Using HIE Capabilities to Support an ACO

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Discussion Topics

Service Area Environment

Project Objectives

Supporting Health Information Collaboration

- Clinical Data Exchange
- Exchanging Sensitive Data
- Patient Care Tracker

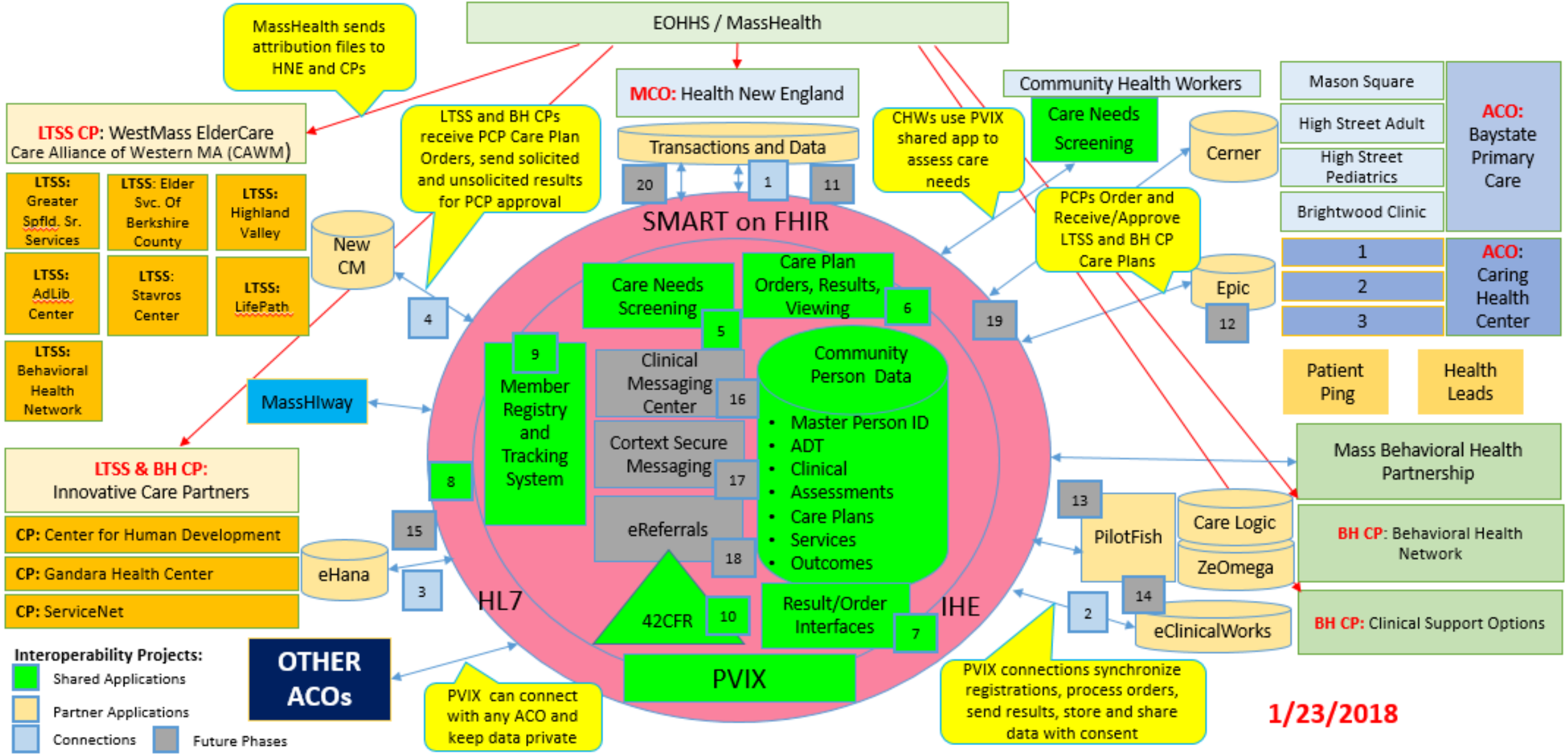
Supporting ACO Requirements

- Care Needs Screening
- Comprehensive Assessments and Care Plans
- Hybrid Measure Reporting

