



Using HealthInfoNet to Support Behavioral Health Care Use Cases & Interventions

A case study on how HealthInfoNet's services can assist behavioral health care teams in their 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.

Nicole Yeo-Fisher, MSW, LCSW, Clinical Education Manager

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

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 behavioral health 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 behavioral health care clients.
- Learn how other behavioral health care teams are using the HIE in their routine clinical workflows to improve care management activities.





Top Use Cases & Interventions

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

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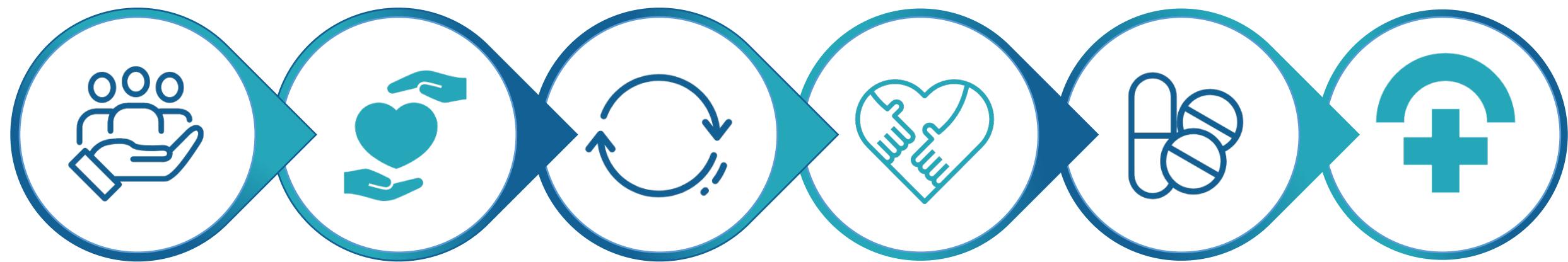


Top Behavioral Health Use Cases & Interventions

Provide Targeted Care Management

Identify Gaps / Overuse of Care

Engage & Educate Clients



Enhance
Care Coordination

Manage
Transitions of Care

Conduct
Medication
Reconciliation





Enhance Care Coordination



Facilitating client care within and across diverse systems of care.

Identify &
Assess Clients'
Health Needs

Attain Optimal
Client Health

- Increase collaboration among behavioral health, hospital, primary care, and other care locations to **improve the quality and safety** of clients' care interactions and experiences
- Assist hospital and primary care nurse care managers through **reviews of clients' emergency department/hospital discharge plans** and in making further treatment recommendations as needed
- Assess the accuracy of SMI versus medical diagnoses by ensuring clients are receiving the **right diagnoses** in order to receive the **right treatments**





Provide Targeted Care Management



Ensuring clients' use of appropriate care settings.

Build a
Comprehensive
Picture of
Clients' Care
Experiences

Enhance
Follow-Up Care
with Real-Time
Actionable
Insights

- Proactively identify clients' **warning signs** and **assess risk** for re-admissions through the use of a shared longitudinal health record
- Coach clients in **avoiding unnecessary** emergency department utilization by educating them on the appropriate use of behavioral health and primary care services when warning signs and risks are presented
- **Facilitate clients' transitions** to primary care, behavioral health, or emergency department settings depending on the severity of their ailment(s) or if follow-up care is needed



Manage Transitions of Care



Building and sharing comprehensive care plans during transitions of care.

Compile Critical
Information
Quickly During
Transitions of
Care

Communicate
Effectively with
Diverse Care
Teams

- Review **post-acute care plans** within 24 hours of emergency department or hospital admission notifications
- Provide **same-day services** on date of discharge from the emergency department or hospital following notifications
- Schedule **follow-up medical appointments** with PCP
- Review medication lists and discharge instructions with clients to ensure they are **informed of their role** in the plan of care
- **Communicate** plans of care with the medical home
- **Advocate** for resources and follow-up care for marginalized clients





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 clients' **comprehensive electronic health records**
- **Advocate for clients** when additional care is needed from another provider or specialist
- Look for **gaps in care** to ensure clients' activities are aligned across various healthcare settings
- Reduce clients' needs for **unnecessary documentation** for reimbursement purposes



Conduct Medication Reconciliation



Verifying and managing medications to protect clients' safety.

