



# Using HealthInfoNet to Support Specialty Care Use Cases & Interventions

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.

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For additional educational opportunities:

- Contact HealthInfoNet's Clinical Education team at [clienteducation@hinfonet.org](mailto: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](http://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.





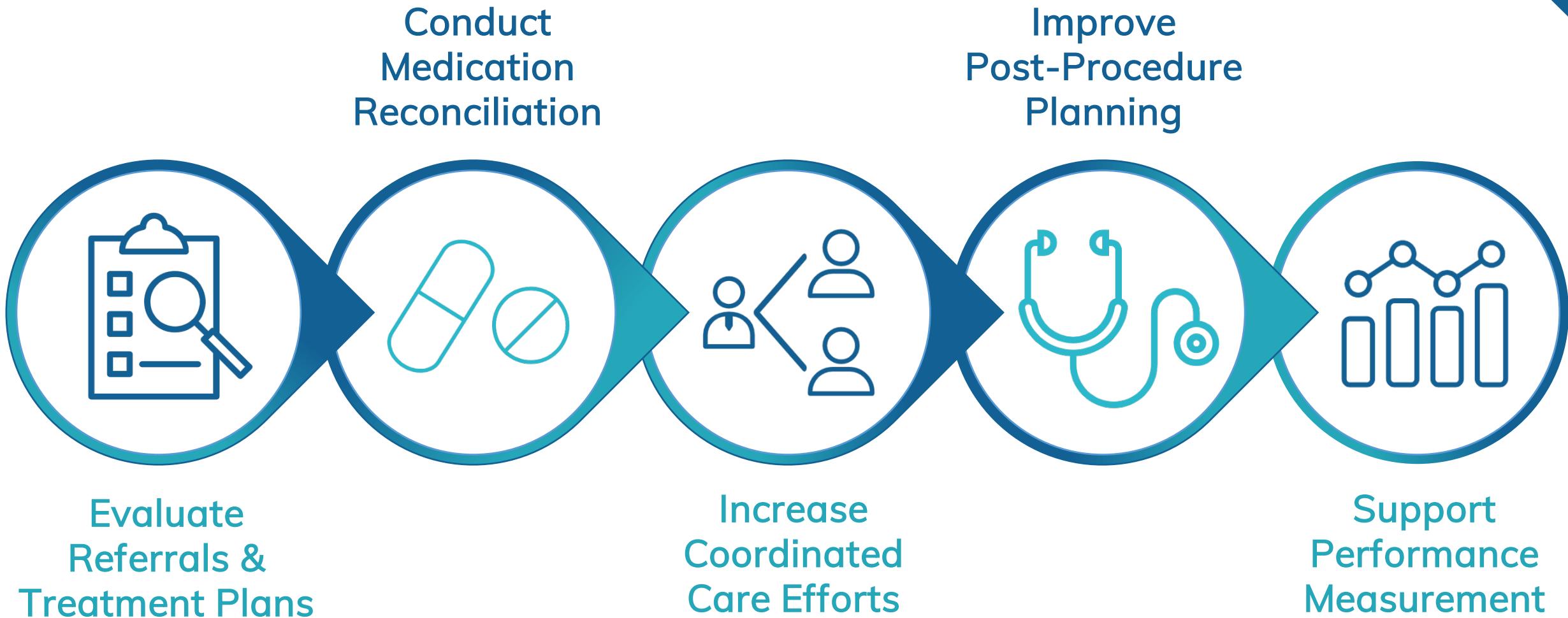
# Top Use Cases & Interventions

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

Decrease  
Scheduling  
Delays

- 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





