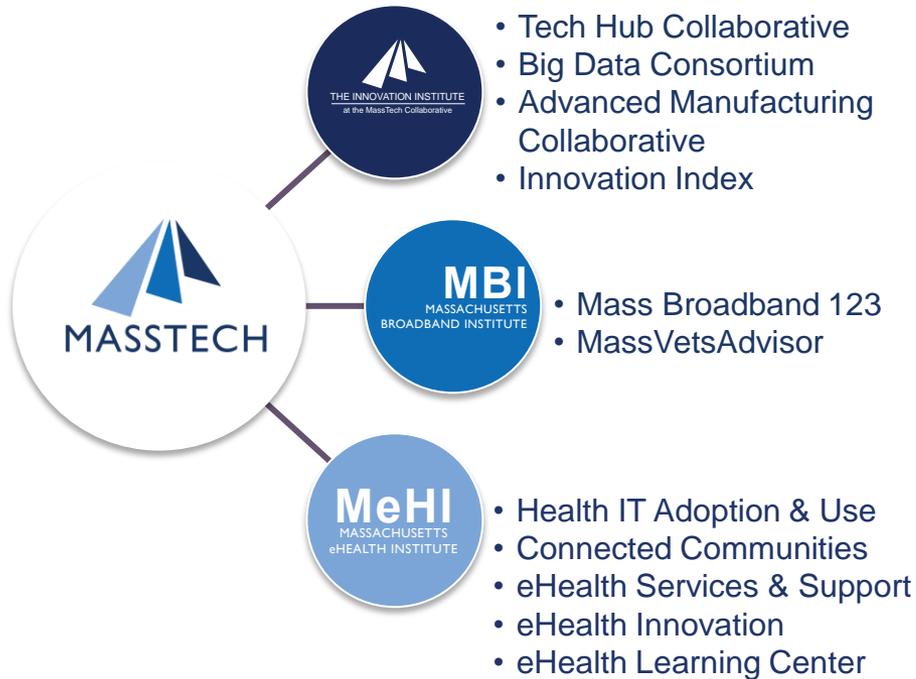


Effective and Proper Use of the Mass HIway Directory

October 9, 2014



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MeHI is a division of the Massachusetts Technology Collaborative, a public economic development agency

MeHI is the designated state agency for:

- Coordinating health care innovation, technology and competitiveness
- Accelerating the adoption of health information technologies
- Promoting health IT to improve the safety, quality and efficiency of health care in Massachusetts
- Advancing the dissemination of electronic health records systems in all health care provider settings

Meet the speakers



Sean Kennedy, MPH, MS, PMP

Health Information Exchange Director

Massachusetts eHealth Institute at the Massachusetts Technology Collaborative



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Director of Advisory Services

Massachusetts eHealth Collaborative



Ryan Thomas

Service Manager

Mass HIway Operations Team

Presentation Goals

Today's presentation goals are:

- To provide Massachusetts healthcare providers with information to help them access and use the Provider Directory:
 - What is the purpose of the Mass HIway PD?
 - How do we make PD work in Massachusetts when PDs are failing in many places nationwide?
 - How do we get data into the Provider Directory?
 - How do we get data out of the Provider Directory?
 - How do we maintain currency of the Provider Directory?
- To review frequently asked questions (FAQs)
- To answer your questions

What is the Mass Hlway?

Mass Hlway: Secure, statewide health information exchange (HIE) network operated by the Massachusetts Executive Office of Health and Human Services and guided by the Health Information Technology Council and its multi-stakeholder advisory groups.