Increase Awareness of Prescribed Medications Across Settings

Improve Clients' 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**





Engage & Educate Clients

Assessing and educating clients based on their personal health situations.

Promote
Health,
Wellness, &
Wellbeing

Empower
Clients

- Teach high-utilizing clients about the **appropriate use** of care settings beyond the emergency department
- Help clients **use their data** to get better outcomes, make better decisions, and take greater ownership of their care
- Coach clients on **self-management** of chronic diseases, with referrals to appropriate resources as needed
- Intervene with clients following their medical events to help them **recollect** the events and **debrief** on their causes, **clarify** reasons for medical interventions, and **ensure** compliance with treatments





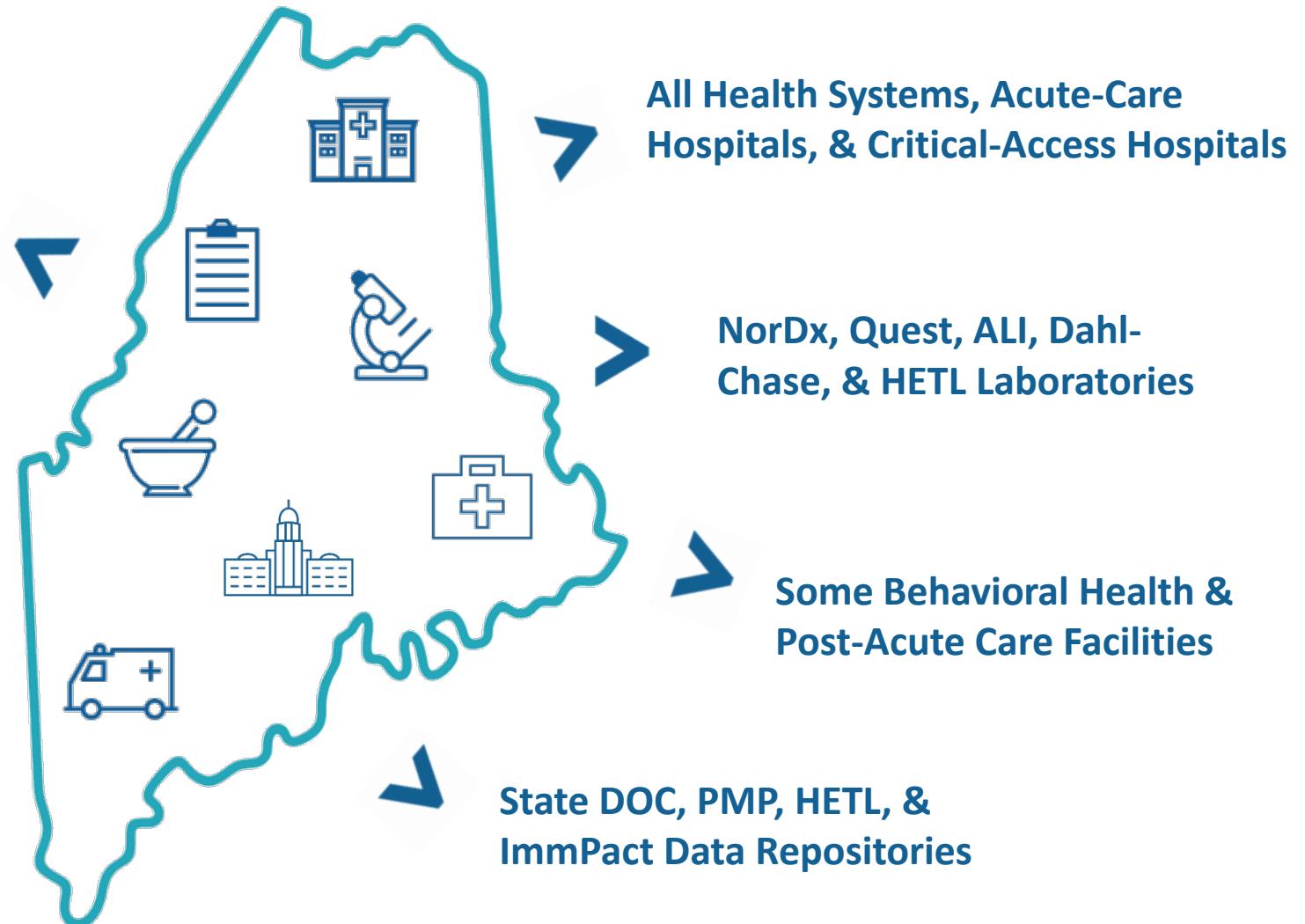
Data Connections

Connected to more than 850 healthcare locations throughout the state.

Over 85% of Ambulatory Facilities & All Federally Qualified Health Centers

Surescripts & MaineCare (Medicaid) Pharmacy Datasets

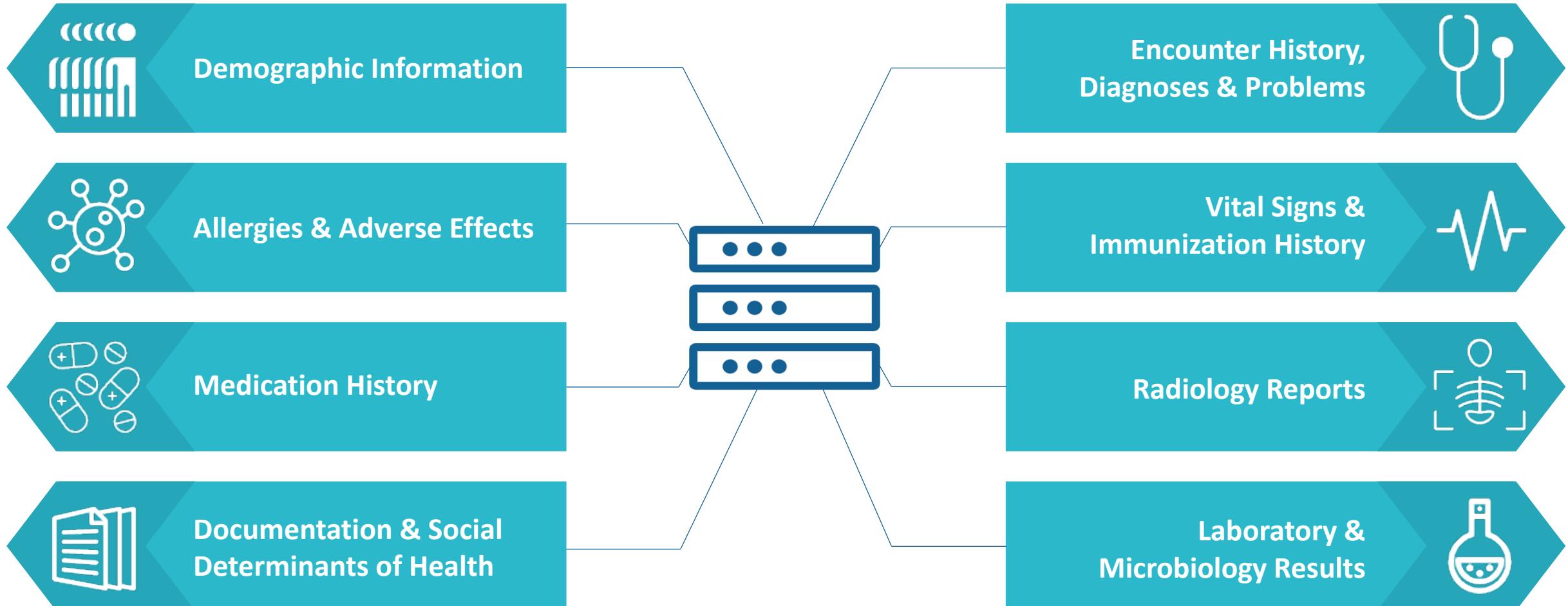
Maine Emergency Medical Services (ImageTrend)





Data Sources

Incorporating diverse data sources as new use cases emerge.





HIE Clinical End-User Community

Helping doctors, nurses, care managers, and others make informed decision-making.



