NATIONAL
RURAL HEALTH
RESOURCE CENTER

600 East Superior Street, Suite 404 I Duluth, MN 55802 I Ph. 800.997.6685 or 218.727.9390 I www.ruralcenter.org

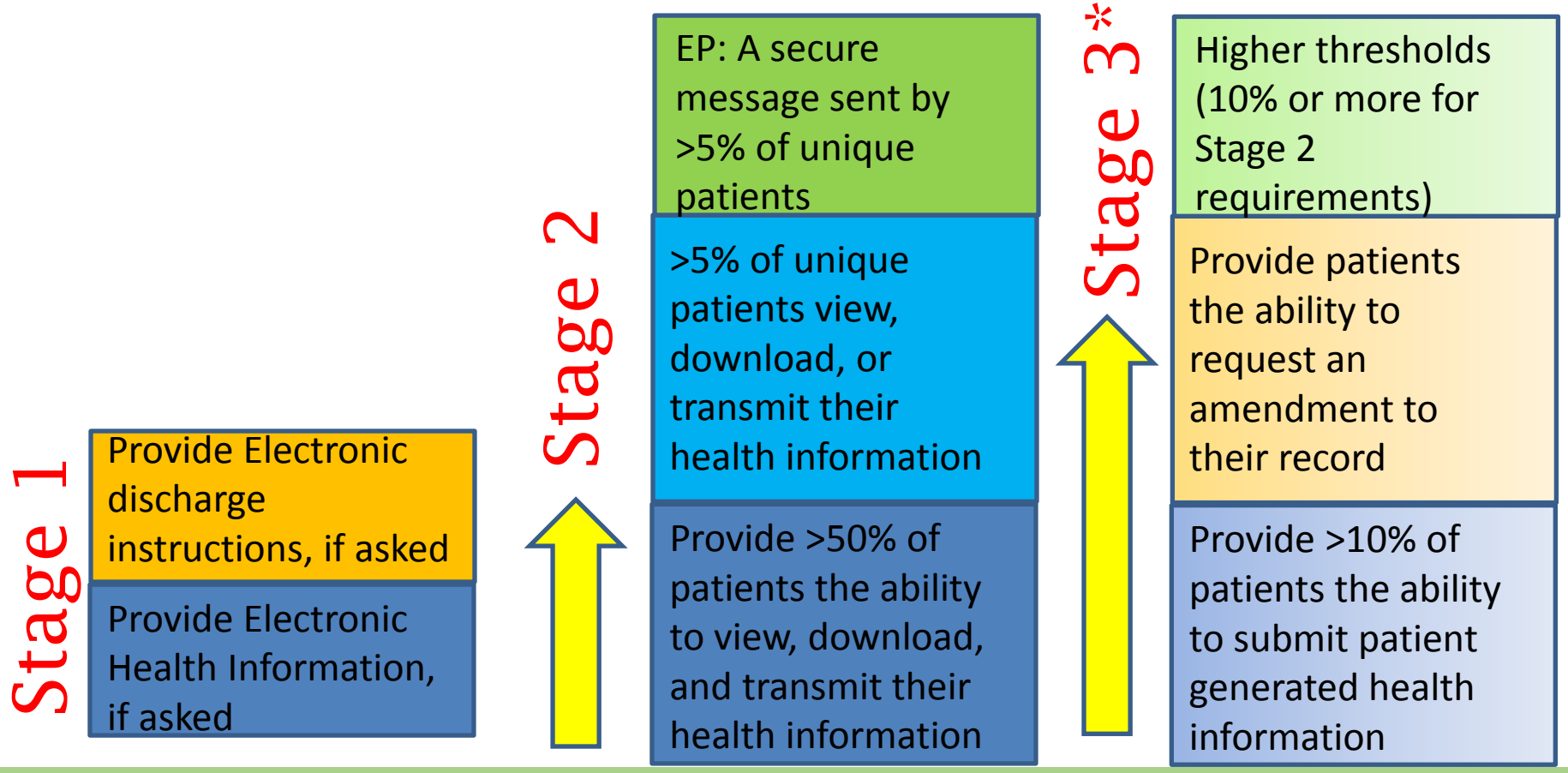
Successful Network Approaches for Improving Consumer Engagement