Mass Hlway Goals: To facilitate information sharing and communication among healthcare organizations to:

- Improve care quality and safety at patient transitions of care
- Reduce costs and duplication
- Improve patient outcomes and satisfaction

Mass Hlway Progress Report

Mass Hlway Progress to date:

- 237 participant organizations and growing quickly (See full participant list at: www.masshiway.net)
- 32 Organizations actively exchanging data – also growing every day
- ~4 Million transaction exchanged since the “Golden Spike” in October 2012 and now up to ~500,000 per month

September 2014 Hlway Production Transaction Analysis

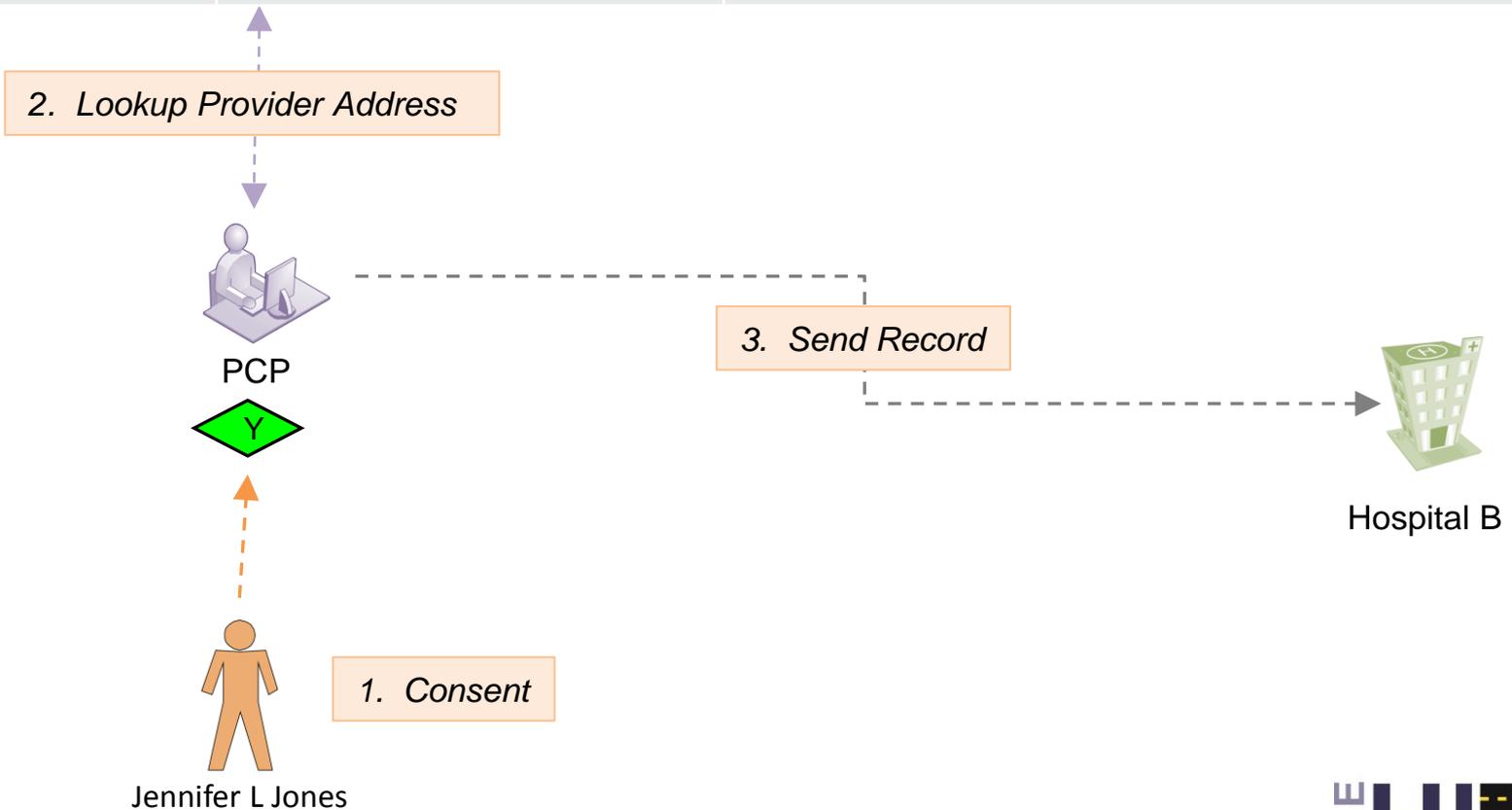
Information Trading Pairs	September Transactions
Provider to Quality Data Center	108,663
Provider to Provider	108,577
Provider to Public Health	93,113
Provider to Payer	6,999

Provider Directory Intended Use



Provider Directory

Provider name	Institution	Direct address
Marilyn M Smith M.D.	Hospital B	Marilyn.Smith@direct.hospitalB.masshiway.net
Marilyn M Smith M.D.	Highland Primary Care	Marilyn.Smith@direct.HPC.masshiway.net



How do we get PD right in Massachusetts?

