IMPACT 2.0:

Improving Massachusetts Partnering And Care Transitions
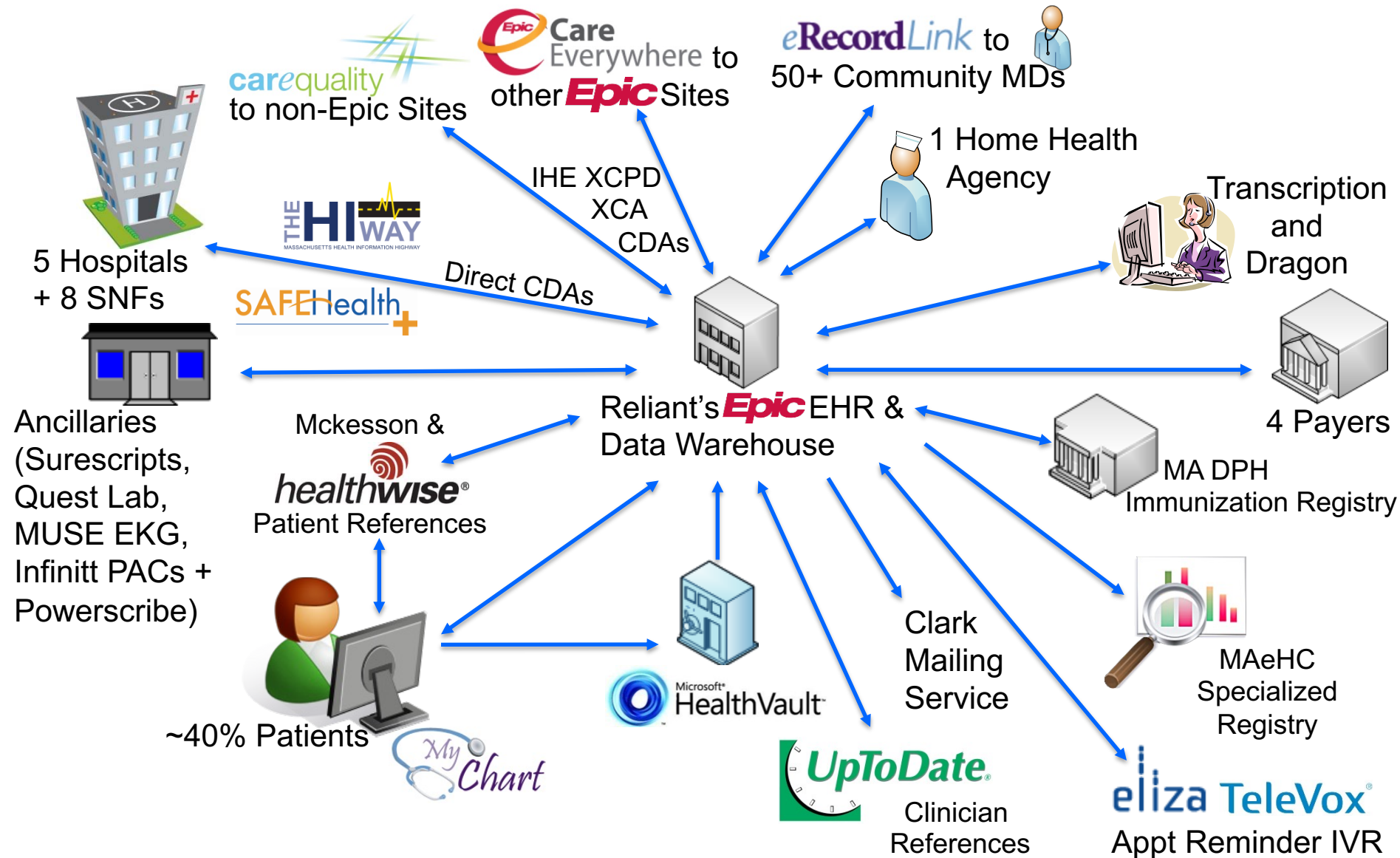
MeHI Grantee Forum
November 1st, 2016

