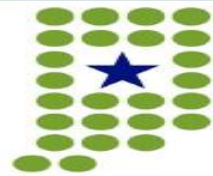


Navigating the Criminal Justice System



**INDIANA
COUNCIL**

of Community Mental Health Centers, Inc.



Bridging the Gap

Gary Steiner
Dir. Public Health Solutions
May 10th, 2018

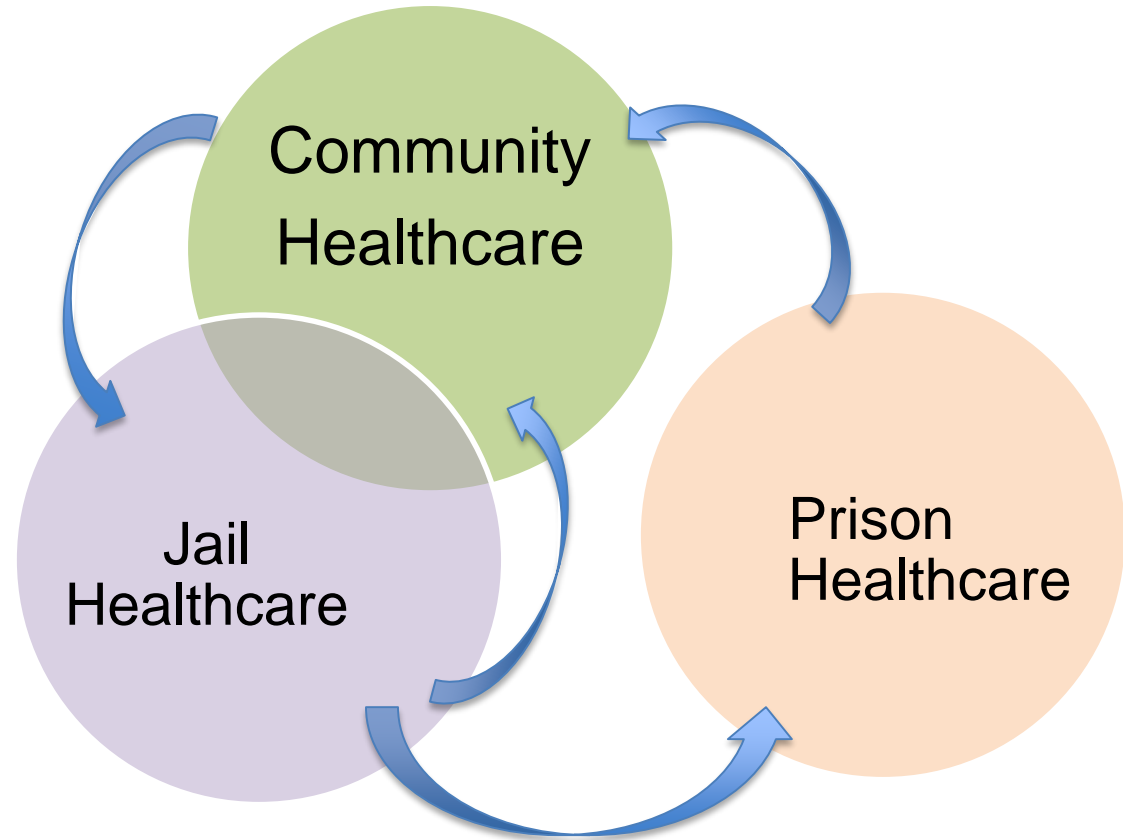


Bridging the Gap

- Problem Definition
 - Cycle of Service for Transient or Underserved Populations
 - Gaps in Care Due to Population Characteristics
- EHR Solutions
- Information Sharing
- Service Cycles Without Gaps



