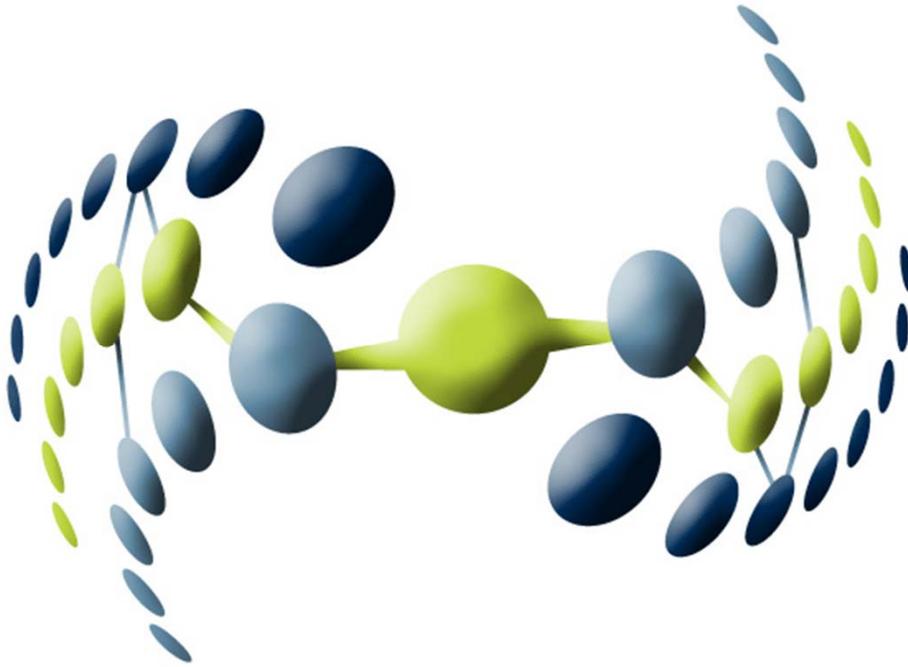


# Connecting the dots for Better Healthcare

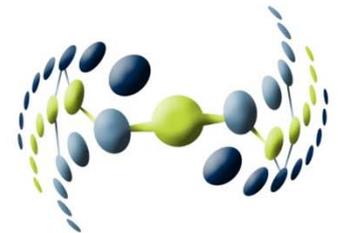


Christina Galanis  
Executive Director, STHL

September 2011

# The Alphabet Soup

- **EHR (Electronic Healthcare Record)**: a computerized record keeping system at your hospital or doctor's office
- **HIE (Health Information Exchange)**: the system of sharing (exchanging) medical information from one EMR system to another
- **RHIO (Regional Health Information Organization)**: the not-for-profit group that manages the HIE, ensuring it works properly and securely
- **PHR (Personal Healthcare Record)**: a computerized collection of medical information about a particular person, viewable via the internet
- **STHL (Southern Tier HealthLink)**: our central NY RHIO that makes sure the HIE works like it is supposed to