Reliant Medical Group's Interfaces

Reliant's Electronic Exchanges

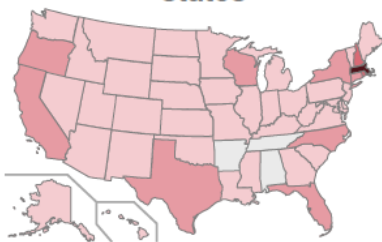**MeHI** — MASSACHUSETTS eHEALTH INSTITUTE | at the MassTech Collaborative

eCare Everywhere

We've exchanged patient records with organizations spanning

47 states

730,587 patient records exchanged in 2016

290,376 patient records exchanged in 2015

1,205,570 since Care Everywhere Go-Live in 2011

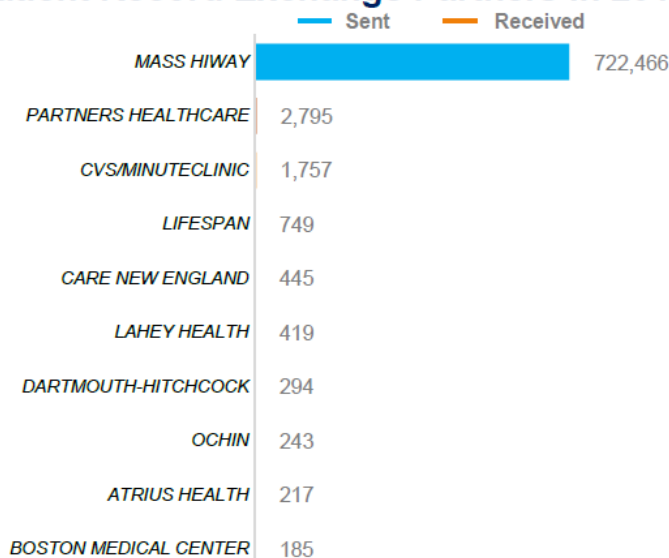We've exchanged patient records with more than

400 hospitals

500 emergency departments and

10,500 clinics

Top Patient Record Exchange Partners In 2016

— Sent   — Received

Partner	Value
MASS HIWAY	722,466
PARTNERS HEALTHCARE	2,795
CVS/MINUTECLINIC	1,757
LIFESPAN	749
CARE NEW ENGLAND	445
LAHEY HEALTH	419
DARTMOUTH-HITCHCOCK	294
OCHIN	243
ATRIUS HEALTH	217
BOSTON MEDICAL CENTER	185

As of September 2016

High volume because of "Hassle-Free HIE"

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90 seconds after ED registration, Reliant's CCD is automatically loaded into ED's EHR

St. Vincent Hospital & Milford Regional Med Ctr

ED Registration

ADT for Reliant Patients

Reliant Medical Group's EHR

CCD with Hospital MRN

CCD with Hospital MRN

THE HIWAY
MASSACHUSETTS HEALTH INFORMATION HIGHWAY

O1
O2 Blackwell -11
O3 2:27 Delgado 2:09
Zimmerman 3:33 3:00
nurse station
A3

Outside Record Icon in SVH MedHost Bed Board blinks

Order	Status	Time
External Health Summary	Reviewed	10:27
CMP Comp Met Panel	Canceled	11:02
CBC W/ auto DIFF^LAB	Reviewed	11:02

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**** Active_Allergies_and_Adverse_Reactions ****
Allergen        Noted Date Severity Reactions              Comments
Flexeril        09/10/2011 Medium   Other                  Throat tightness
Cephalexin      10/29/2000          Maculopapular Rash,
Monohydrate                         Urticarial Rash
Clindamycin Hcl 09/13/2004          Other
Demerol         06/24/2008          Pulmonary
                                    Complications
Lisinopril      03/26/2012                                 Throat tightness
Meperidine Hcl 03/01/1980
Penicillins     10/29/2000          Maculopapular Rash,
                                    Urticarial Rash
Pseudoephedrine 01/02/2009          Other                  Tongue swelling
**** Medications ****
Active          Sig.          Disp.    Refills Start Date End Date
Prescription
Potassium Citrate
10 MEQ (1080 MG)  1 tab twice a day  180 Tab  3     01/22/2014 01/22/2015
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Automated ToC/Summary