The Cycle of Services



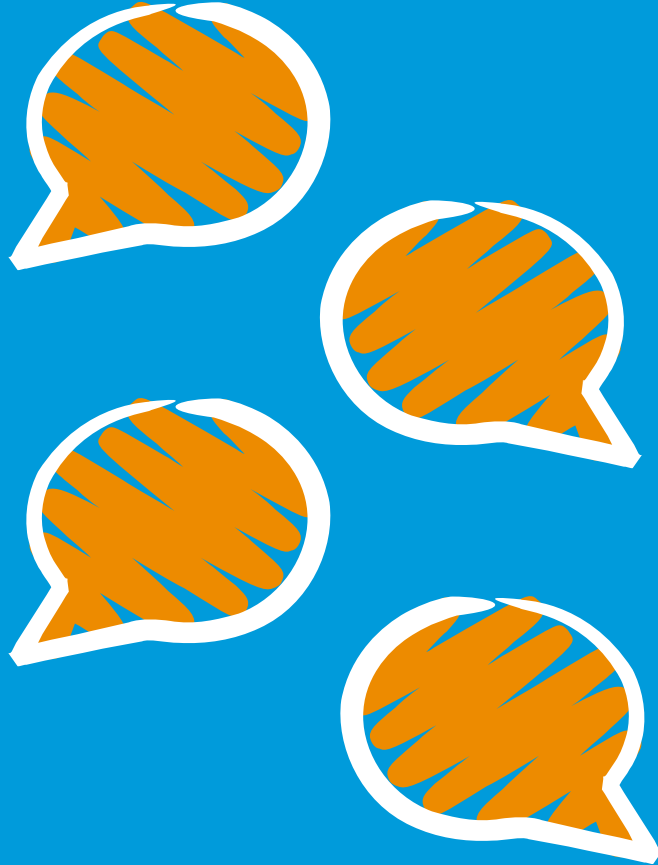
The Cycle of Services

- Transient Population of Patients
 - Community-based Care
 - Primary care received through public (County Agencies) or private (CMH) facilities
 - Life choices often expose them to greater risks
 - Frequently violate and end up in jail and/or prison
- Jail-based Care
 - Care begins with no/little previous health history
 - Short-term stay facilities
 - Often do not provide BH/MH services
- Prison-based Care
 - Cycle begins at intake based on H&P and minimal patient input
 - Community reintegration (release planning) based on where inmate says they will go

Gaps in Cycle of Care

- Transient Patient Relocates
- Community Reintegration
 - What does reintegration planning typically include?
 - 30 day supply of meds
 - Appointment(s) for ongoing BH/MH services
 - Appointment(s) for ongoing medical
- Causes of Gaps
 - Medications aren't filled due to access, location, cost, etc.
 - Appointments aren't kept due to where patient resettles, transportation, cost, etc.
 - Patient must provide oral history of care provided while incarcerated
 - Patients don't get/want registered properly

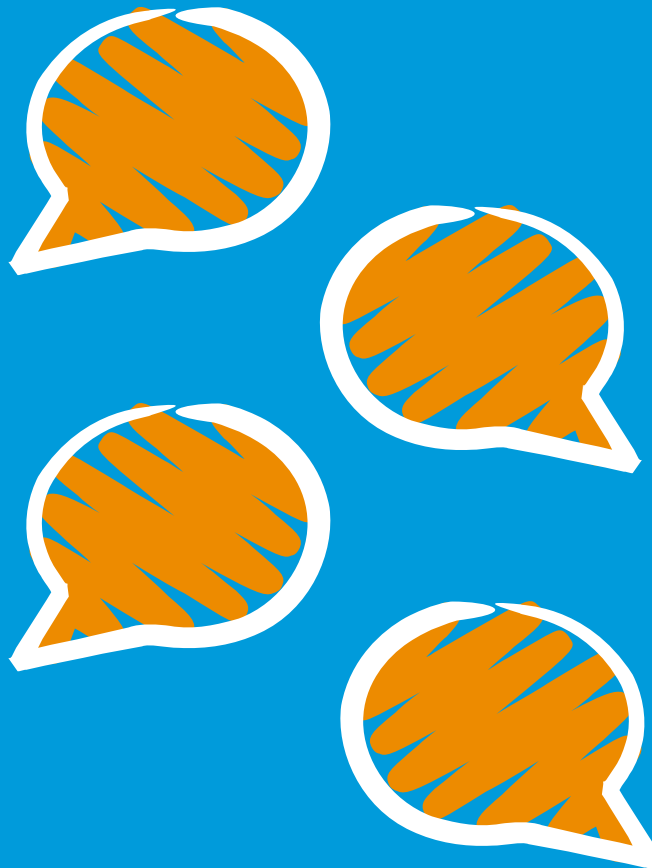
Lets talk Solutions



Modern EHR Tools (e.g. Gap Closers)

- **Mobile Documentation Tools**
 - Digital Pens
 - Uses: No communications needs, no training, forms creation, discrete data, original for client
 - Disconnected Documentation
 - Uses: Laptop or similar device, full EHR, comms only needed to sync
 - Mobile Device Support
 - Uses: Smaller form factor devices, most of EHR available, comms needed
- **Patient Records Sharing**
 - Standard CCD-A - Patient transportable, USB, any secure method, ONC/MU requirement
 - HISP – Provider transportable, large network, any HISP can be used
 - NRLS – All Surescripts EHRs, Discovery, can be automated, proactive

Lets talk Information Sharing



Data Sharing “Small Talk”

“Do you have lab and radiology interfaces for orders and results?”