# How Does It All Fit Together?

**STHL** is

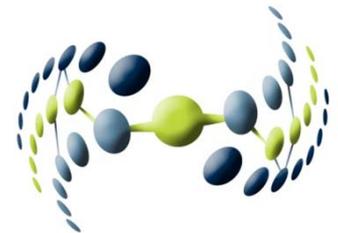
...the local **RHIO**

...which oversees the **HIE**

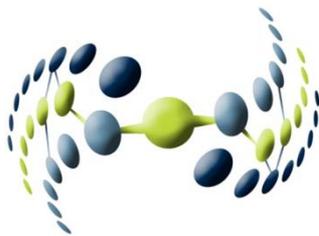
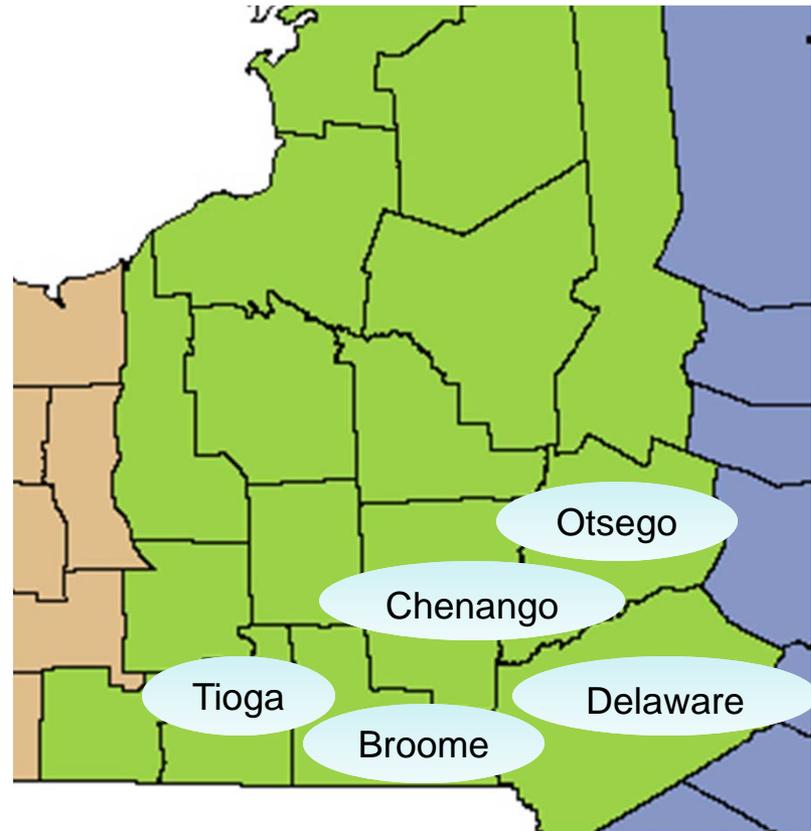
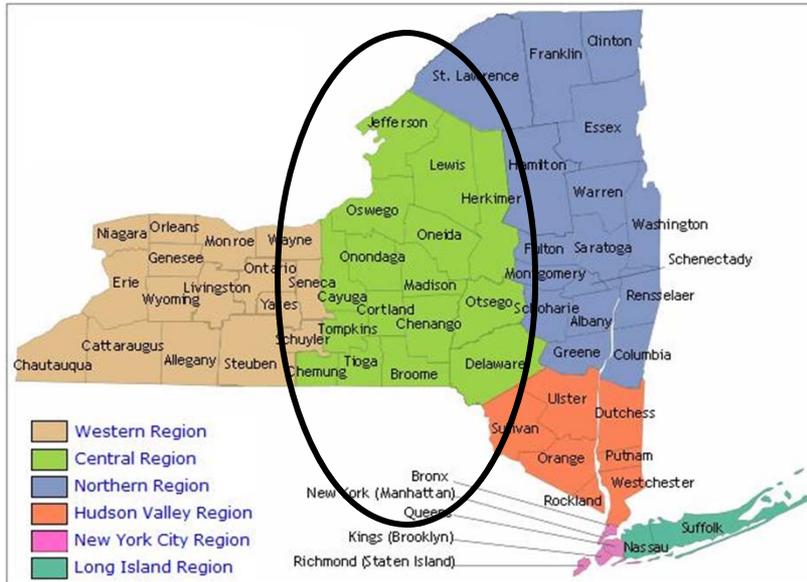
...which stores **EHR** information from different sources

...that Providers can access through the **STHL Web Portal**.

...and that Patients can see in through the **STHL Patient Portal**.

