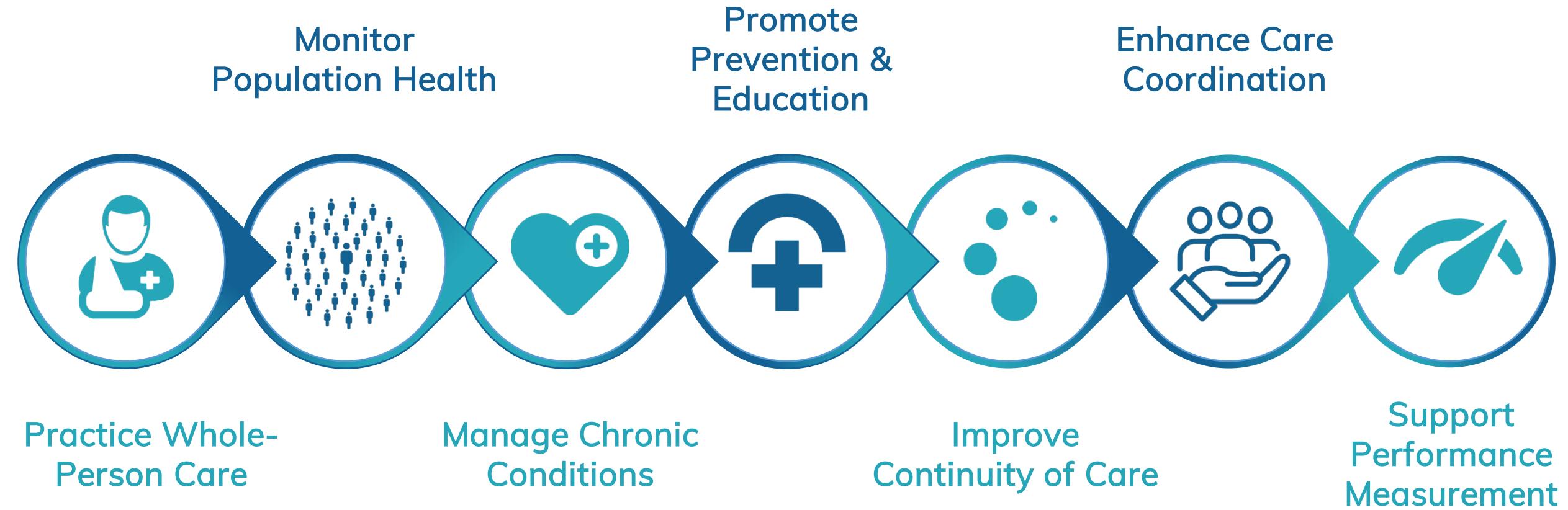
30-Day Readmission Risk

Identify inpatient encounters most at risk for 30-day readmissions





Recap: Top Primary Care Use Cases & Interventions





HealthInfoNet Value Proposition