There is no widely adopted Provider Directory standard

Nationwide, many HIEs have over-complicated their Provider Directory attempts leading to delay and failure

The Mass HIway PD design principle is to keep it really simple:

1. Single purpose – PD is just for finding an unknown destination address for a Direct Message (other purposes will be explored after success with direct messaging)
2. Low barriers to use:
 - a) Make it easy to populate by collecting the minimal possible data set
 - b) Make it easy to use with multiple ways to access - work with vendors to interface
3. Given poor standards - put a simple stake in the ground that others can work with and evolve as the market changes
4. Share data where there is mutual trust in place

Getting data into the Provider Directory

Mass HIway provides:

- Domain name e.g., direct.ssh.masshiway.net

Participant provides

- Organization information
- Organizational, Department, and/or individual level addresses e.g.,
 - Southshorehospital@direct.ssh.masshiway.net
 - Medicalrecords@direct.ssh.masshiway.net
 - Emergency@direct.ssh.masshiway.net
 - Edward.Long@direct.ssh.masshiway.net
- Minimal data set to help others find Participant addresses
- Alternative contact for verification (e.g., Phone #)

Getting data into the Provider Directory

Adding Users: Current State

- Access Administrators must submit using the *Mass Hlway Provider Directory Upload File (.csv)*. ***Check with your Service Manager to make sure you have the right version***
- Required data fields must be completed to drive the bulk upload and operate the PD. *If you don't complete those fields or if you change the format, it will be rejected.*
- Optional fields are also available to enhance discovery.

Adding Users: Future State

- Access Administrators will manage uploads via a self service option using a similar type upload file.

PD is maintained by Mass Hlway, but Participants control what gets published

Provider Directory will evolve with better data and wider usage

Getting data out of the Provider Directory

There are 2 main ways to access the Provider Directory:

- Within a Provider's EHR system – This requires that the EHR vendor calls the Mass Hlway secure web service –or- That the EHR vendor consumes a .csv file
- Within a Provider's Webmail

Mass Hlway provides a monthly PD Extract to Participants and their vendors that request it:

- File format is standardized - Recipients need a process to import and update information
- File is designed for import into another system and not as a standalone file (It is not like a phone book)
- You may get on the distribution list by emailing us at masshiway@state.ma.us

Getting data out of the Provider Directory

Accessing the Provider Directory: Webmail Auto-complete Look Up

Start typing in the “To” field. List of the top ten matches are displayed.

The screenshot shows a webmail composition interface. The 'From' field is filled with 'Testing1 Cmipa <testing1.cmipa@direct.cmipa.masshiway.net>'. The 'To' field is empty, and a dropdown menu is open below it, showing a single option: '+ Add Recipient'. The 'Cc' field also has a dropdown menu with '+ Add Cc Recipient'. The 'Subject' field is empty. The 'Message' field is a large text area with a toolbar above it containing icons for bold (B), italic (i), underline (u), bulleted list, numbered list, and link, along with a 'Paragraph' dropdown menu. The 'Attachments' section shows a 'Browse...' button and the text 'No file selected.'. At the bottom, there are 'Send', 'Save as Draft', and 'Discard' buttons.