“Are you using EHR’s interoperability services?”

“Have you installed NextGen Share and are you actively using it to communicate?”

“What are your goals for data exchange in your community?”

“What’s the one change we can make to improve your ability to exchange data?”



Data Sharing “Medium Talk”

“Do you see interoperability services as a viable strategy to help you remain independent?”

“How are you leveraging interoperability services to support your comm-health initiatives?”

“Why haven’t you automated tasks that you’re still doing manually?”

“How do you plan to share data with payers to support the transition to fee-for-value?”

“How do your providers’ quality scores compare to comparable physicians across the country?”

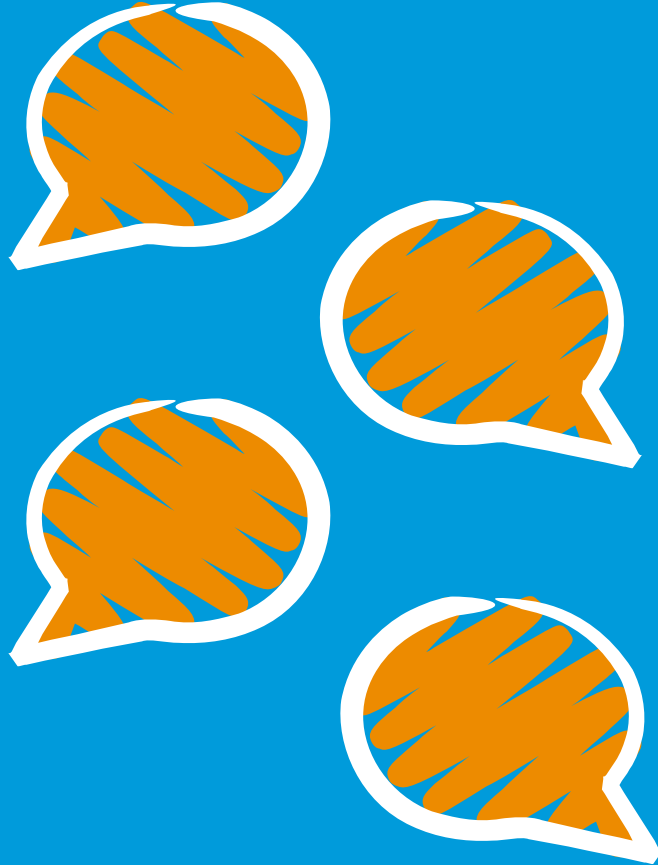


Key Conversation Focus Points

- Automation
 - Data submissions & C-CDA exchange with hospitals, external practices, referral services, HIEs and payers
- Pop Health
 - Identify required data aggregation patterns; define goals for analytics and reporting requirements
- Independence
 - Who are the key exchange partners? Are they feeling the pressure to get on the hospital's system?
- Can You Share?
 - HIPPA vs. 42 CFR Part 2 (Part 2)