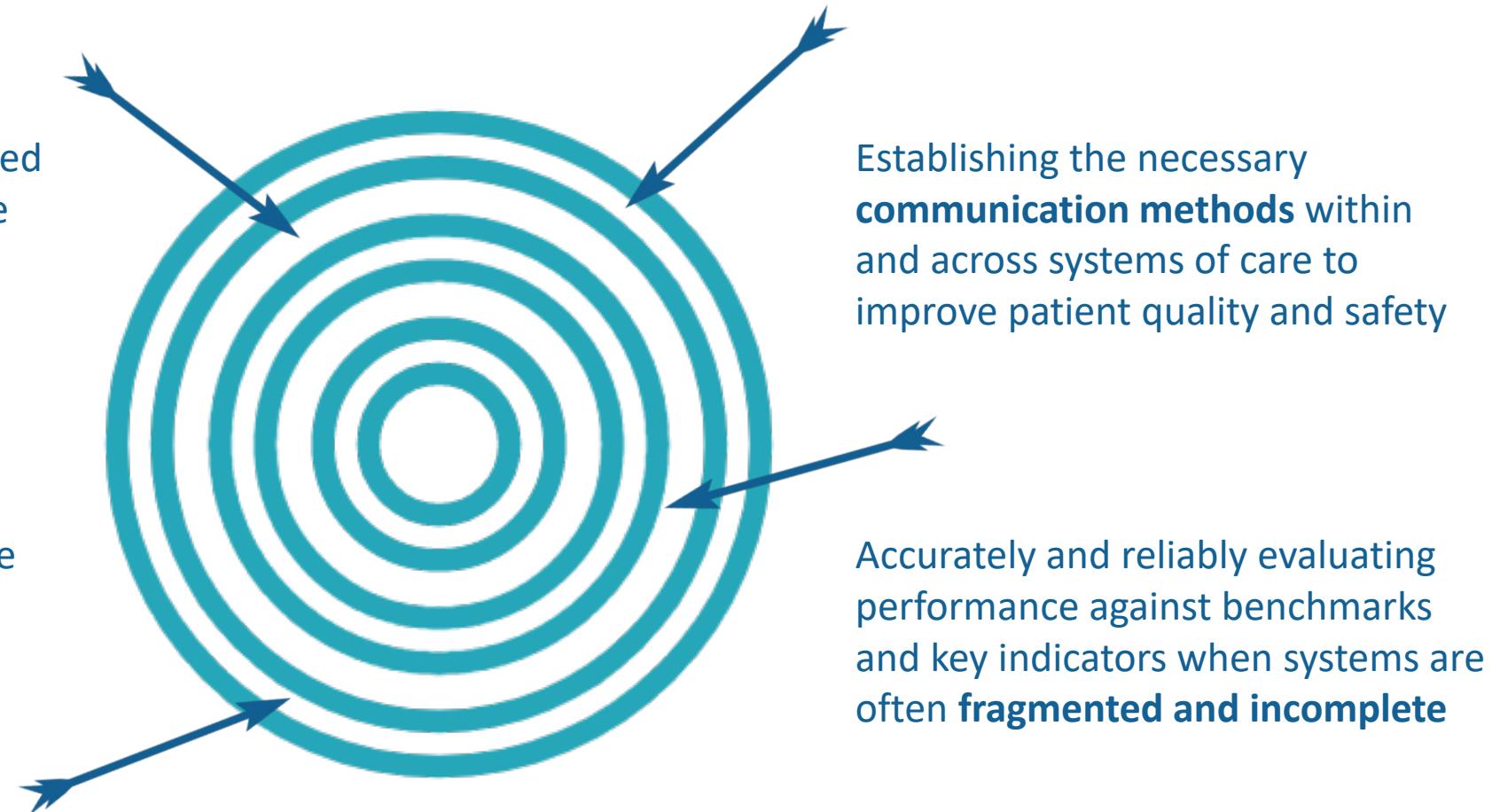
A summary of HealthInfoNet's value to primary care teams.

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



Common Primary Care Challenges

Overcoming shared experiences that make clinical workflows difficult.