BeHealthy Partnership
Baystate Health Care Alliance in Partnership with Health New England

Interoperability Blueprint

pvix



Importance of Sharing Sensitive Data for the BeHealthy Partnership ACO

- On average half the people who experience a mental illness will also experience a substance use disorder at some point in their lives
- It costs ACOs 2-4x more for members with behavioral health and substance abuse disorders
- Mental health and substance abuse issues account for approximately 1 in 8 emergency room visits
- In the US almost half of all adults will experience a mental illness in their lifetime
- 5 percent of adults (18 or older) experience a mental illness in any one year

https://www.hcup-us.ahrq.gov/reports/statbriefs/sb216-Mental-Substance-Use-Disorder-ED-Visit-Trends.jsp?utm_source=AHRQ&utm_medium=EN1&utm_term=&utm_content=1&utm_campaign=AHRQ_EN1_10_2017

https://www.drugabuse.gov/publications/drugfacts/comorbidity-substance-use-disorders-other-mental-illnesses#ref

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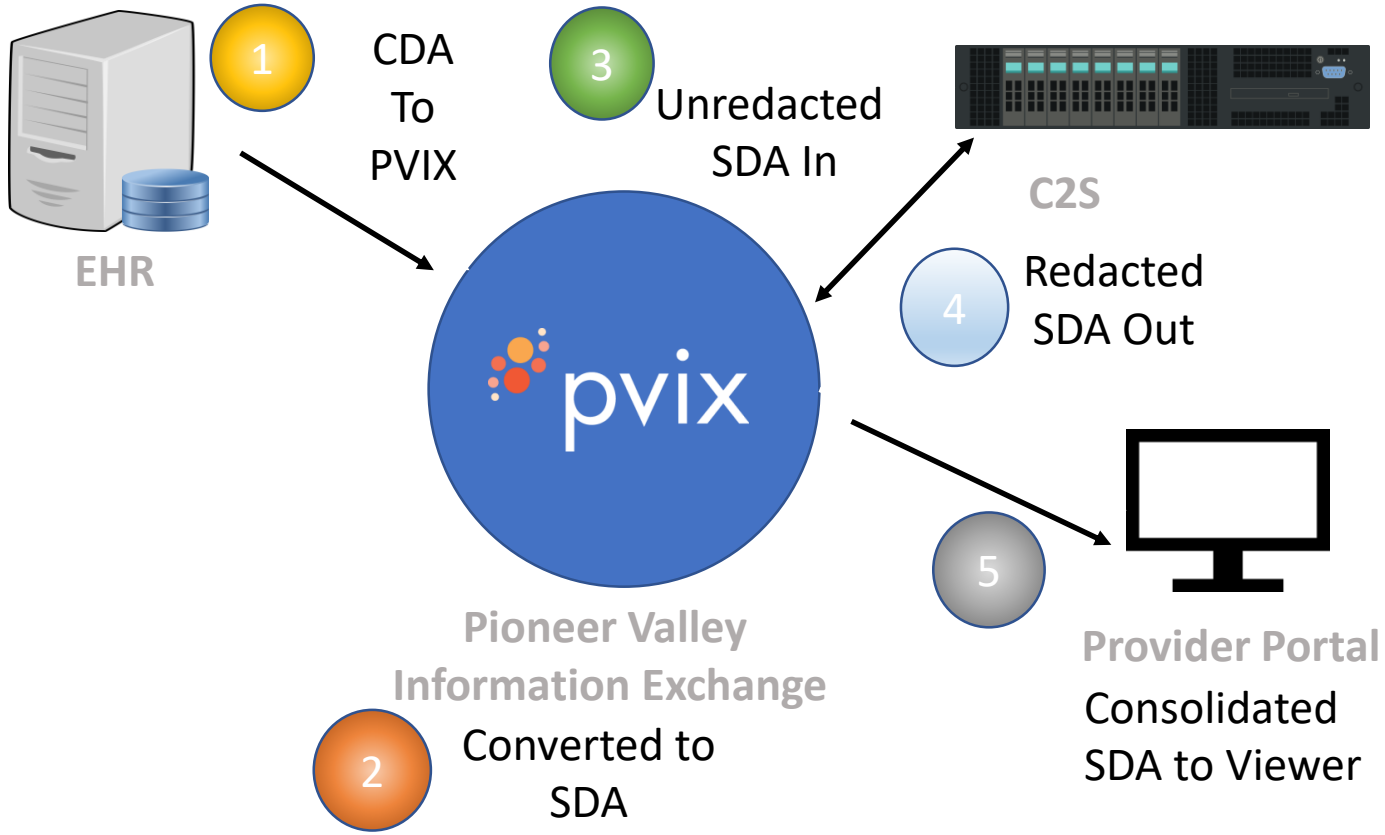
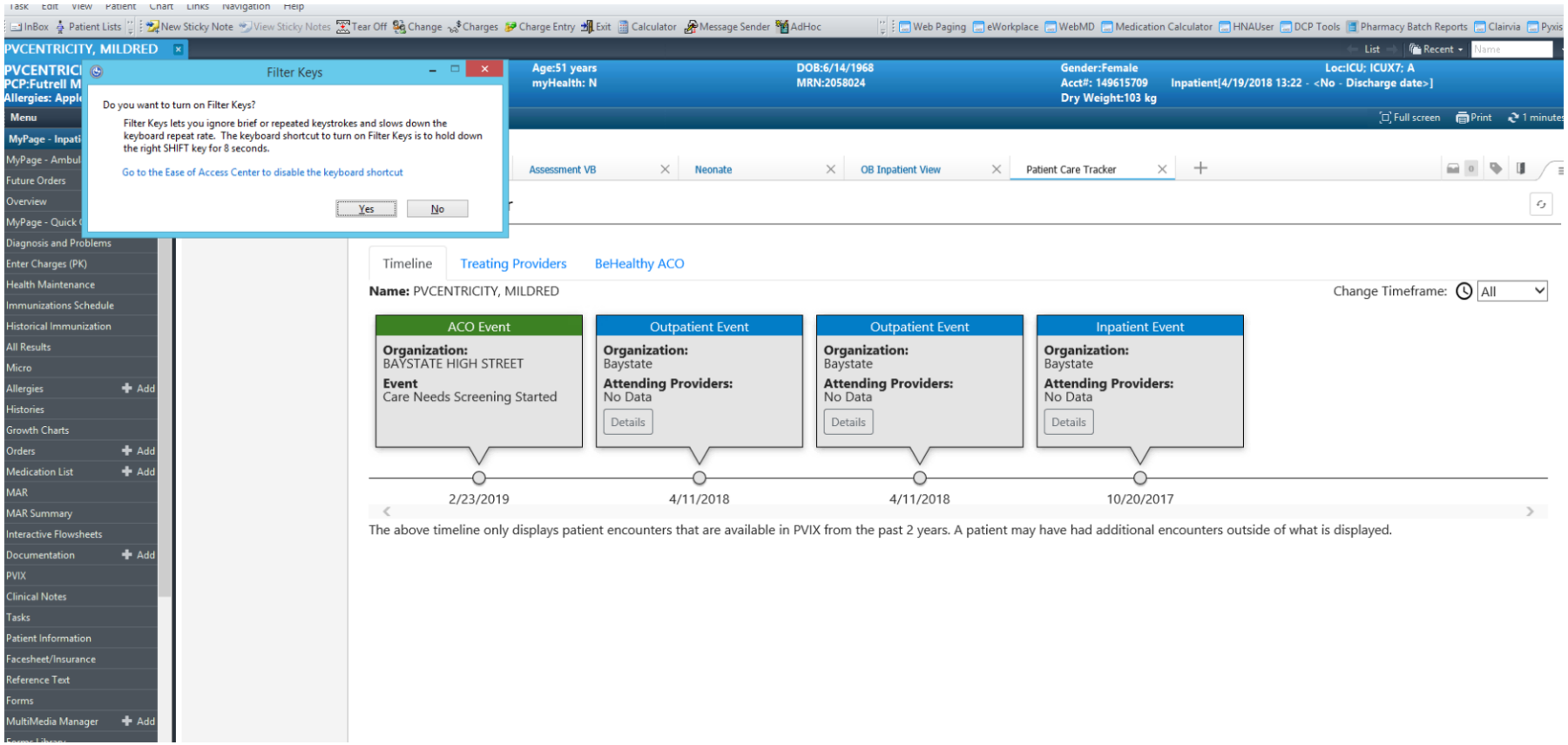
Technical Perspective – Universal Data Segmentation by Originating Source (Phase 1)