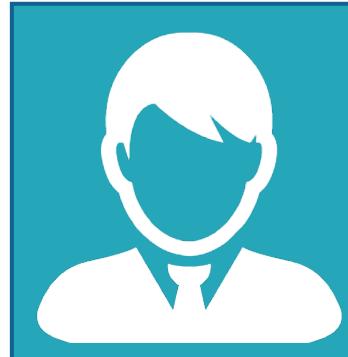
- Registered Nurses
- Medical Assistants
- Medical Records & Referral Specialists



- 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 interface on a tablet device. The top navigation bar includes links for Patient Summary, VA Record Search, My Patients, Community Services, and PDMP, along with a user dropdown for MACLEOD (cmacleod3) and a Logout button. The main content area is titled 'HINTEST, DEMO' and shows the following sections:

- Demographics:** Shows 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 active problems: Headache (784.0), Heartburn (787.1), and Mittelschmerz (625.2).
- Allergies:** A table showing various allergens and their reactions, severities, and dates entered.
- Prescription Medications Dispensed within Last 120 Days:** A table listing medications dispensed, including ATENOLOL 50 MG, LISINOPRIL 10 MG, and RANTIDINE 150MG CAPSULE.
- Encounter/Visit History:** A table showing admissions, discharges, visit types, services, chief complaints, clinicians, dx categories, dx codes, px codes, insurance types, and locations.



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





Intelligent e-Notification Services

Delivering event-based electronic notifications in real-time.

The screenshot shows the 'My Subscriptions' section of the HealthInfoNet Clinical Portal. On the left, a sidebar lists categories like PATIENTS, WORKLISTS, COMMON, and NOTIFICATIONS. The NOTIFICATIONS section is selected, showing 'My Subscriptions'. The main area displays a list of medical events with checkboxes for notification preferences. The 'Notify in real time Email' checkbox is checked, while 'Notify in Daily Summary Email' is unchecked. The right side of the screen shows 'Delivery Options'.



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

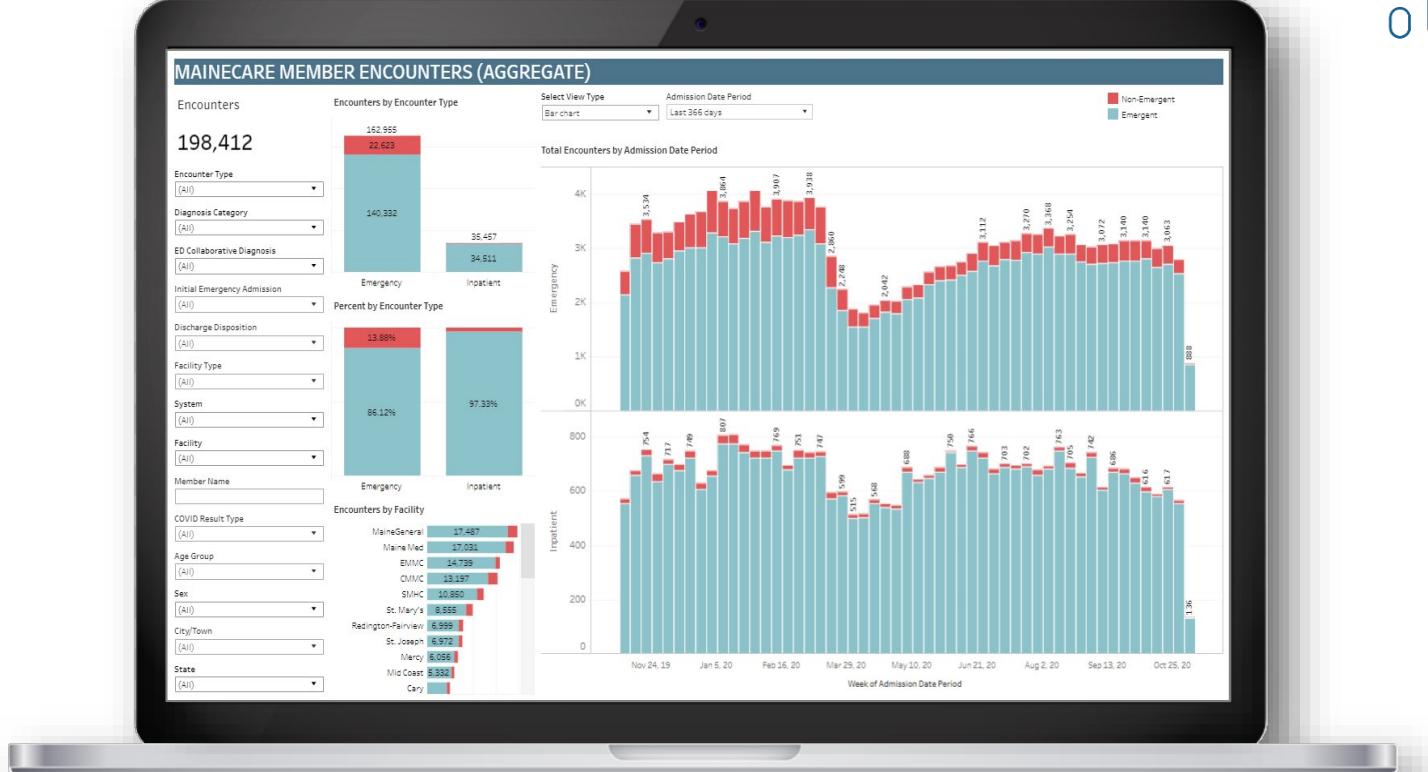
Medical events, such as inpatient/ED admissions/discharges, laboratory results, etc., that clinicians can receive notifications on for their defined patient panels in real-time or in a daily summary report