# 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**





# 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**





# 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



# 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





# 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

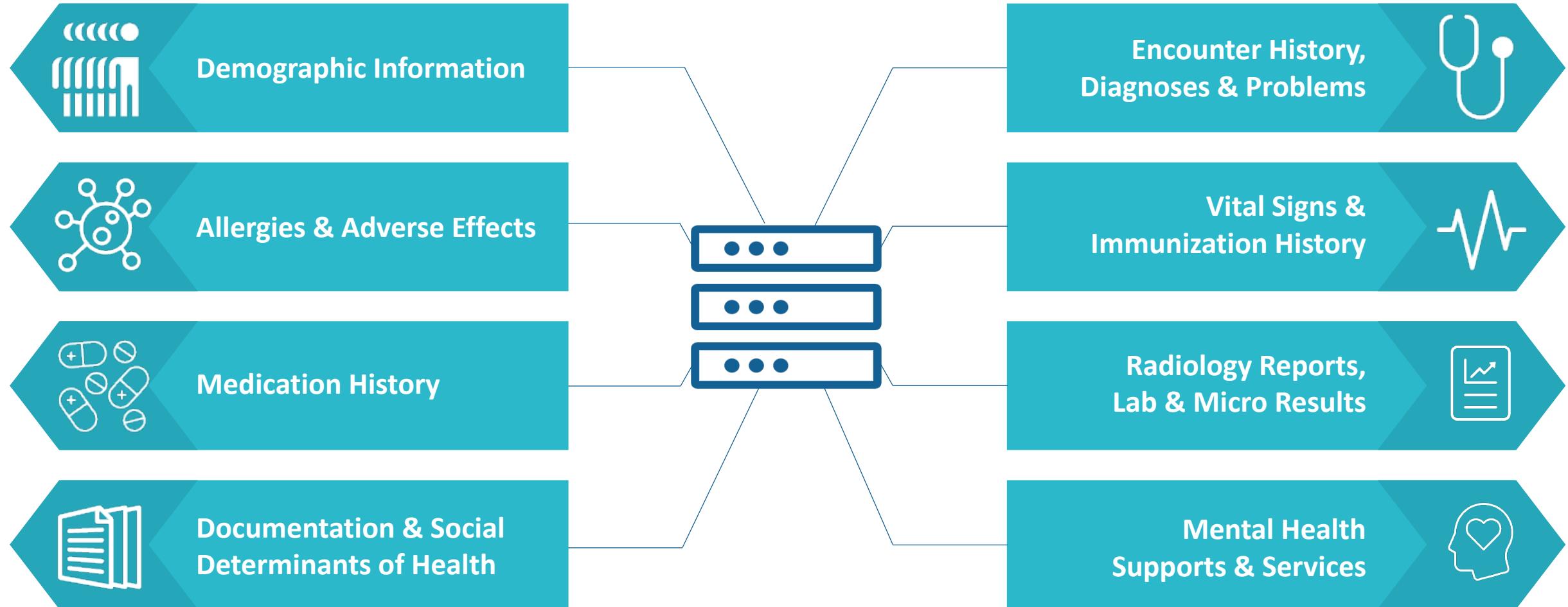
Some Behavioral Health & Post-Acute Care Facilities





# Available Data Sources

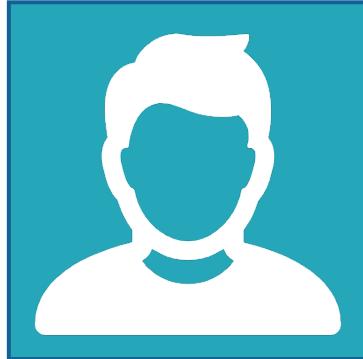
Incorporating diverse data sources as new use cases emerge.





# HIE End-User Community

Serving RNs and Care Managers to Epidemiologists and Quality Analysts.