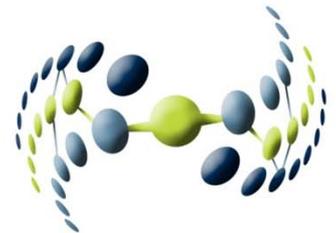


# What Counties Does STHL Serve?



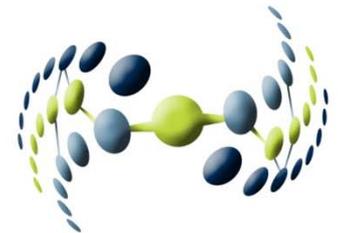
# STHL Funding Summary

- Strategic focus is to advance interoperability based on a community driven model open to all providers, payers and patients
- HEAL 1 grant award \$3.5 million
- HEAL 5 grant award \$7.8 million
- Both projects 100% complete



# STHL Investment Benefits

- Improvements in Efficiency and Effectiveness of Care
- Improvements in Quality of Care
- Reduction in Costs of Care
- Improvements in Outcomes of Care
- Engaging New Yorkers in Their Care



# Your Medical Records NOW

Southern Tier Health Link - Windows Internet Explorer  
 https://clinical3.healthvision.com/default.asp?asorg=17

File Edit View Favorites Tools Help  
 Home - STHL Operations Southern Tier Health Li... x

Jason Spencer  
 Recent Patients: Pacstest, Emergroom

**southern tier healthlink new york**

Pacstest, Emergroom  
 27y Male DOB: 04/05/1983

Patient Summary Layout Settings Create Clinical Document Print

**Encounters** Edit Settings Hide Details

Admit Date	Discharge Date	Encounter#	Pt Type	Facility
12/10/2007		5010007119	EMERGENCY	United Health Services
3/22/2009	6/29/2009	400069365	EMERGENCY PATIENT	Lourdes Hospital
9/4/2009		7040071966	REFERRED AMBULATORY	United Health Services

**Allergies** Edit Settings Hide Details

Description	Reactions	Severity	Type
(DO NOT USE, NOT SCREENED) EGG/POULTRY	Diarrhea		Unknown allergen type
CODEINE	Altered Heart Rate		Unknown allergen type
FLAXSEED	Fever		Unknown allergen type
SUNFLOWER OIL			Unknown allergen type

**Medications** Edit Settings Hide Details

Drug Name	Sig	RX Date	Ordered By
ALPRAZOLAM	take 1 tablet (2MG) by ORAL route every day	3/31/2009	JOHN BRERETON
PSEUDOEPH/DI/M/GUAIFEN/ACETAMIN	as directed	3/31/2009	JOHN BRERETON
TOPIRAMATE	take 2 times daily	3/31/2009	JOHN BRERETON

**Problems** Edit Settings Hide Details

Problem Code	Description	Date Diagnosed
002.0	Fever, typhoid	
011.61	TB pneumonia, no lab exam	
916.1	Abrasion, lower extremity w/infection	

**Clinical Documents** Edit Settings Hide Details

Date	Document#	To	From
03/22/2010 08:57 AM	HV - 13237	Spencer, Jason	Spencer, Jason
03/23/2010 05:33 PM	HV - 13248		

**Procedures** Edit Settings Hide Details

Procedure Code	Description	Start Date
71015	Chest x-ray, stereo, frontal	3/31/2009
L5648	ABOVE KNEE AIR CUSHION SOCKE	3/31/2009

**Reports** Edit Settings Hide Details

Report Date	Document#	Source	Type
10/29/2009 05:45 PM CST	UDN-200910291745	STHL	OT

**Textual Results** Edit Settings Hide Details

--No Data--

**Visit** Edit Settings Hide Details

Admit Date	Providers	Specialty
12/10/2007 3:44:00 PM EST	Default Physician	
3/22/2009 10:38:00 PM EST	Allen Alt	GENER
9/4/2009 12:01:00 AM EST	UNK-990218 PHYSICIAN	

**Diagnostic Imaging** Edit Settings Hide Details

Drawn Date	Panel Name	Test Name	Result	Ordered By
05/23/2009 12:27 PM	Radiology Including Angiography	RDB0042-B - WRIST X-RAY BILAT	See Report	Alan V Miller
09/03/2009 02:26 PM	Radiology Including Angiography	RDG0016 - CHEST; 2 VIEW X-RAY	See Report	Default Physician
09/11/2009 12:00 AM	Radiology Including Angiography	RDB0054 - ABDOMEN; 1 VIEW X-RAY	See Report	UNK-990218 PHYSICIAN
09/11/2009 07:07 AM	Radiology Including Angiography	RDB0016 - CHEST; 2 VIEW X-RAY	See Report	UNK-990218 PHYSICIAN

