

Mass HIway Developing a Use Case

Agenda

- Use Case Introduction
- Use Case Guidance
- Use Case Summary
- Use Cases – Care Coordination
 - Provider to Provider
- Use Cases – Care Coordination
 - Hospital to Provider/Provider to Hospital
- Use Cases – Public Health Reporting (coming soon)
- Other Use Case Considerations
- Appendix

Use Case Introduction

- What is a Use Case?
 - A use case is an easy to understand narrative. It describes how you intend to use the Mass Hlway.
- Why do we use them?
 - Use cases are developed with the goal in mind, which makes them a valuable planning tool. A well-crafted use case communicates the functional requirements that may then inform technical planning. Having them available prior to technical helps scope the technical solution and accelerates the technical evaluation process.

Use Case Introduction

- How they should help you?
 - Use case development requires an understanding of the business need – the issue you seek to resolve or opportunity on which you intend to capitalize.
 - Defining your need early in the process will accelerate later development efforts and provide a basis for evaluating success.

Use Case Guidance

- Guidance
 - Limit the use case to one page
 - Write in narrative form, but include all elements listed below
 - Do not describe technical connectivity (i.e. S/MIME vs. XDR), rather describe how you will use the solution once built
 - Do not make it too general – select a well-defined area of focus and add in appropriate detail

Use Case Elements

■ Use Case Elements

- Use case name
- How do you intend to use the Mass Hlway?
- Description of the solution
 - Who are the users of the solution? i.e. people, roles, organizations, EHR system users.
 - When describing the organization include size indicators, i.e. number of providers, visits per month.
 - When describing systems include vendor names and versions.
- What data do you intend to exchange?
 - For example, you may want to send referrals, or continuity of care documents.
- What is your end goal?
 - For example, you may use the Hlway to have a more comprehensive picture of your patient's outcome and care plan.

Use Case Summary

Use Case	Type of Transaction	Care Setting	To Care Setting
1.1	Referral -- Summary of care record	PCP	Specialist
1.2	Consult note -- Summary of care record	Specialist	PCP
2.1	Referral -- Summary of care record	PCP or specialist	Hospital
2.2	Hospital admission notification	Hospital	Referring physician and/or PCP
3.1	Hospital ED visit summary	Hospital	Referring physician and/or PCP
3.2	Hospital discharge summary	Hospital	Referring physician and/or PCP
3.3	Hospital discharge summary	Hospital	Other care settings (i.e. SNF)
4.1	Hospital admission notification	Hospital	Referring Hospital
4.2	Hospital discharge summary	Hospital	Hospital
5.1	Public Health Reporting (coming soon)	PCP or specialist	Public health
5.2	Public Health Reporting (coming soon)	Hospital	Public Health

Care Coordination Uses Cases Provider to Provider

Use Case Scenario 1.1/1.2 – Referral



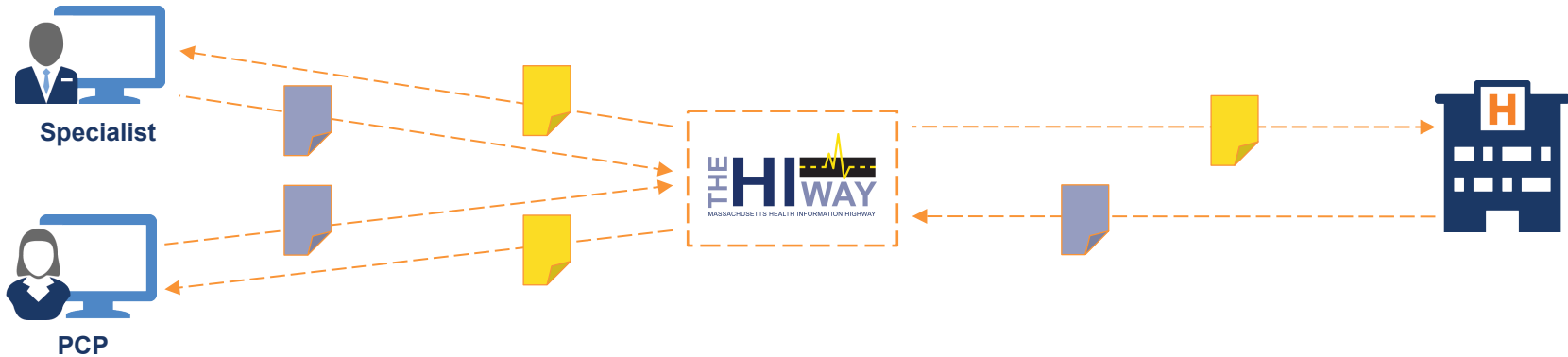
Patient Scenario
1. Patient sees PCP
2. PCP’s plan includes a referral to a Cardiac specialist
3. Referral to specialist is authorized and generated via Direct with a summary of care document
4. Referral and summary of care is sent via HIway to Cardiac specialist

Specialist
A. Receives Direct message with summary of care document
B. Provides necessary care
C. Generates a consult note for delivery to PCP
D. Consult note is attached to a Direct message and sent via the HIway to PCP