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





Public Health Reporting

Sending real-time notifications to the Maine CDC.



Syndromic Surveillance

Reporting events of care with chief complaints that indicate possible disease or condition that require review/intervention by the Maine CDC for public safety and health



E-Laboratory Reporting

Reporting laboratory results that indicate existence of any of the seventy-two diseases that require review/intervention by the Maine CDC for public safety and health



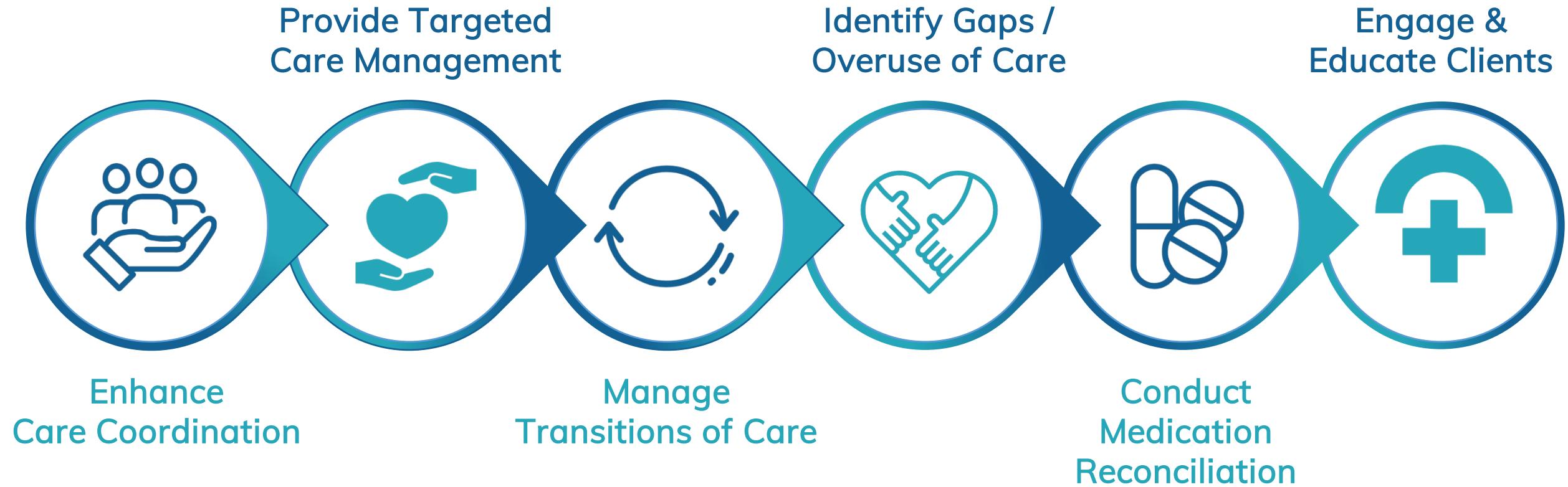
Immunization Reporting

Reporting all state-supplied vaccine administration data to the Maine Immunization Information System (ImmPact), as required by the Maine CDC for record keeping