**Quantitative Res...** Edit Settings Hide Details

Drawn Date	Panel Name	Test Name	Result	Ordered By
02/16/2009 03:09 PM	Other	nRBC abs	0.15 H	JOHN E CONWAY
	Other	nRBC %	3.8 H	JOHN E CONWAY
	Other	MPV	11.1	JOHN E CONWAY
	Other	RDW SD	60.0 H	JOHN E CONWAY
	Other	RDW CV	17.9 H	JOHN E CONWAY
	Other	Plt Count	117 L	JOHN E CONWAY
	Other	MCHC	31.7	JOHN E CONWAY
	Other	MCH	29.5	JOHN E CONWAY
	Other	MCV	93.2	JOHN E CONWAY
	Other	Hct	30.0 L	JOHN E CONWAY

HEALTHVISION Software and Solutions  
 Internet | Protected Mode: On

# Benefits to participants

- **IMPROVED TREATMENT:**

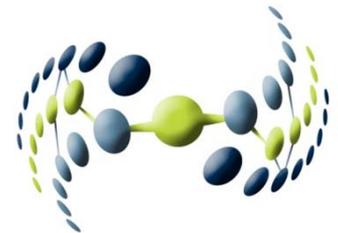
- A patient's current doctors (and new ones) can provide better treatment and continuity of care when they have all of the health information available
- Reduction of duplicate tests

- **PEACE OF MIND:**

- Medical information will be stored in one central, secure, location (backed up regularly) so there is less worry about lost or damaged files
- Patients won't have to rely on their memory to provide the details of their conditions and medical history

- **ACCESSING THEIR OWN RECORDS**

- Patients will be able to view their own medical record online through their Personal Healthcare Record (PHR)



# Health Information Exchange Services

- **STHL Web Portal:**
  - A tool to view patient records from community health care providers (1/2010)
- **iCare**
  - An iPhone application to view HIE patient records. UHS Pilot underway (6/2011)
- **Connect to the HIE through an EHR (CCR/CCD Exchange)**
  - NextGen Enterprise (UHS Medical Group) (5/2010)
  - *Coming 7/2011: Comet (United Methodist Homes), Medent & NextGen EHRs*
- **Referral Management Services for EHRs**
  - Medent (6/2011)
  - *NextGen (in development)*
- **Community Support for EHR use**
  - Meaningful Use Seminars, EHR Summits, EHR User Forums
- **STHL Patient Portal**
  - A tool to access patient records, manage consent and monitor access (6/2011)

# Southern Tier HealthLink Data Sources

s = coming soon Date = available as of date

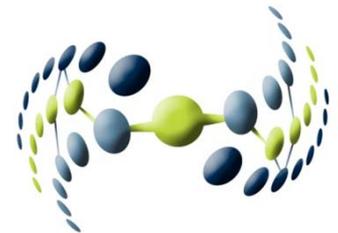
Patient Information Type	UHS Hospitals: BGH, WMH, CMH	Lourdes Hospital	UHS Primary Care and Medical Group	Southern Tier Imaging	Delaware Valley Hospital	United Methodist Homes	Medent Practices*
Admission/Discharge/ Transfer Information	11/1/2002	6/1/2008	5/13/2010	7/27/2010	9/8/2010	7/12/2011	8/5/2011
Allergies	12/17/2009	6/1/2008	5/13/2010			7/12/2011	8/5/2011
Medication		1/13/2010	5/13/2010				8/5/2011
Problem List		1/13/2010	5/13/2010			7/14/2011	8/5/2011
Admitting Diagnosis	6/10/2009	6/1/2008	5/13/2010			7/12/2011	
Procedures			5/13/2010				8/5/2011
Immunizations		S	5/13/2010				S
Lab Results	9/17/2010	4/21/2010	5/13/2010		2/9/2011		8/5/2011
Radiology Images	3/19/2009	4/1/2009		7/27/2010	7/19/2011		
Radiology Reports	9/17/2010	4/21/2010		7/27/2010	2/9/2011		
Discharge Summaries	6/20/2011	4/21/2010			3/28/2011		
Transcription	6/20/2011	4/21/2010			3/28/2011		
CCD		1/13/2010					8/5/2011
CCR			5/13/2010				