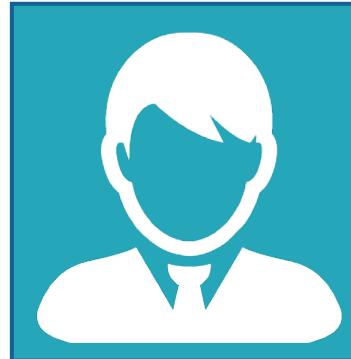
- Registered Nurses
- Medical Assistants
- Medical Records & Referral Specialists



- 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 (68 years). Primary Care Provider is CLAXTON EDMUND V JR. Emergency Contact is CATHY ADMTEST.
- Active Problems:** Lists three conditions: Headache (onset 01/29/2013, WSFP), Heartburn (onset 01/29/2013, WSFP), and Mittelschmerz (onset 01/29/2013, WSFP).
- Allergies:** A table showing known allergies: NO ALLERGEN INFORMATION AVAILABLE, Iodine (reaction Hives, date 10/04/2013, location SJH), Iodinated Contrast Media - IV Dye (reaction Hives, date 10/04/2013, location SJH), Azithromycin (reaction HIVES, date 09/09/2011, location CARY), and ALTEPLASE (reaction RASH, date 03/07/2011, location EMHS).
- Prescription Medications Dispensed within Last 120 Days:** A table listing three prescriptions: ATENOLOL 50 MG (dispensed 01/15/2015, refills 3, prescriber Andrews, Robert, CVS, instructions Take one pill twice daily); LISINOPRIL 10 MG (dispensed 01/15/2015, refills 3, prescriber Smith, Mary, WALGREENS, instructions Take once daily); and RANTIDINE 150MG CAPSULE (dispensed 11/10/2011, refills 30, prescriber KRISTY, REED, ES Mail Order Pharmacy, instructions None).
- Encounter/Visit History:** A table showing three visits: Emergency at the Emergency Dept (10/07/2020, service UNKNOWN, physician UNKNOWN, dx codes I5025, location COVHLTH); Outpatient Medical Service (12/05/2014, service PHYSICIAN, GENERIC, dx codes R00-999.99, R22.1, Rx code 27524, location MMC); and Emergency at the Emergency Room (07/11/2014, service MARIAN BENNER, dx codes UNKNOWN, Rx code 27524, location SH).



**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.

A screenshot of a tablet displaying the HealthInfoNet Clinical Portal. The left sidebar shows navigation links: PATIENTS (Demographic Search, Recent Patients, Worklists), WORKLISTS, COMMON, and NOTIFICATIONS (My Subscriptions, My Patients, LINKS, PMP). The main content area is titled 'My Subscriptions' and shows a list of medical events with checkboxes. A checked box for 'New COVID-19 Laboratory Result Available' is highlighted. Other options include Inpatient Admission, Inpatient Discharge, Patient is admitted to ER, Patient is discharged from ER, SNF Unit Discharge, A new document (imaging report) is available, Final Radiology Report is available, Final Laboratory Result is available, Final Microbiology Result available, High A1c Level, Interim Microbiology Result available, and New COVID-19 Laboratory Result Available. A 'Delivery Options' column is visible on the right. A note at the top states: 'Choose which notifications you want to receive and where to send them. Daily Summary and Email cannot contain patient information so the detail must be sent elsewhere. All notifications are sent as they happen except the Daily Summary, which is sent during the night.' A 'Custom Change' link is at the bottom right.

HealthInfoNet Clinical Portal

Concerto Username  
My Email Address  
By default  Notify in real time Email  Notify in Daily Summary Email

Choose which notifications you want to receive and where to send them. Daily Summary and Email cannot contain patient information so the detail must be sent elsewhere. All notifications are sent as they happen except the Daily Summary, which is sent during the night.