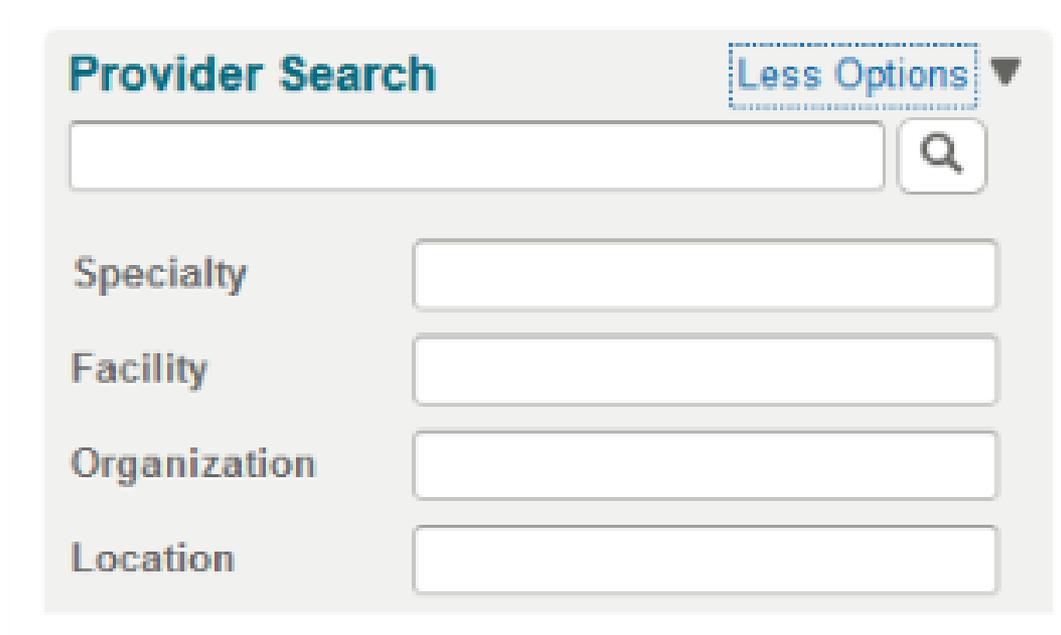
Getting data out of the Provider Directory

Accessing the Provider Directory: Webmail Advanced Search

Accessed through Webmail interface and allows search by first/last name, etc.



This screenshot shows the basic search interface. It features a search bar with the text "Provider Search" on the left and a "More Options" button with a right-pointing arrow on the right. Below the search bar is a text input field and a magnifying glass icon.



This screenshot shows the advanced search interface. It features a search bar with the text "Provider Search" on the left and a "Less Options" button with a downward-pointing arrow on the right. Below the search bar is a text input field and a magnifying glass icon. Further down, there are four labeled input fields: "Specialty", "Facility", "Organization", and "Location".

Maintaining Provider Directory Currency

Mass HIway maintains the PD, but Access Administrators must provide updates including additions, deletions, or corrections:

- Important! Check with your Account Manager to make sure you're using the most updated file before compiling the updates. It may be outdated.
- On the Provider Upload file, use the column "Entry Status" and note the entry as either an "Add", "Update", or "Deletion"
- Remember, Participants are required to manage their entries. They should be accurate and timely.
 - If Participant has the following changes in its Authorized Personnel, the Mass HIway must be notified immediately: Termination / Suspension, Completion of assignment (e.g., Resident), Resignation, Lost or suspended license

Access Administrators will be able to manage PD entries directly when the Healthcare Provider Portal is ready.

Can all of the providers or departments at my organization be listed?

- Yes. Each organization determines how best to organize and list users in the PD. An organization can choose to list individuals, departments, such as an emergency department or medical records office, or a combination of both. An organization can choose not to list all staff initially and add new users as internal workflows are established.

How can I specify a format for the direct email username?

- The format for the username on the left-hand side of the direct address may be specified in the *Provider Directory Provider Upload File* under “Requested Email Address Format”. Consider how you want to be represented.

How do I set up a shared webmail mailbox when adding users?

- If you are using one mailbox for multiple users, you may specify this in the *Provider Directory Provider Upload File* under “Shared Mailbox Address”. This option is only available to webmail providers.

Will the PD show who is ready to receive a certain type of message?

- No. Participants are encouraged reach out to their information trading partners to determine which types of messages that organization is ready to receive.

See the list at www.masshiway.net. Don't see your trading partner? Let us know!

Other Questions?

- Please submit through the question tool on the webinar
- Participants can also contact their Access Administrators

Contact the Mass HIway

1-855-MA HIway (624-4929)

masshiway@state.ma.us

Discussion & Questions



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