\* Currently Endwell Family Physicians and Cardiology Associates

# Transactions

- 130 Organizations connected to the HIE (54 bi-directionally)
  - ✓ Hospitals: 5
  - ✓ Practices: 121
  - ✓ Imaging Center: 1
  - ✓ Nursing Homes: 2
  - ✓ Public Health Department: 1
- 258 Providers receiving thru iCARE
- 11,423 Patients using Patient Portal
  
- Patient history "pull" queries: 28,218 records
  - ✓ Sent via interoperable EHR, Portal and iCare  
(Month of August)

As of 8/31/11



# User Statistics

	Total No of Active Users	Querying RHIO Data (Using EHR)	Querying RHIO Data (Using Portal)
Private Practice Providers (by NPI)	414	276	138
Hospital Providers (by NPI - Inpatient and Outpatient)	331	258	73
<b>Total No of Providers (Any Setting, by NPI)</b>	<b>745</b>	<b>534</b>	<b>211</b>
Total No of Other Clinicians	428	286	142
<b>Total No of Users (Any Type of User - Provider, Other Clinician, Clerical etc)</b>	<b>1658</b>	<b>1305</b>	<b>353</b>

# Who Will Be Added In The Future?

## Hospitals & Clinics

Broome Health Dept  
Tioga Health Dept  
United Methodist Homes

## Long Term Care Facilities

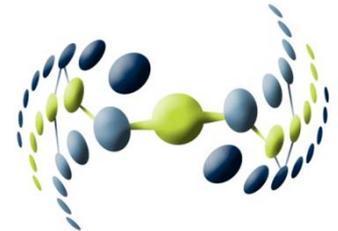
Ideal Senior Living Center  
Lourdes at Home and Lourdes Hospice  
Twin Tier Home Health  
Professional Home Care

## Physician Practices/Specialists

Southern Tier Imaging  
Southern NY Neurosurgical Group  
Cardiology Associates (at Wilson and at Lourdes)  
Endwell Family Physicians  
Additional Medent EHR Practices (35)