Lets talk Examples



Community Snapshot



Community Snapshot St. Louis, Missouri



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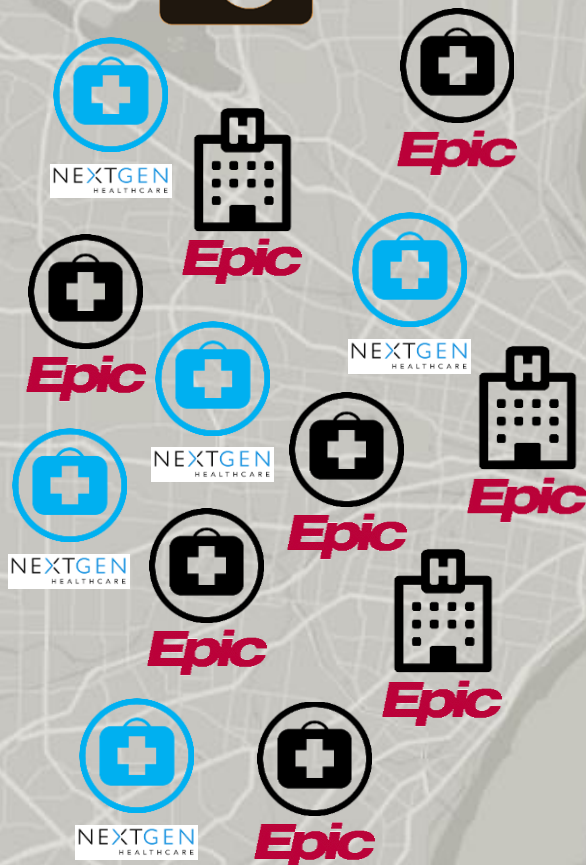
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Community Snapshot St. Louis, Missouri



Epic & NextGen Data Exchange: Live in St. Louis

In St. Louis, MO, Signature Health and Esse Health use NextGen Ambulatory EHR to exchange data with their local healthcare network operated by SSM Health.

SSM Health, running Epic EHR, is one of the largest healthcare delivery organizations in the St. Louis, MO region. With hospitals, urgent care centers and ambulatory practices, SSM Health and its medical group have more than 65 locations, 3,000 physicians, and 15,000 employees.

Supported Exchange Mechanisms



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1 Regional Health Information Exchange

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2 Direct Messaging

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3 Carequality & Surescripts NRLS

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1 Regional Health Information Exchange



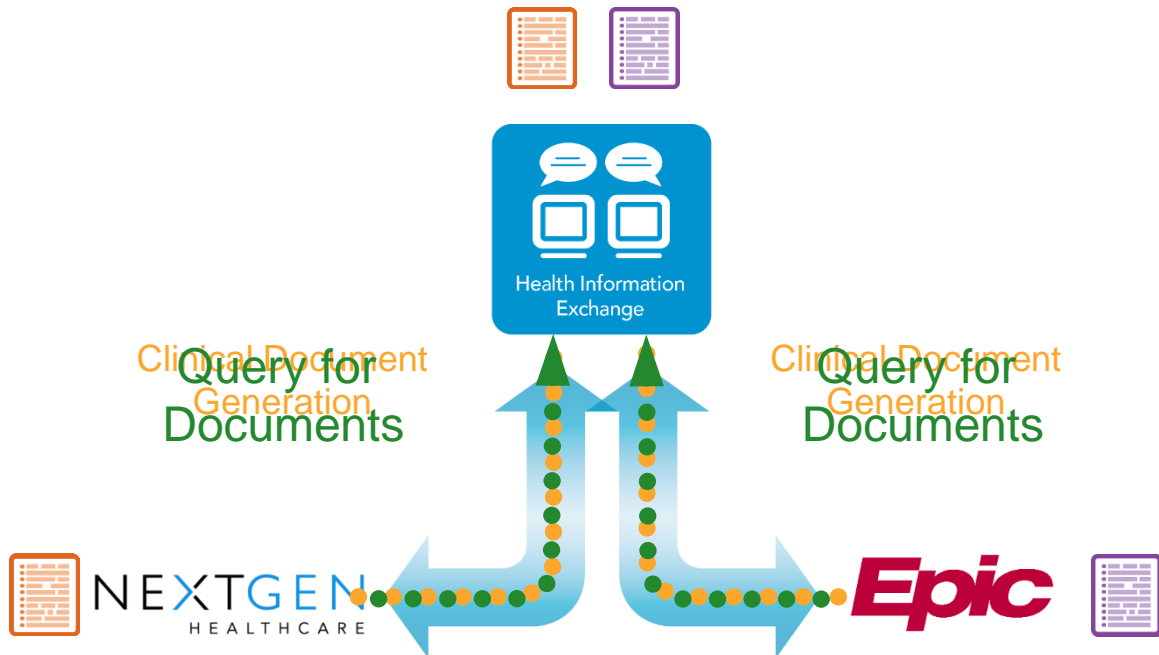
NEXTGEN PRODUCT PROFILE

EHR Connect

An interface bundle which supports demographics and document exchange (CCD/C-CDA) with a Health Information Exchange (HIE).