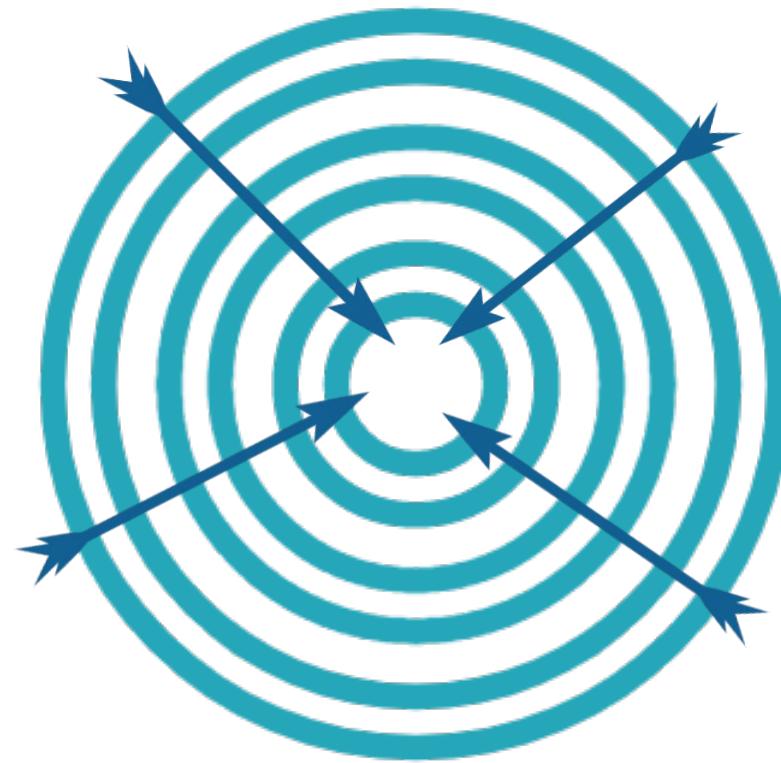


Common HIE Solutions

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

Improves communication and care planning activities among systems of care to improve the quality of patients' care interactions and experiences

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

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





HIE Clinical Portal Demonstration

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

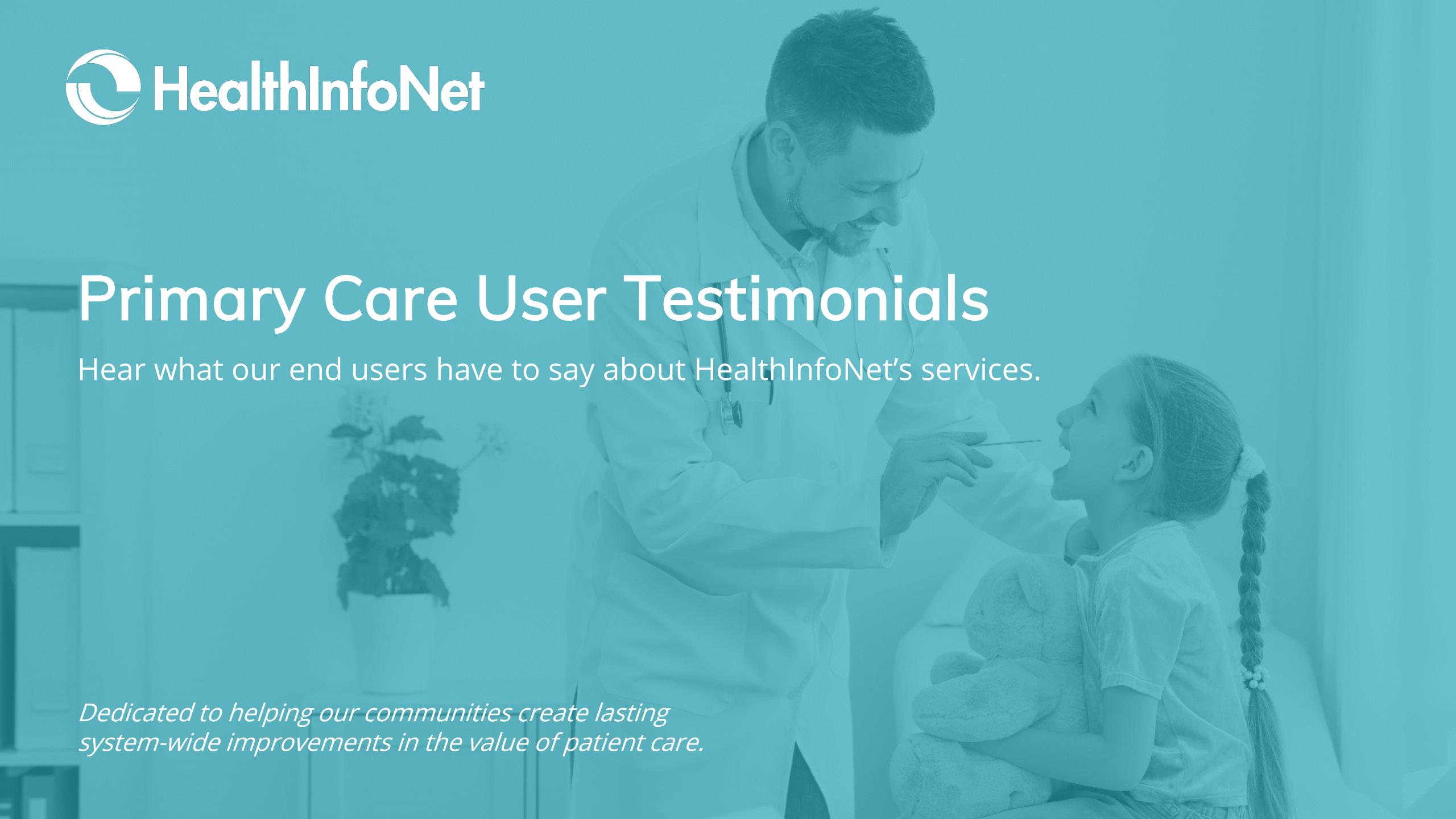
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Primary Care User Testimonials