Key

1. EHR sends CDA to PVIX
2. PVIX converts to proprietary InterSystems SDA format
3. On request from Portal PVIX calls the C2S Service with SDA document from a sensitive data contributor
4. C2S Service removes sensitive data based on Value Sets
5. Consolidated document from multiple sources presented to Portal user

Innovative Approaches to Communicating Member Experience with ACO Providers



Box | Patient Lists | New Sticky Note | View Sticky Notes | Tear Off | Change | Charges | Charge Entry | Exit | Calculator | Message Sender | AdHoc | Web Paging | eWorkplace | WebMD | Medication Calculator | HNAUser | DCP Tools | Pharmacy Batch Report

ENTRICITY, MILDRED

ENTRICITY. MILDRED
Futrell MD, Tara D
ies: Apple Juice

Age:51 years
myHealth: N

DOB:6/14/1968
MRN:2058024

Gender:Female
Acct#: 149615709
Dry Weight:103 kg

Loc:ICU; ICUX7; A
Inpatient[4/19/2018 13:22 - <No - Discharge date>]

MyPage - Inpatient Workflow

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Ambulatory Summary VB | Inpatient Summary VB | Assessment VB | Neonate | OB Inpatient View | Patient Care Tracker

Patient Care Tracker

Patient Care Tracker

Timeline | Treating Providers | BeHealthy ACO

Name: PVCENTRICITY, MILDRED

BeHealthy Member?	Yes
Community Partner	Caring Health
Care Needs Screening Status	Started on 2/23/2019
Care Coordinator	Olsson, Jesse Details

Only a small subset of the ACO population, identified as high risk, have assigned Community Partners or Care Coordinators.

Survey Question	Answer
Employment Status	Unable to Work
Education Level	Bachelor's Degree
Housing Situation	Has Housing Today, but Worried about Losi
Worried about Utilities (electric, gas, oil)	Already Shut Off
Transportation Difficult	Yes
Worried About Food	Never True

The above information comes from a subset of survey answers in the Home and Envir
section of the BeHealthy Care Needs Screening which is completed on a one time onl
information only reflects the status of the member at the time the assessment was giv
no longer be accurate.

ACO Centric Member View

Supporting ACO Requirements – Care Needs Screening

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Dashboard | Capture | Logout

Welcome slewis

- [x] Salvadorian
- [ ] South American
- [ ] Unknown/not specified
- [ ] Other

5. Preferred language spoken

- (•) English
- ( ) Spanish
- ( ) Choose not to answer this question
- ( ) Other

6. How would you rate your ability to read?

- (•) Excellent
- ( ) Okay
- ( ) Choose not to answer this question
- ( ) Good
- ( ) Poor

7. How often do you need to have someone help you when you read instructions, pamphlets, or other written material from your doctor or pharmacy?