Benefits

- Automation of data exchange
- Patient demographic synchronization
- Locked encounter document submission



1 Regional Health Information Exchange



AlereVellologic

Cerner

CERTIFY

ICA

Anpriva

axway
business. in motion.

MedAllies

LAWSON

mirth™

ORION
HEALTH

INTERSYSTEMS

careevolution
HEALTHCARE TECHNOLOGY

CAREfx®

RelayHealth

MEDICITY

OPTUMHealth™

HARRIS

covisint

MobileMD™
A Siemens Business

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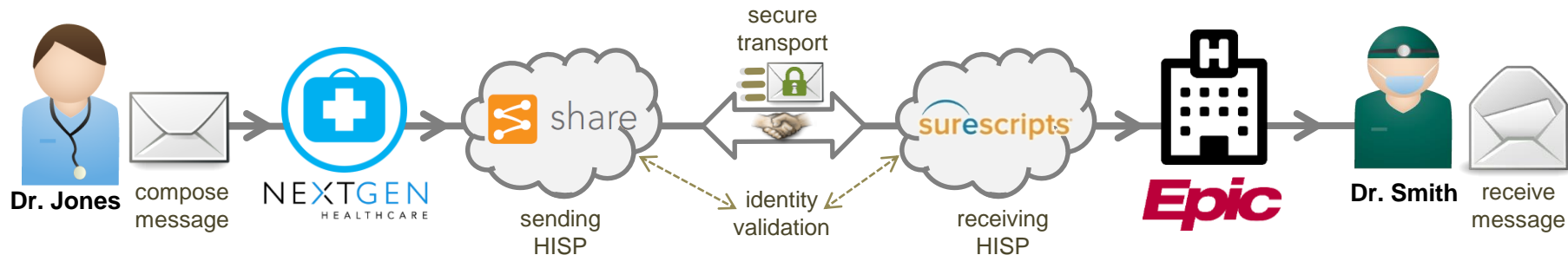
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2 Direct Messaging Example



2 Direct Messaging Example

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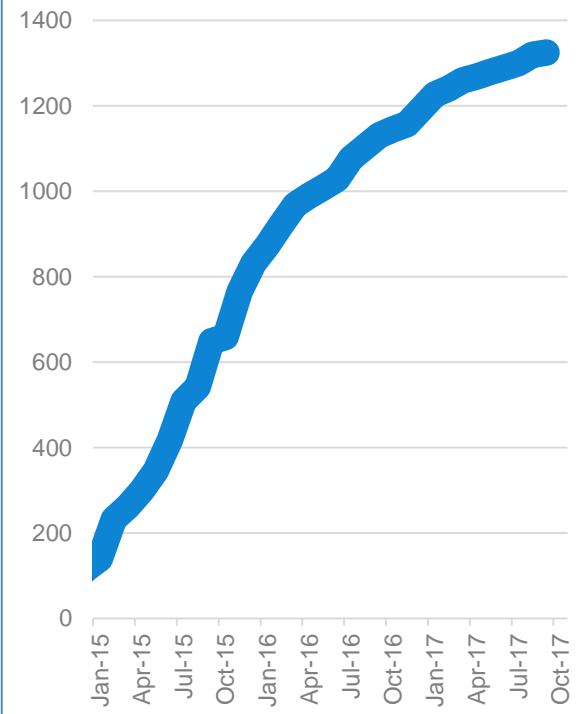
We are accredited by DirectTrust