RHITND All Grantee Meeting Panel

March 2013

NATIONAL RURAL HEALTH RESOURCE CENTER

Evolution of Patient Engagement Requirements



Considerations

- Engaged planning
  - Community members
  - Local business and resources
  - Other health care providers
- Emphasis on safety and health benefits
- Workforce opportunities/challenges

Considerations

- Options for collective strategy
  - Shared planning
  - Project management
  - Fee-for-service/part of dues
- Businesses as key component of strategy
- Include in network business plan

Rural Health PARTNERSHIP

- ✓ One of Florida's nine Federally-designated RHN
- ✓ Quasi-governmental, 501c(3) incorporated in 1996
- ✓ Staffed and fiscally managed by WellFlorida Council
- ✓ F.S.381.0406 charges RHNs with coordinating rural healthcare delivery systems and patient health information exchange
- ✓ The rural network has created a community-based healthcare utility for the entire region to utilize.

Has 49 regional and national organization strategic partners, including NH-ISAC.

MyHealthStory™

RelayHealth

Platform

- Patient Consent
- Data Aggregation and Sourcing
- Patient Matching
- Cataloging
- Terminology Mapping
- Workflow

Solutions

- Longitudinal Patient Record
- Clinical Repository (all Clinical results)
- Patient Portal / PHR
- Record Locator Service
- Communication Solutions
  - Referral Management
  - Provider to Provider
  - Provider and Patient
  - webVisits
  - Appointment Requests
  - Prescription Refills
  - ED Notifications

Hospitals

ADT CCD HL7

Emergency Services

ADT CCD HL7

Marion County Fire Rescue

NCF Trauma Agency

Safety Net Providers

EHR

ADT CCD HL7

No EHR

Behavioral Health

EHR

ADT CCD HL7

Employed Providers

ADT CCD HL7 EHR

ADT CCD HL7 EHR

Patients

Community Providers

ADT CCD HL7 EHR

No EHR

Florida HIE

CCD

HIE Mission:

To give credentialed healthcare providers and their patients immediate access to relevant medical information anytime healthcare happens in a way that is:

1) secure and private
2) patient-friendly
3) physician-responsive
4) community-activated

Avera

Medical Group Brookings

Brookings HEALTH SYSTEM

UNITED Living COMMUNITY

Brookings Community Health Information Network (BCHIN)

Grant McAdaragh, MS

Community Health Information Network Director/Project Director

How did we get to where we are?

HIE Services Ranking Template

The Health Information Exchange (HIE) Services Ranking Template may be used to assist HIE organizations (HIOs) in ranking a list of potential services that may be considered for offering. Many factors vary among HIOs, including stakeholders, services, and group weights.