## Regional Expansion

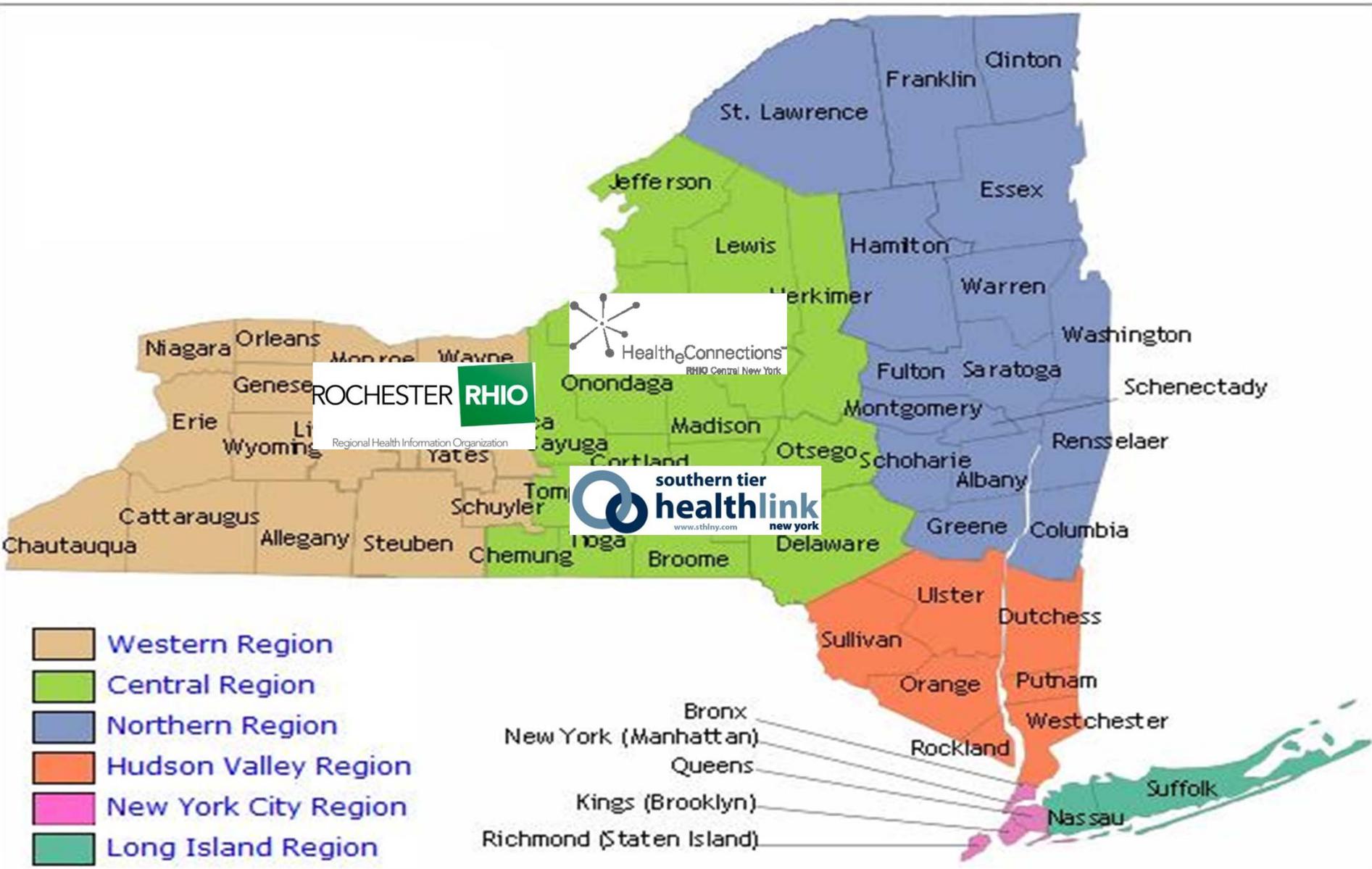
Additional outreach in Delaware, Chemung, and Tompkins Counties