Recap: Top Behavioral Health Use Cases & Interventions





HealthInfoNet Value Proposition

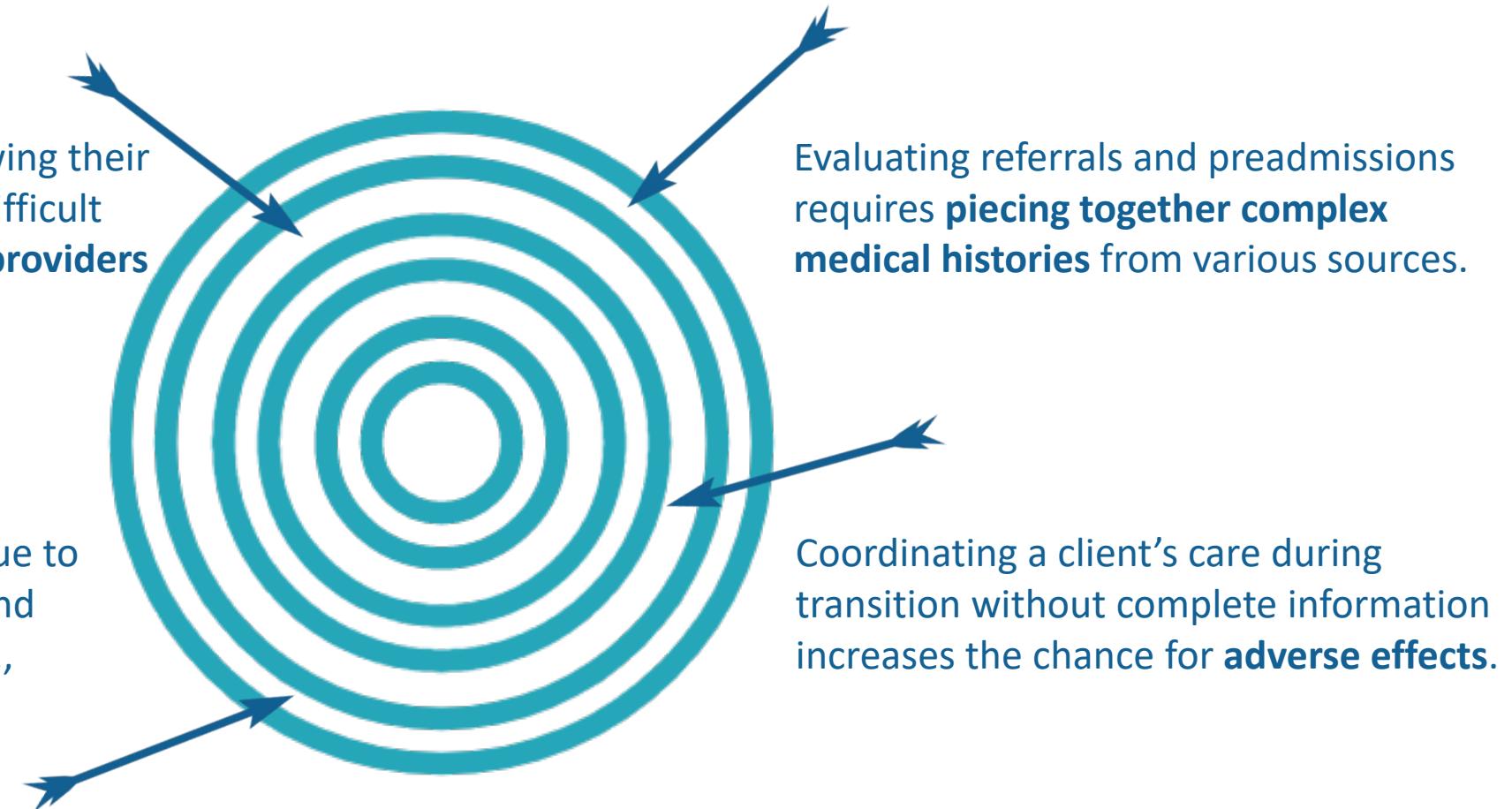
A summary of HealthInfoNet's value to behavioral health care teams.