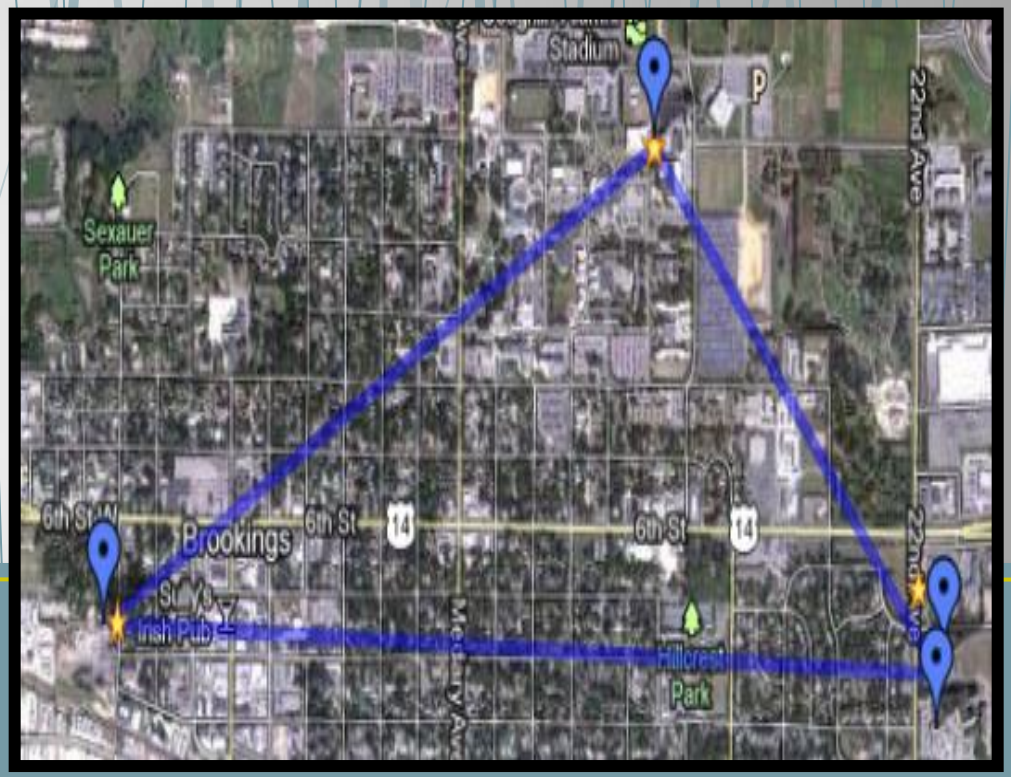
This tool should be completed based on the factors specific to the HIO. To use the tool, follow these instructions:

1. Enter the name of each stakeholder group (e.g., hospitals, providers, payers, etc.).
2. Enter a weight to each stakeholder group on a scale from 1 to 10 (10 = high). Weight is determined based on a) the number and size of stakeholders within the group; b) the priority of connecting the group to the HIE; and c) the commitment of the group to use the HIE.
3. Enter HIE services and rate the perceived value of the service to each stakeholder group on a scale from 1 to 10 (10 = high).
4. View the Weighted Value column to see the rank of HIE services (Maximum Score = 100).

- **Patient Portal was high priority for Network Members**
  - Goal: One Common Patient Portal Brookings Community Members
- **Major Considerations and Discussions**
  - Third Party Solutions vs. Vendor Specific Portal
    - Portal that can integrate multiple HCIS's
    - Branding issues
    - Functions for patients
    - "Usability"
  - Beyond Stage 2 Requirements
  - Cost and Sustainability
  - Combined Patient Engagement Reporting
  - Educate the Brookings Community

1. Enter Stakeholder Group (e.g., hospitals, payers, labs):	Avera Brookings Medical Clinic		Brookings Health System		United Retirement Center		Providers		Patients		Payers		Public Health		
2. Enter Stakeholder Weight:	10		10		10		8		6		6		4		
3. Enter HIE Services and Perceived Value:	Perceived Value	Weight	Perceived Value	Weight	Perceived Value	Weight	Perceived Value	Weight	Perceived Value	Weight	Perceived Value	Weight	Perceived Value	Weight	Weighted Value (Average)
Continuity of Care Document	7.4	74	10	100	8.0	80		0.0		0.0		0.0		0.0	63.5
e-Prescribing/Med reconciliation	7.6	76	9.5	95	7.5	75		0.0		0.0		0.0		0.0	61.5
Immunizations	5.2	52	6	60	8.0	80		0.0		0.0		0.0		0.0	48.0
Lab Orders and Results	10.0	100	9.3	93	10.0	100		0.0		0.0		0.0		0.0	73.3
Images	9.0	90	8	80	5.8	57.5		0.0		0.0		0.0		0.0	56.9
Notes/Care plans	9.2	92	7.8	78	9.5	95		0.0		0.0		0.0		0.0	66.3
Eligibility and pre-authorizations	5.8	58	7.6	76	5.0	50		0.0		0.0		0.0		0.0	46.0
Quality Reporting	4.2	42	4	40	2.8	27.5		0.0		0.0		0.0		0.0	27.4
Patient Portal/PHRs	9.4	94	7.4	74	8.8	88		0.0		0.0		0.0		0.0	64.0
Provider Portal	7.0	70	6.6	66	4.8	47.5		0.0		0.0		0.0		0.0	45.9
Disease Surveillance	2.6	26	4.7	47	3.0	30		0.0		0.0		0.0		0.0	25.8
Syndromic Surveillance	6.0	65.6	3	30	6.3	62.7		0.0		0.0		0.0		0.0	39.6