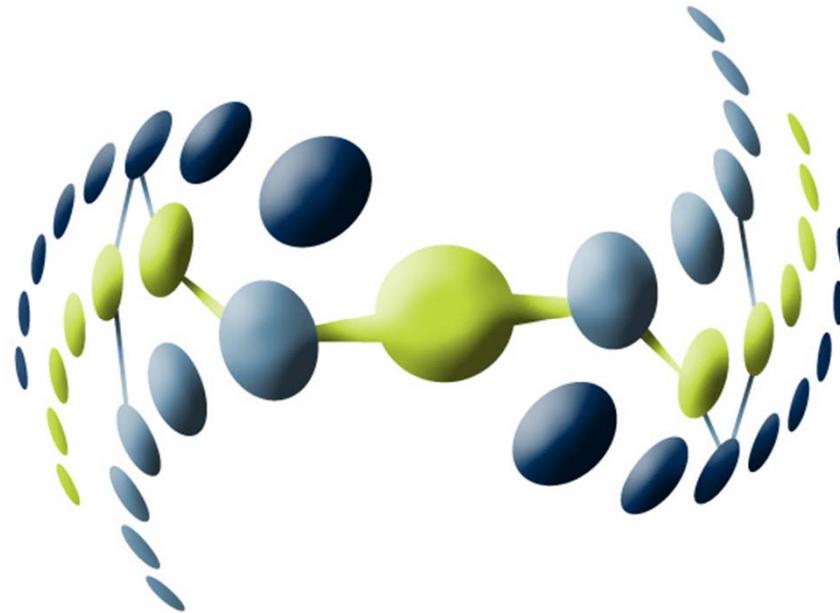
# Coming Soon

- **RHIO to RHIO:**
  - Query patient data from other RHIOs. Pilot with Rochester & Syracuse begins 7/2011
- **Medicaid Connection**
  - Supply Medicaid medication information
- **Analytic Services**
  - Public Health surveillance in development
  - Support for Meaningful Use, PCMH, Accountable Care Organizations
- **Lab Order & Delivery**
  - Electronic lab order system to UHS and Lourdes labs. Delivery of lab results. Reconciliation between orders and results.
- **Community Support for Personal Health Records implementations**

# RHIO to RHIO



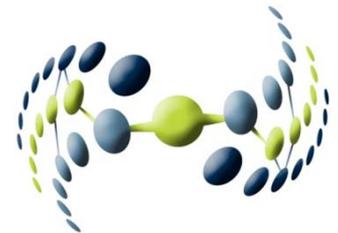
# Business Community Benefits of STHL & HIE



# What are the benefits?

## More electronic transactions

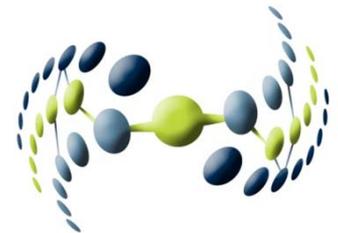
- The driving force behind HIEs is promoting the utilization of electronic transactions
- Payers have a vested interest in electronic transactions
- They improve the quality of the data, and they reduce costs significantly to the extent that there are transactions taking place, as many are today, that are fax or phone calls



# What are the benefits?

## Improved outcomes and reduced medical costs

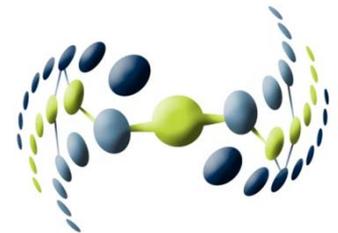
- HIEs can improve payers' ability to manage outcomes and reduce medical costs because there is a lot more data circulating



# What are the benefits?

## Better care coordination

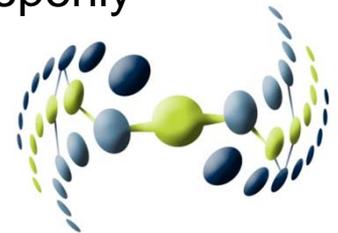
- Payers are actively engaged in coordinating care between transitions (e.g., hospital stays, outpatient visits, etc.) to reduce costs and improve quality
- HIEs can facilitate care coordination because they have all the right stakeholders at the table, engaged



# What are the benefits?

## Potential payment reform catalyst

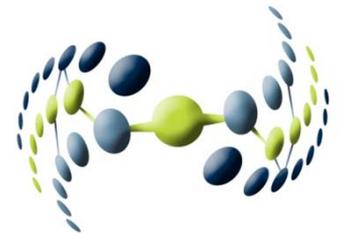
- Payers are actively developing new payment models beyond standard fee-for-service
  - Patient-centered medical homes
  - Accountable care organizations
  - Pay-for-performance initiatives
- Under the right set of circumstances, with the right data, providers will be more open, more receptive to payment reform
  - Allows payers the opportunity to engage with them more openly



# What are the benefits?

## Improved provider relations and member satisfaction

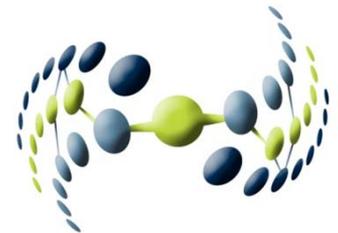
- As electronic transactions increase, the accuracy of the information improves.
- Consequently, there are fewer back-and-forth phone calls that can often frustrate providers and lead to upset members.