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



Common Clinical Challenges

Overcoming shared experiences that make clinical workflows difficult.



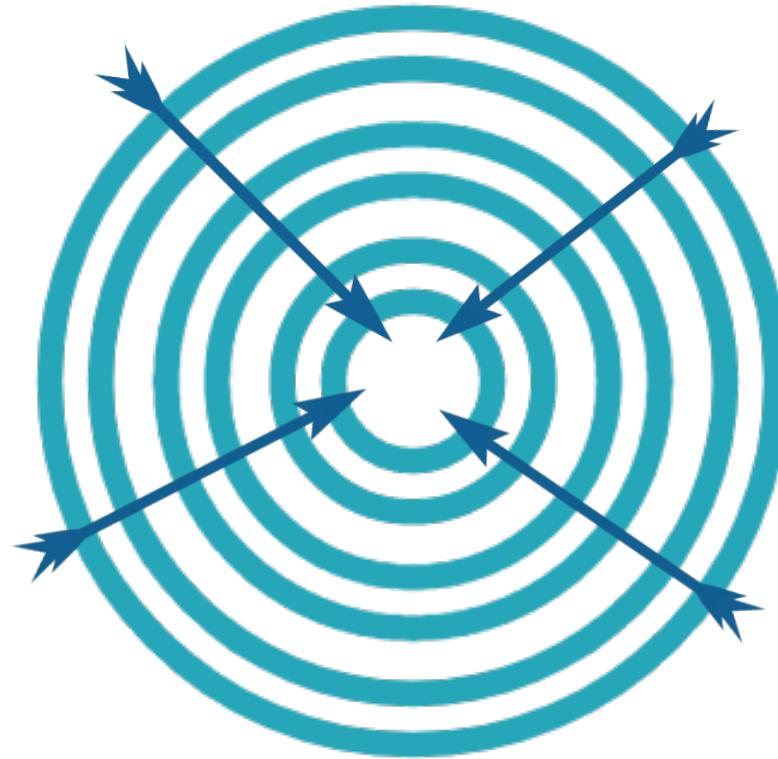


Common HIE Solutions

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

Improves communication and care planning activities among healthcare providers 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 client 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 clients** with chronic diseases, risk for future utilization, and quality measure gaps to put care plans in place more quickly.



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At Catholic Charities, our care coordinators use HealthInfoNet's Clinical Portal to look at historical patterns and triggers that have resulted in ED visits. These patterns, coupled with the real-time information available in the portal and the client's behavioral health background, allow our coordinators to almost predict and prevent incidents of care. We are actually getting ahead of what could happen.



Alyssa Perkins, MPA, LSW, Chief
Administrative Officer, Catholic Charities



HIE Clinical Portal Demonstration

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

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



Training & Education

Overview of HealthInfoNet's training and education opportunities.

*Dedicated to helping our communities create lasting
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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
- Contact hour credits offered for certain online courses

Training Resources

- Expansive repository of online resources and documentation
- 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.



NICOLE YEO-FISHER

MSW, LCSW

**Clinical Education
Manager**

[nyeofisher@
hinfonet.org](mailto:nyeofisher@hinfonet.org)

207-541-4124

SHARON BEAROR

RN, BSN

**Clinical Education
Coordinator**

[sbearor@
hinfonet.org](mailto:sbearor@hinfonet.org)

207-541-4123



For general inquiries, please contact the Clinical Education team at clienteducation@hinfonet.org





60 Pineland Drive
Auburn Hall, Suite 305
New Gloucester, ME 04260



www.hinfonet.org



clienteducation@hinfonet.org



207-541-9250



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