- (•) Always
- ( ) Sometimes
- ( ) Never
- ( ) Often
- ( ) Rarely
- ( ) Choose not to answer this question

8. What is your current employment status?

- (•) Employed Full-time
- ( ) Unemployed and currently looking for work
- ( ) Student
- ( ) Homemaker
- ( ) Unable to work
- ( ) Employed Part-time
- ( ) Unemployed and not currently

Measuring CNS Results in Realtime

Overview

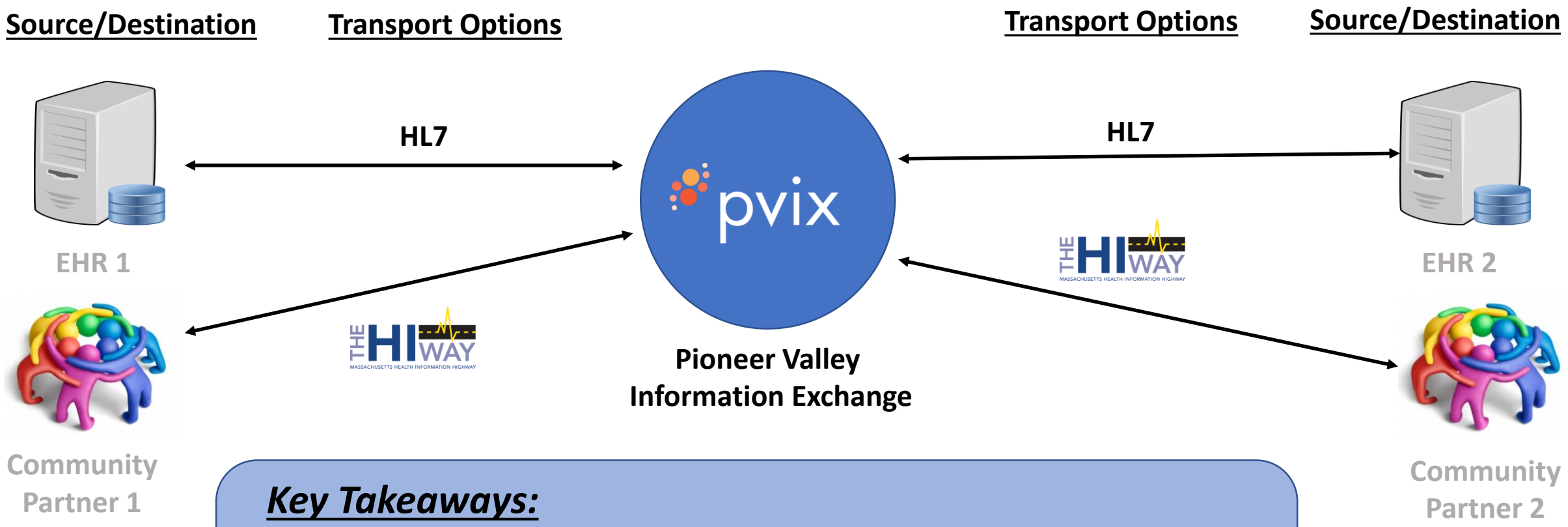
Organization Name	Total	High Risk	Completed	Saved	Not Started	Refused
BAYSTATE BRIGHTWOOD HEALTH CENTER	15	4	3	4	8	0
BAYSTATE GENERAL PEDIATRICS	4	0	0	0	4	0
BAYSTATE HIGH STREET HEALTH CENT ADULT MED	33	0	0	0	33	0
BAYSTATE MASON SQ NEIGHBORHOOD HLTH CNT	28	0	0	0	28	0