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

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“

We find that a lot of our limited English proficiency (LEP) population will end up becoming new patients at multiple practices and have emergency visits that could be handled by primary care. **HealthInfoNet** has helped us educate our patients about primary care services to ensure they receive high-quality care. We have been very satisfied with HealthInfoNet.



**Amber Moulton, Practice Manager & RMA,
MMP Portland Family Medicine**

“

Because our organization is small and our patients may utilize many different healthcare systems, **HealthInfoNet** makes it simple to open and review patients' complete charts without having to wait to receive faxes from various organizations. We then print and scan the patients' HealthInfoNet records into our chart and flowsheet for future reference.



**Lydia Thorp, MD, Staff Physician,
DFD Russell Medical Centers**

“

HealthInfoNet makes an impact everyday. I have had patients come in and get upset when I do not have their results after they have had imaging or labs done at a hospital. So I log into HealthInfoNet and explain how I am able to find their results within the system. If a patient has previously opted-out of the system, after I explain the benefits and they see the value for themselves, they sign the necessary paperwork to opt back in.



**Kim Pettengill, FNP, Nurse Practitioner,
DFD Russell Medical Centers**

“

HealthInfoNet makes a big difference on a daily basis in allowing us to be on top of our patients' care. The HIE Clinical Portal is great in allowing us to look up results/reports quickly without needing to wait for a facility's medical records department to send them.



A photograph showing a woman with long blonde hair and a young child with curly hair smiling and waving their hands towards the camera. They appear to be in an indoor setting with a window in the background.

**McKenzie Parr-Morton, Care Manager,
Bethel Family Health Center**

“

HealthInfoNet is, and always has been, a great tool in our arsenal to get as much information as possible about our patients. We are constantly pulling information from HealthInfoNet to help our providers make informed decisions in their patients' care.