**Subscriptions for patients I have a relationship with**

Event	Delivery Options
<input type="checkbox"/> Notification	
<input type="checkbox"/> Inpatient Admission	
<input type="checkbox"/> Inpatient Discharge	
<input type="checkbox"/> Patient is admitted to ER	
<input type="checkbox"/> Patient is discharged from ER	
<input type="checkbox"/> SNF Unit Discharge	
<input type="checkbox"/> A new document (imaging report) is available	
<input type="checkbox"/> Final Radiology Report is available	
<input type="checkbox"/> Final Laboratory Result is available	
<input type="checkbox"/> Final Microbiology Result available	
<input type="checkbox"/> High A1c Level	
<input type="checkbox"/> Interim Microbiology Result available	
<input checked="" type="checkbox"/> New COVID-19 Laboratory Result Available	

Custom Change



**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

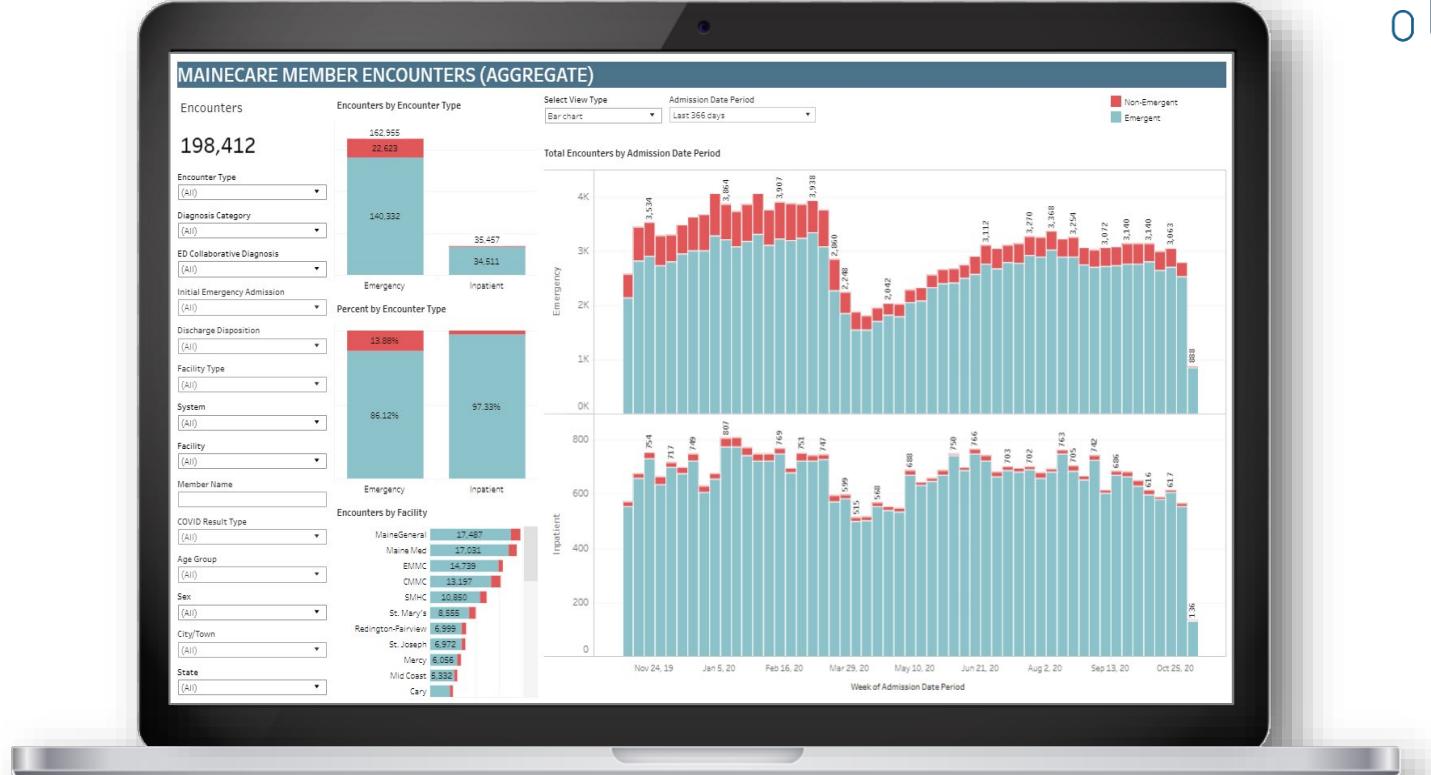
*Designed in partnership with*





# 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

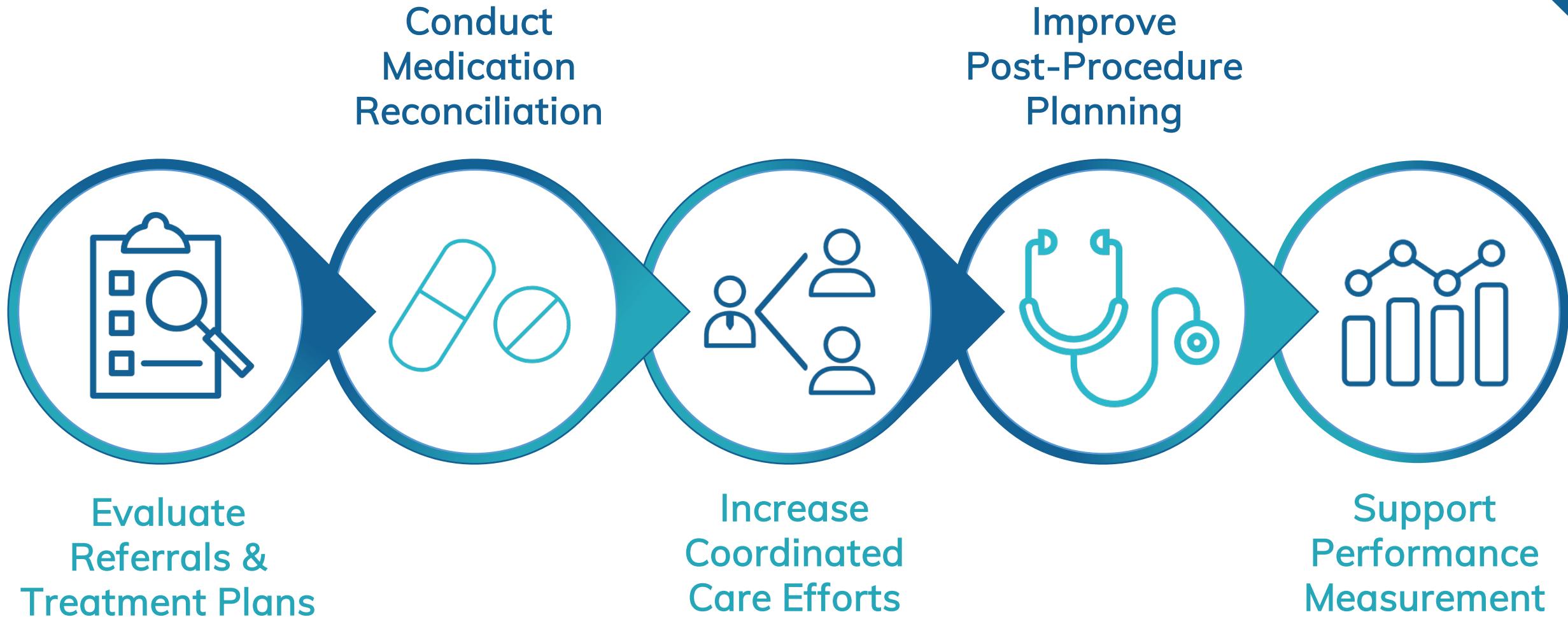
### *30-Day Readmission Risk*

Identify inpatient encounters most at risk for 30-day readmissions





# Recap: Top 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.

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system-wide improvements in the value of patient care.*