# What are the benefits?

Employers benefit from improved productivity and (potentially) reduced costs

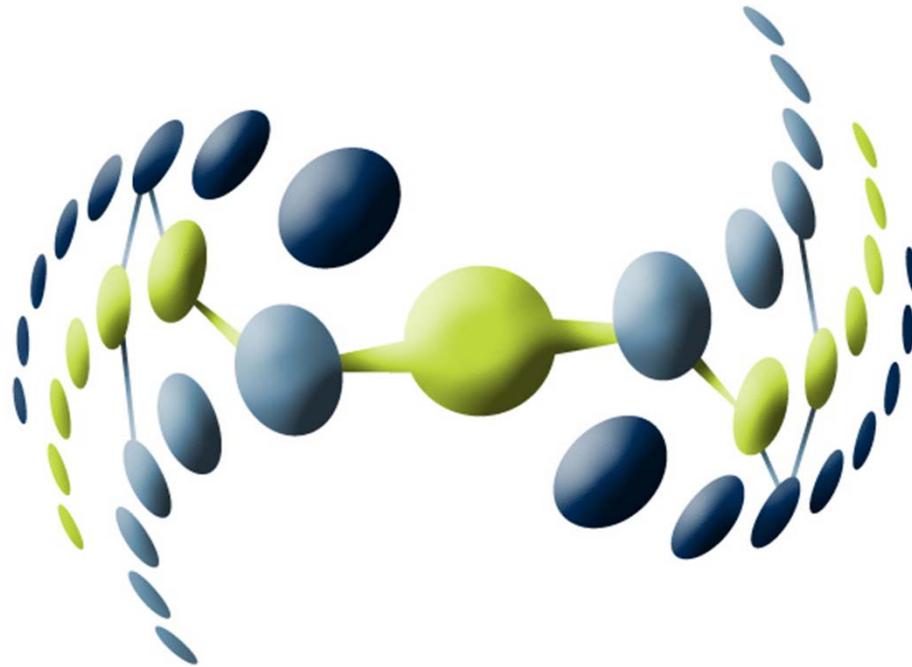
- Improved, more timely patient outcomes
- Reduced absenteeism through improved treatment processes
- Employee wellness improved with the use of the Patient Portal
- Employees benefit from Patient Centered Medical Home
- Health insurance costs reduced, or at least rate of increase diminished



# Growing Importance of HIE



# Future Plans



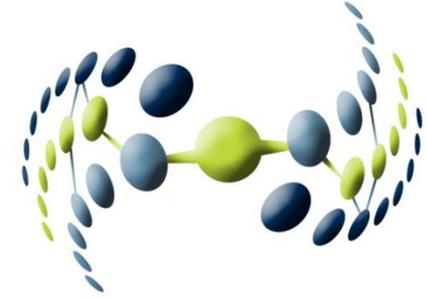
# Future Plans

- Clinical Decision Support across all points of care
- Expand iCare to Community Physicians
- Connect additional EHRs to STHL HIE (36 Medent & NextGen Practices)
- GoLive with Medicaid Medication Data
- Explore connectivity to CVS, Wal-Mart, Walgreens
- Enhance Analytics to support Patient Centered Medical Home, Meaningful Use, Pay for Performance, Accountable Care Organizations
- Connect STHL to Department of Health Public Health Node
- Facilitate Telemedicine Activities
- Connect 97 EMS organizations to HIE

# Future Plans

- Enhance functionality for patients with tethered Personal Health Records and mobile apps
- Provide claims data for patients in Portal
- Research projects with Binghamton University
- Health Departments' EHR Adoption and connectivity to STHL HIE
- Work with Health Departments on Analytics – Health Surveillance
- Medication reconciliation
- All Payer Data /Individual Payers
- Eligibility checking thru HIE connection

# For More Information



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(607) 651-9150

[www.sthlny.com](http://www.sthlny.com)