Discharge Planner enters name of SNF which sets the Direct address for SVH's CCD
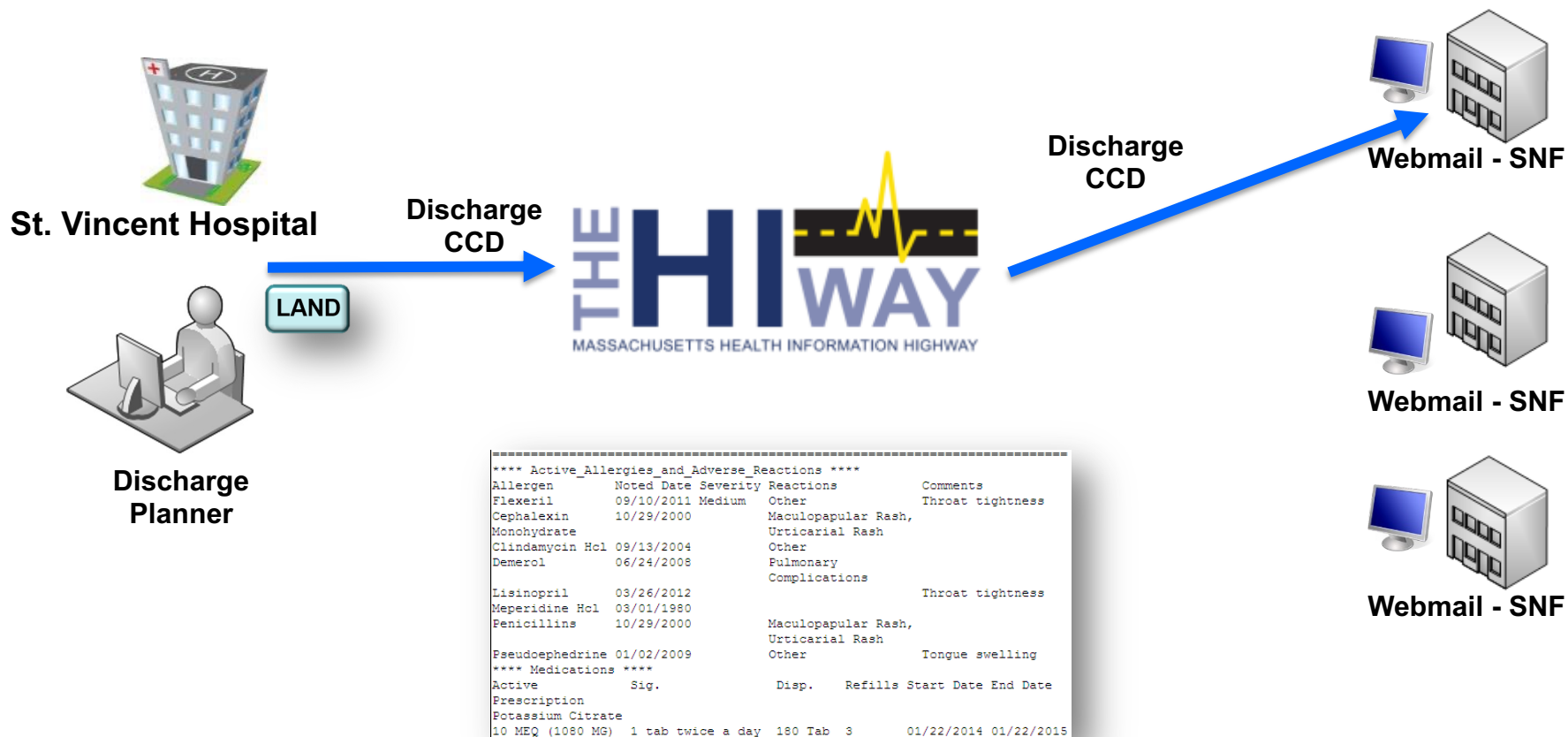
- ER and hospital Discharge Notes file into EHR as well as InBasket of PCP and Care manager

- ER and hospital lab/rad/procedure notes file silently into EHR, **<u>EXCEPT</u>** for those resulted after discharge which also go to physician InBasket

- Hospital ADT monitored for hospital discharges

- 3 Days later, EHR checks to see if follow-up appointment took place or is scheduled

- If none, an InBasket message is automatically sent to PCP's appointment secretary

Alerts for monitoring of medications

- After hospital discharge, medication claims data and CCD are automatically reviewed along with past and future labs
- Alerts sent to Pharmacist to do home visit
- Alerts sent to PCP's InBasket suggesting dose checking, monitoring or D/C

This patient of yours has recently been discharged from the hospital.