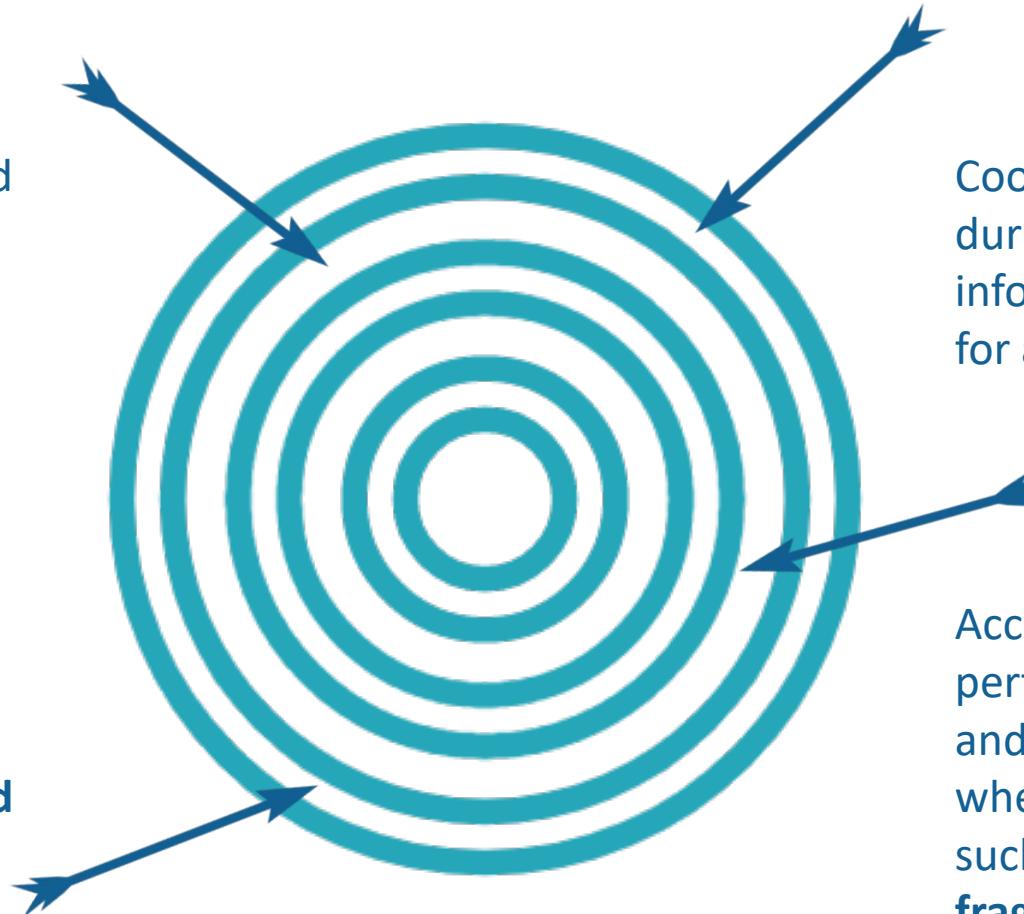


# Common Specialty Care Challenges

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**

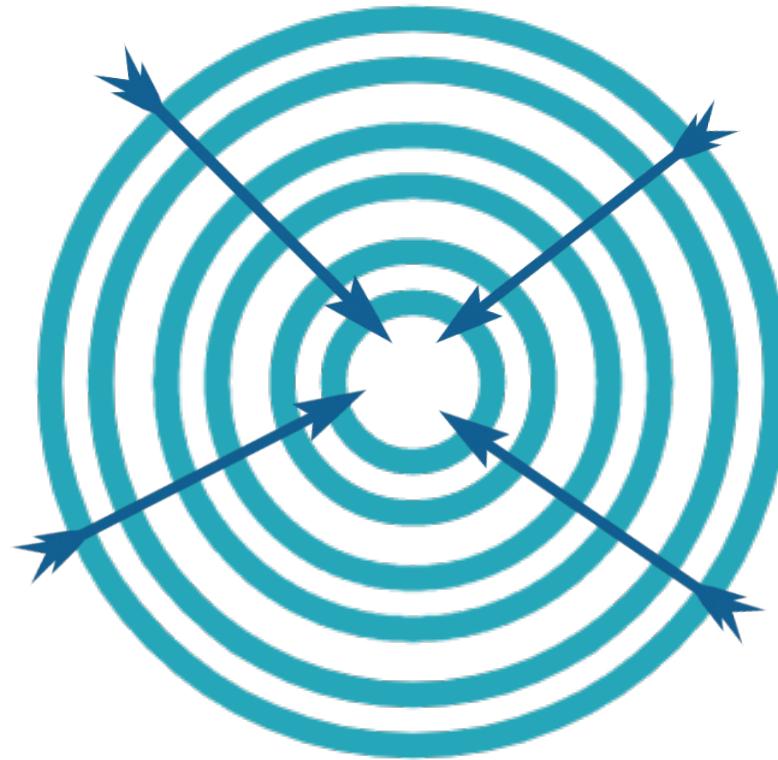
Accurately and reliably evaluating performance against benchmarks and key indicators is challenging when the systems required to collect such information are often **fragmented and incomplete**





# 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 photograph showing a medical professional in a white coat and a surgical mask, focused on examining a patient's shoulder. The patient's arm is raised, and the provider's hands are visible, one on the shoulder and one near the elbow. The background is slightly blurred, emphasizing the interaction between the doctor and the patient.

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.



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-verses in advance of their visits.

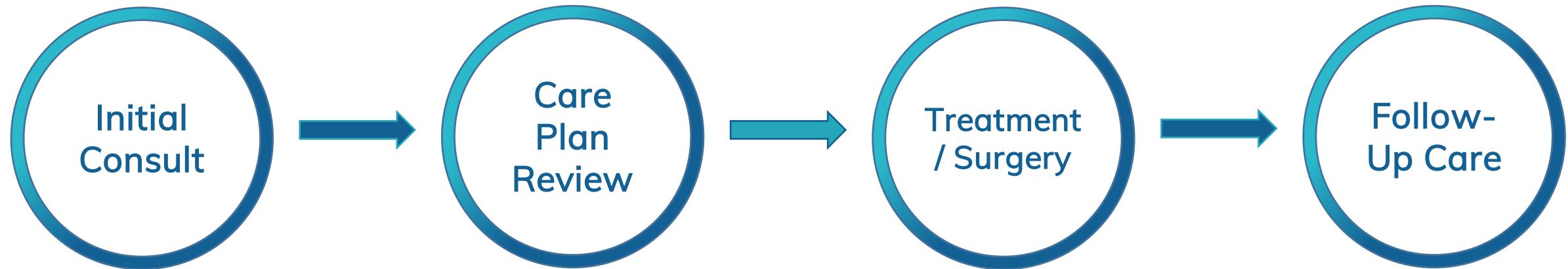


**June Sapiel,  
Northern Light Cardiology**



# Coordinated Specialty Care

Supporting an end-to-end coordinated care workflow.



- Patient is admitted to the Emergency Department
- Hospital sends ED report and additional Inpatient information to **HealthInfoNet**
- Care team queries **HealthInfoNet** for prelim. hospital information to prepare for intake:
  - » ED Report
  - » IP Lab & Rad Reports
  - » Dispensed Medications
  - » Referral Notes
- Care team reviews patient's longitudinal health record in **HealthInfoNet**:
  - » Discharge Orders
  - » Final Lab & Rad Reports
  - » Active Problems & Allergies
  - » Immunizations
  - » Procedures
- Care team develops patient's discharge care plan
- Care team uses **HealthInfoNet** to assess patient's risk for IP/ED readmission
- Care team engages and informs patient using health record
- Care team manages and monitors the continuity of the patient's care post intervention





# Training & Education

Overview of HealthInfoNet's training and education opportunities.

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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](mailto: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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