Total Distance to all member sites: 4.2 miles



Distance between members

ABMC to BHS…….. 500 ft.

ULC to BHS…….. 1.8 miles

SDSU SH to BHS…… 1.0 miles

Unique Challenges for BCHIN

- Local community/service area
- Multiple HCIS's
  - Meditech Client/Server, Meditech LSS and Point Click Care
  - Working to add Medicat EMR in the near future
- Portal Branding
  - Facility Recognition
    - Patient identification and trust
- Patient engagement/ Meaningful Use Reporting
  - Common Reporting for all entities

Still an ongoing project…

PROJECT infoCARE NETWORK

Southwest Missouri

PROJECT infoCARE NETWORK

Southwest Missouri

- Citizens Memorial Hospital
- Cedar County Memorial
- Bolivar OB/GYN
- Bolivar Family Care
- Central Care Cancer Center
- Kemp Family Eye Care
- R Lane Nutt, OD
- Swearingen & Burton, OD
- Family Vision Center

Cedar County Memorial Hospital

Family Vision Center
Total Vision Health for Your Entire Family

Kemp Family Eye Care

CENTRAL CARE CANCER CENTER
800-592-5110

Bolivar Family Care Center
Family Care Obstetrics Pediatrics Geriatrics

Bolivar OB/GYN

Swearingen & Burton

PROJECT infoCARE NETWORK

Southwest Missouri

- 2002-2005 CMH implements Meditech in hospital, LTC and clinics
- 2007 BFCC implements AllScripts
- 2011 Remaining partners begin work toward MU

PROJECT infoCARE NETWORK

Patient Engagement Calendar

At CMH, it's our goal to have healthy patients. We've worked to gather resources to help you be your healthiest self. Each month of 2013, we'll be focusing on different health topics.

Upcoming Events

It's not too late to sign up for health-minded events in your area.

Downloads

Download printable copies of health tracking logs and other resources.

Healthy Profiles

This month features three CMH Employees that are racing their way to better health.

There's an App for That

There's a lot of options for fitness and healthy eating apps.

Where You Live

Find resources in your community to get your new year started right.

More Ideas and Information

Learn how to dress for cold weather workouts, how you can sneak fitness into your daily routine and more.

PROJECT infoCARE NETWORK

Social Media

Patient Portals

For your convenience we have links to local healthcare provider's patient portals. Click on the link below to log in and view your health record and communicate with your provider and their staff.

cmh Citizens Memorial Healthcare

Bolivar Family Care Center

Central Care Cancer Center "Complete Cancer Care Under One Roof"

Bolivar OB/GYN

Patient Portals

PROJECT infoCARE NETWORK

NATIONAL RURAL HEALTH RESOURCE CENTER

Karrie Ingram

Network Director
Project Infocare Network
(417) 328-6251
kingra@citizensmemorial.com

Grant McAdaragh

Community Health Information Network Director
Brookings Community Health Information Network
(605) 696-8826
gmcadaragh@brookingshealth.org

Sally Trnka

Senior Program Coordinator
National Rural Health Resource Center
(218) 727-9390 ext. (233)
strnka@ruralcenter.org

David Willis, M.D.

Chief Medical Information Officer
CommunityHealth IT Network
willisfp@me.com