Based on this patient's current medications, we have identified the following risk(s):

RISK OF NEPHROTOXICITY

CONSIDER checking the LISINOPRIL dose and ordering a Creatinine BECAUSE this patient is on LISINOPRIL and has worsening renal function

GUIDELINES recommend reducing the standard LISINOPRIL dose since the creatinine clearance is < 30 mL/min

CREATININE 2.73 (Result Flag: High) (Normal Range: 0.5 - 1.5), result date 07/22/2010 CrCl: 15 (Calculated using age, gender and weight)

LOOKING TO THE FUTURE: HASSLE-FREE HIE ACROSS CENTRAL MASSACHUSETTS AND METROWEST WITH IMPACT 2.0 AND SAFEHealth
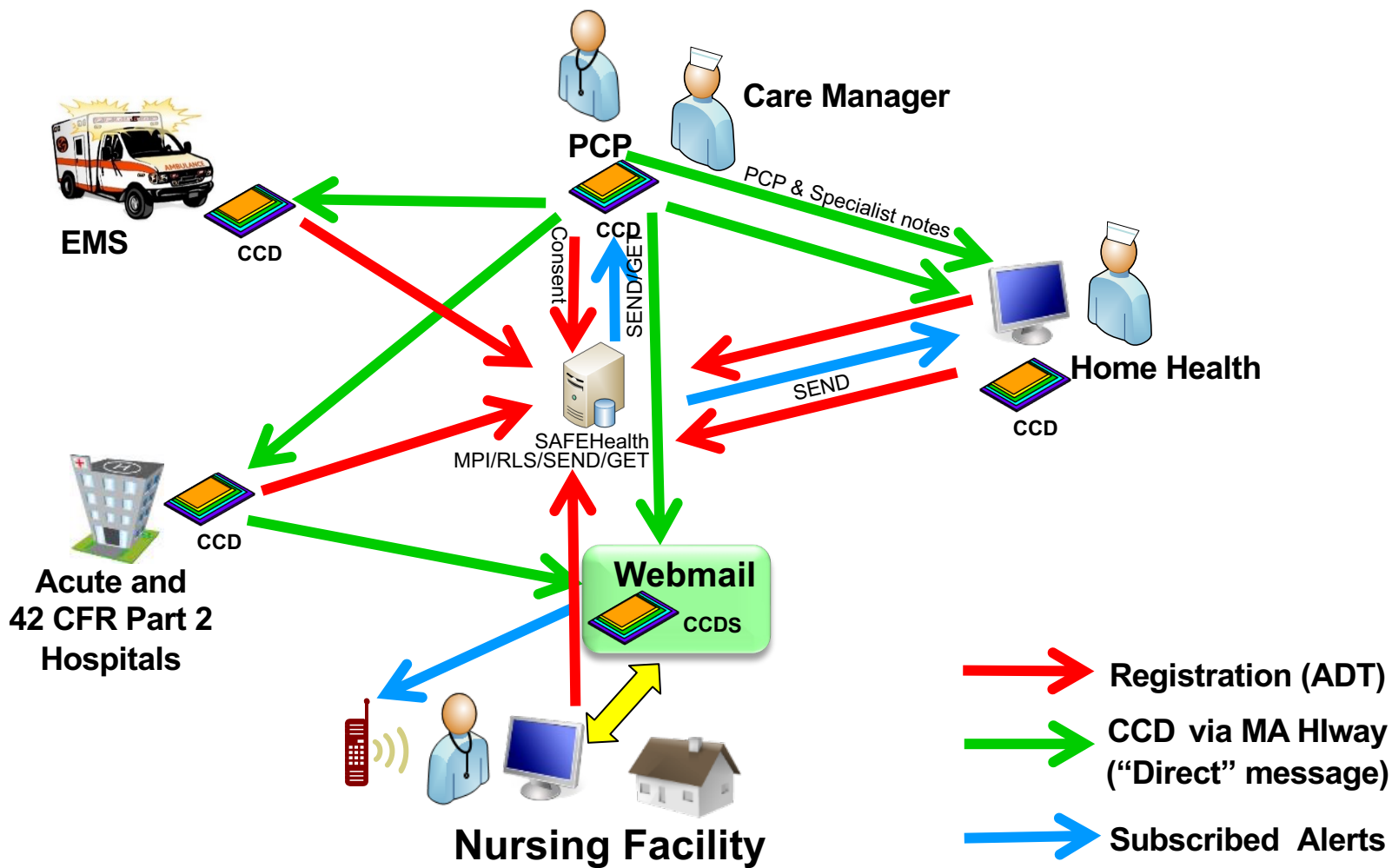
- Federated Opt-In Consent HIE since 2009
- Connects Reliant with UMass HealthAlliance
- Master Patient Index and Relationship Listing Service has >1 Million patients
- ~5,000 patients consented to exchange medical records
- ~150,000 documents exchanged
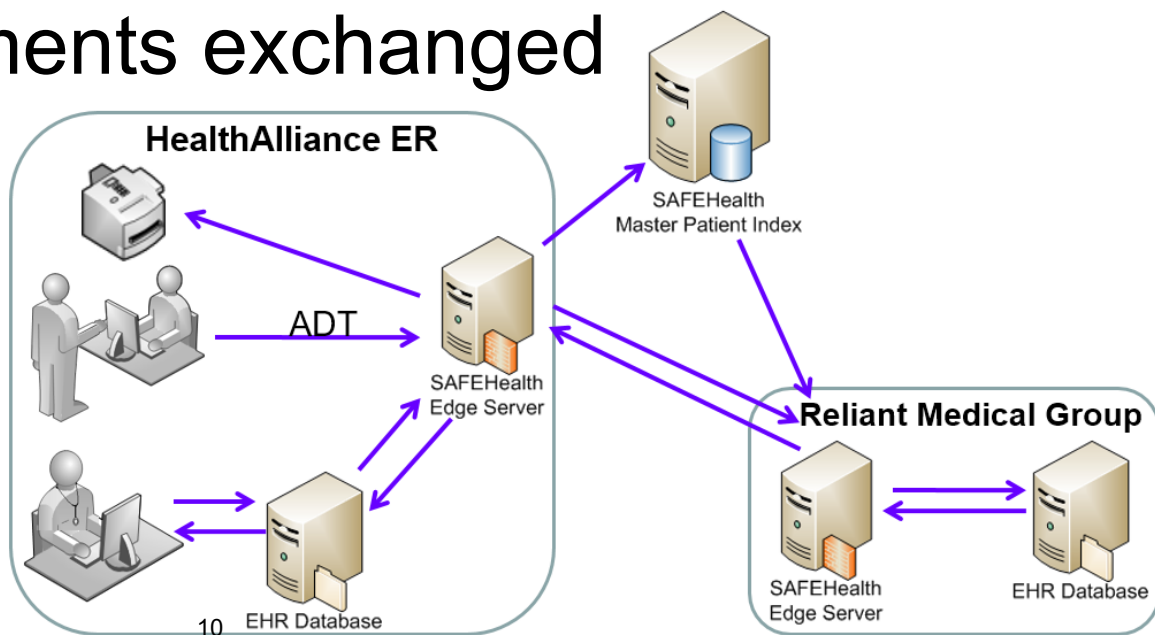
- **<u>Master Patient Index (MPI)</u>** – uniquely identifies each consented patient in the community