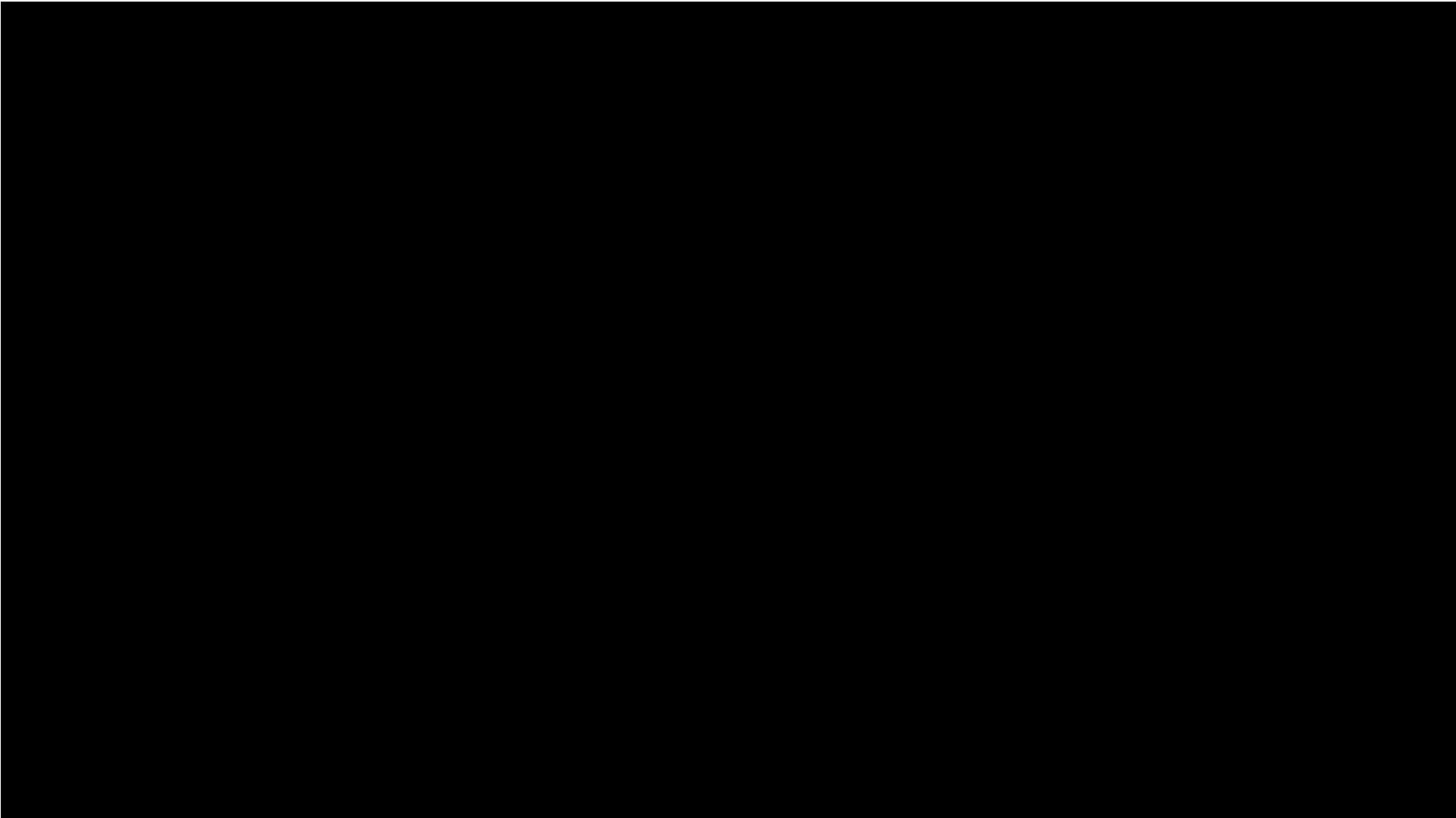


**Louise Jameson, RTR, DAP Patient Advocate,
Women's Health, Bucksport Regional Health Center**



Customer Conversations (video)

Gretchen Speed, ANP, Greater Portland Health





HealthInfoNet's HIE Solutions to the CMS e-Notification CoP Rule

How HealthInfoNet's HIE services can assist Maine's healthcare community meet CMS's electronic notification CoP Rule.

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What is the CMS e-Notification CoP Rule?

Condition of Participation (CoP) Data-Sharing Requirements.



CMS Interoperability & Patient Access Final Rule (CMS-9115-F)

CMS requires all hospitals, as of May 1, 2021, to automate notifications of certain events of care to certain recipients with treating relationships

SOURCE: <https://www.federalregister.gov/d/2020-05050>

HealthInfoNet can confirm the occurrence of the required events of care and automate the delivery of notifications solicited via subscriptions.





Who Can Request e-Notifications?

Data-Request Capabilities Required to Ensure Rule Compliance.