BAYSTATE BRIGHTWOOD HEALTH CENTER

Identified High Risk: 4

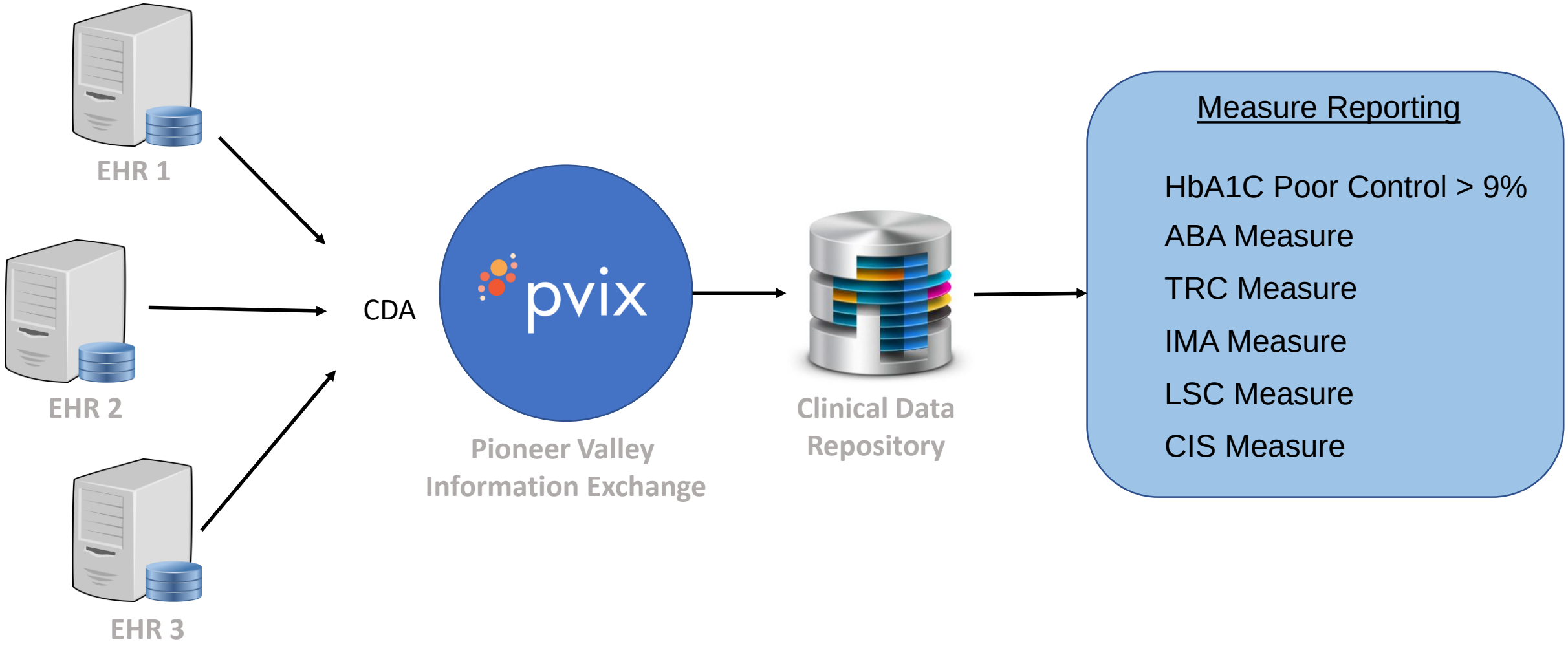
15
Total

3	4	8	0
Completed	Saved	Not Started	Refused
20%	27%	53%	0%



Key Takeaways:

- Automated Collection of key Comprehensive Assessment and Care Plan metrics
- Support better outcomes
- Electronic reporting to ACO to meet contract requirements
- Eliminates fax pain points and manual workflows (phone, email, paper trail)

Supporting ACO Requirements: Comprehensive Assessment and Care Plan Workflow (WIP)

Supporting ACO Requirements: Hybrid Measure Reporting (WIP)