- **<u>Relationship Listing Service (RLS)</u>** – records which organizations a patient has a relationship with AND consented to release their records

- **<u>Significant Event Notification Documents (SEND)</u>** – sends "alerts" (ADT or C-CDA +/- "You've Got Mail" email) based on the event (e.g. ER visit ADT, or specialist visit CCD), RLS consents, and each organizations' subscription to information

- **<u>Gather Event-Triggered data (GET)</u>** – sends "query alerts" and sets up time-limited subscriptions for data to automatically be sent as the result of an event (e.g. ER visit) based on RLS consents

![SAFEHealth+ Subscriptions diagram]

Care Manager

PCP

EMS

CCD

Consent

CCD

SEND/GET

PCP & Specialist notes

Home Health

CCD

SEND

SAFEHealth
MPI/RLS/SEND/GET

Acute and
42 CFR Part 2
Hospitals

CCD

Webmail

CCDS

Nursing Facility

Registration (ADT)

CCD via MA Hlway
("Direct" message)

Subscribed Alerts
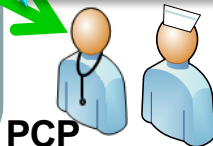
Metrics
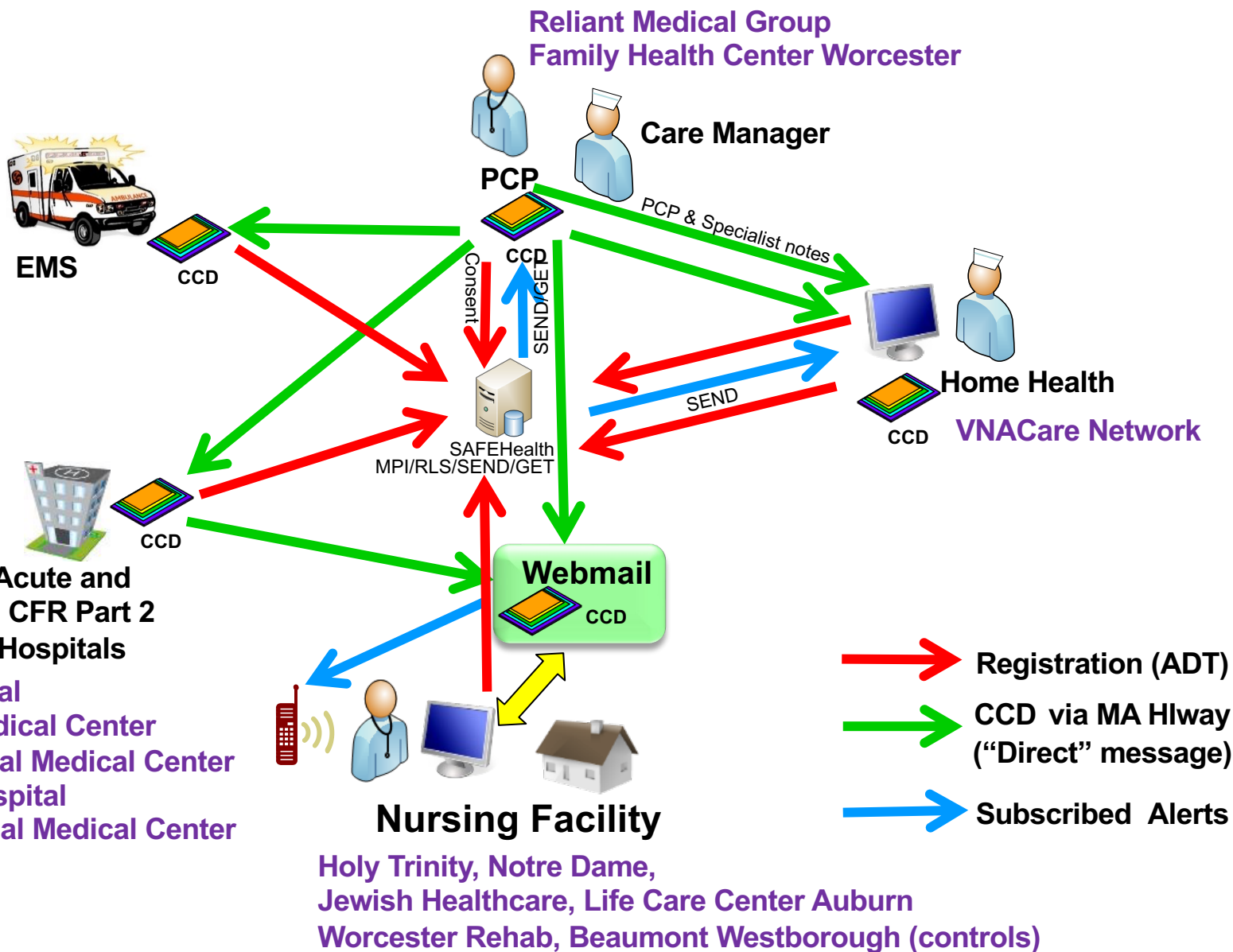
- # and % of patients consented (>10K so far)
- # and % of notifications sent
- # and % of documents transferred
- # and % of EMS transports avoided
- Total cost of care
- ED visits
- Hospital admissions
- 30-day hospital readmissions
- Quantity of opiates prescribed in ERs compared to controls

IMPACT 2.0 Status

- St. Vincent Hospital - Live
- Milford Regional Medical Center – Live
- UMass Memorial Medical Center - Testing
- MetroWest Medical Center – Testing
- AdCare Hospital – Testing
- Other sites – Planning
- Fully live – March 2017

Questions?

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