Provider Requested

Primary care and post-acute care providers who request e-notifications on behalf of their patients



Patient Directed

Patients who request e-notifications be sent to their PCP or another provider at the point of care

Covers required notifications to:

Primary Care Providers & Groups

Post-Acute Care Providers & Supplies

Covers required notifications to:

Primary Care Providers

Other Identified Providers





What Is Included in e-Notifications?

Types & Recipients of e-Notifications Required to Ensure Rule Compliance.

These Types of
e-Notifications

ED Registration
& Discharge
(+ observations)

Inpatient
Admission
& Discharge
(+ observations)

Outpatient
to Inpatient
Transfer

Must Include
These Data
Elements

- *Patient Name*
- *Treating Provider Name*
- *Sending Organization Name*

Then Allow For
Detailed Auditing

Other
Providers
(per Patient
Requests)

Post-Acute
Care Providers
& Suppliers

Primary
Care
Providers
& Groups

And Be Sent To
These Types of
Providers





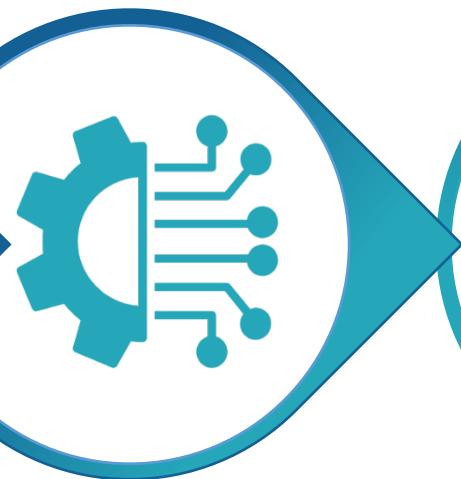
HealthInfoNet's Intelligent e-Notification Workflow

Using Established Clinical Workflows to Ensure Rule Compliance.

HealthInfoNet receives
ADT information on
patient's event of care

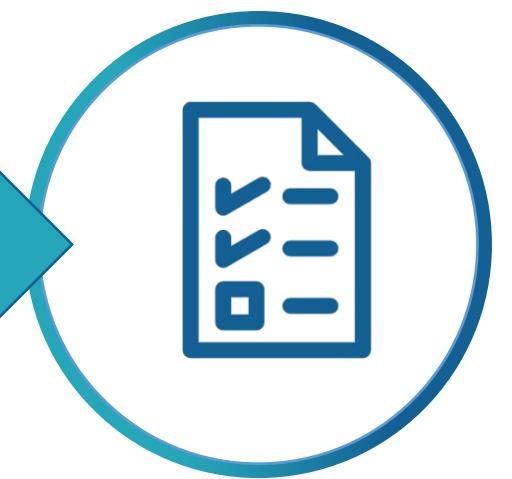
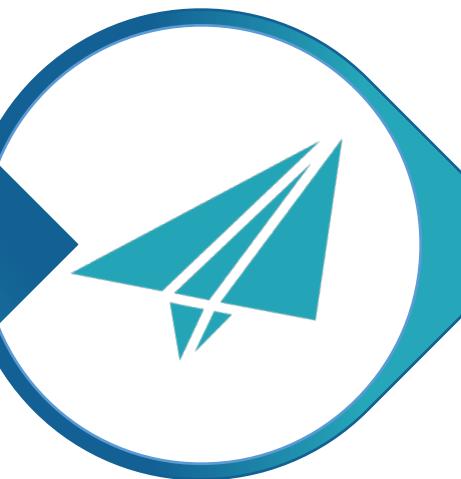


Patient is admitted
to or discharged from
hospital, or transferred from
hospital to patient care team
or post-acute care service



Patient's providers and care team
subscribe to HealthInfoNet's event-
based Intelligent e-Notification
service to receive alerts on
patient's care activities

HealthInfoNet automates delivery
of subscribed notifications to
patient's providers and care team



HealthInfoNet provides
patient's providers and care
teams with the ability to
audit sent notifications





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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