Care Coordination Uses Cases

Hospital to Provider/Provider to Hospital

Use Case Scenario 2.1/2.2 – Hospital Referral



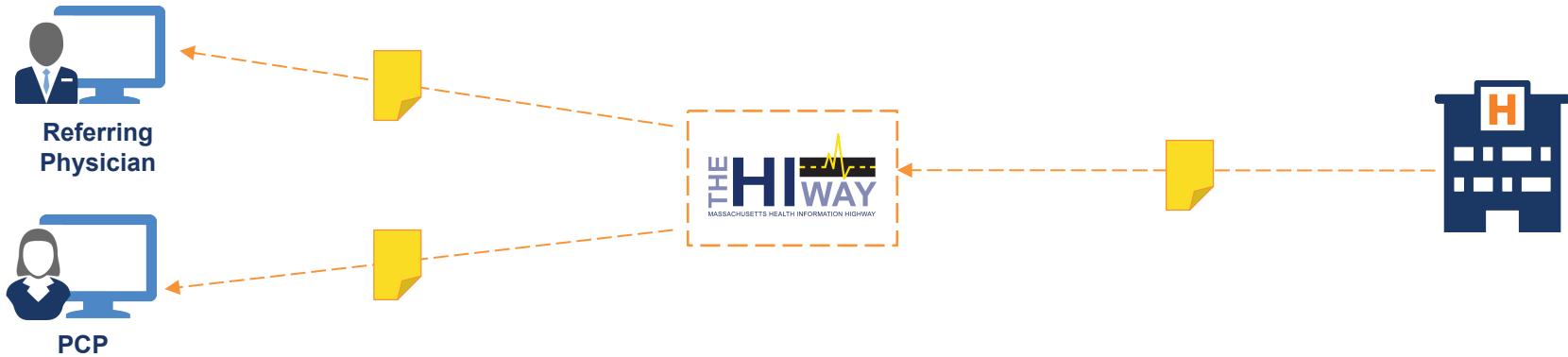
Patient Scenario

1. Patient sees PCP or specialist
2. Treatment plan includes a referral to a local hospital
3. Referral to hospital is authorized and generated via Direct with a summary of care document
4. Referral is sent via HIway to hospital

Hospital

- A. Receives Direct message with summary of care document
- B. Provides necessary care
- C. Generates an admission notification and summary of care document
- D. Admission notification sent via HIway to PCP and/or specialist

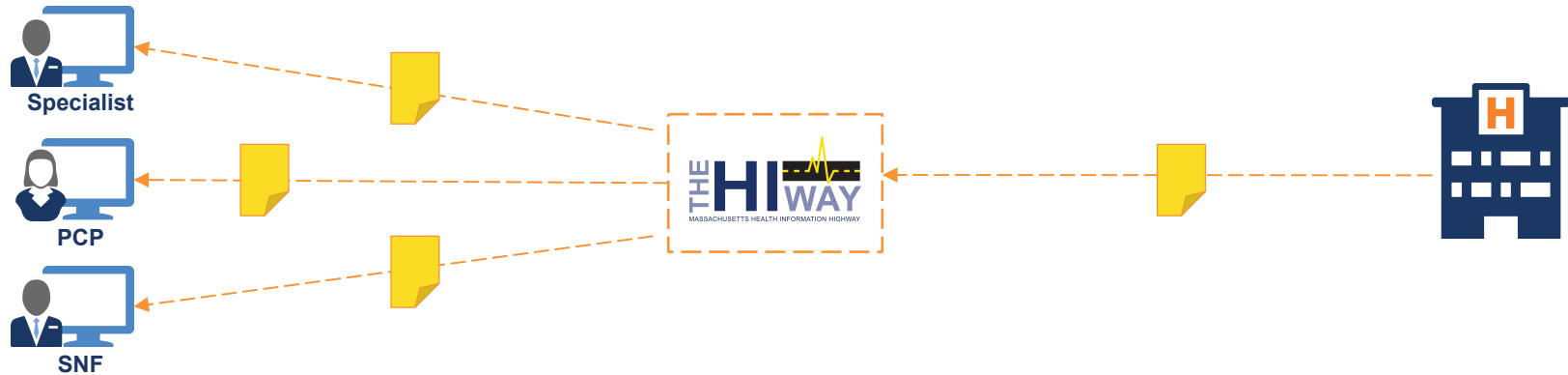
Use Case Scenario 3.1 – ED Notification



Patient Scenario
1. Patient presents at ED
2. Patient is treated and released

Hospital
A. Provides necessary care
B. Generates an admission notification and summary of care document
C. Admission notification sent via Hlway to PCP and/or specialist

Use Case Scenario 3.2/3.3 – Discharge Summary



Patient Scenario

1. Patient is discharged from hospital to the care of a referring physician, PCP or other care setting

Hospital

- A. Provides necessary care
- B. Generates a discharge summary and summary of care document
- C. Discharge summary sent via Hlway to referring physician, PCP, and/or other care setting

Use Case Scenario 1.1/1.2 – Referral



XYZ Hospital
1. Patient admitted to XYZ ED
2. Treatment plan calls for a tertiary level of care
3. Patient is referred to ABC hospital
4. Referral and summary of care are generated via Direct message
5. Direct message is sent via HIway to ABC hospital

ABC Hospital
A. Patient is received at ABC hospital
B. ABC hospital receives referral and summary of care document
C. Provides necessary care
D. Generates a discharge summary and summary of care via Direct
E. Sends discharge summary and summary of care via HIway to XYZ hospital

Public Health Use Cases – Coming Soon

- Immunization Reporting
- Electronic Lab Reporting
- Syndromic Surveillance
- CBHI