 COZEVA Connect. Communicate. Collaborate. Applied Research Works Inc. updated 3/5/15	 athenahealth we connect. care™ Athenahealth Inc. updated 10/9/14	 axesson Connect. Collaborate. Care. Axesson updated 10/1/14	 careaccord™ Oregon's Health Information Exchange CareAccord updated 10/24/13	 MEDICITY Medicity updated 10/1/14	 MedAllies MedAllies updated 12/15/13	 mhin Michiana Health Information Network updated 10/14/14	 MRO Enclosure Management & IEC Solutions MRO Corporation updated 2/4/14
 Cerner Cerner Corporation updated 5/10/13	 covisint Connect. Engage. Collaborate. Covisint updated 2/14/14	 NEXTGEN HEALTHCARE powered by mirth NextGen/Mirth updated 8/6/14	 NITORGROUP TRUST, ILLUMINATION, LEADERSHIP Nitor Group updated 2/23/15	 NYeC NEW YORK eHEALTH COLLABORATIVE New York eHealth Collaborative updated 6/4/14	 OPTUM™ Optum updated 10/17/14		
 eClinicalDirect "Improving Healthcare Together" eClinical Direct updated 4/13/15	 EMR Direct EMR Direct updated 2/11/14	 NEXTGEN HEALTHCARE powered by mirth NextGen/Mirth updated 8/6/14	 ORION HEALTH™ Orion Health updated 1/14/15	 Pulse. Electronic Healthcare Management Pulse Systems, Inc. updated 4/21/15	 Quest Diagnostics® Quest Diagnostics updated 1/6/15	 RelayHealth Relay Health updated 8/24/14	
 HealthUnity Healthunity Corporation updated 3/5/15	 Hixny Healthcare Information Xchange of New York Inc. updated 10/1/14	 NEXTGEN HEALTHCARE powered by mirth NextGen/Mirth updated 8/6/14	 ROCHESTER RHIO Regional Health Information Organization Rochester RHIO updated 10/1/14	 Secure Exchange Solutions Secure Exchange Solutions, Inc. updated 6/4/14	 surescripts® Surescripts updated 5/10/13	 TRUVEN HEALTH ANALYTICS Truven Health Analytics updated 7/25/14	
 Inpriva Inpriva, Inc. updated 7/11/13	 IOD IOD Incorporated updated 2/4/14	 iShare MEDICAL INNOVATING THE FUTURE OF HEALTHCARE iShare Medical updated 2/15	 MaxMD MaxMD updated 5/10/13	 Updoox Updoox updated 6/24/14			

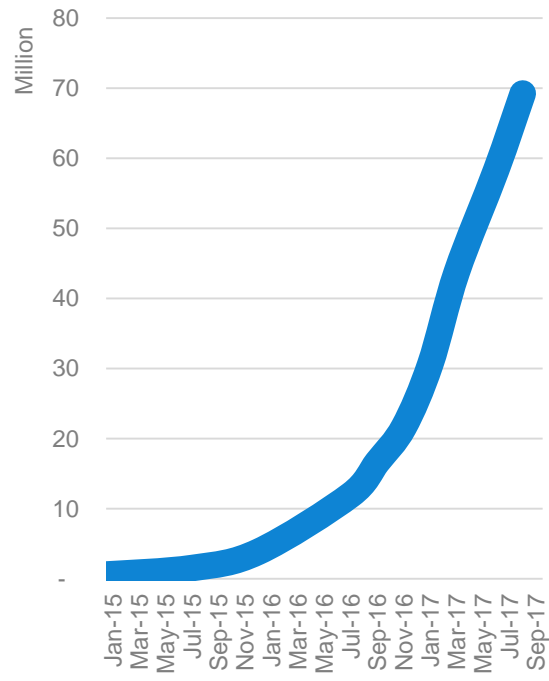
Key Stats



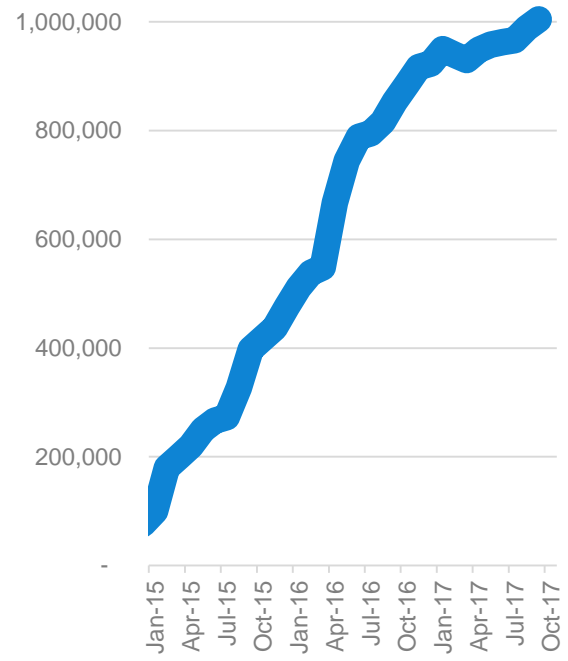
Clients In Production



Total Sent & Received Direct Messages



Directory Growth



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2 Direct Messaging


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3 Carequality & Surescripts NRLS


















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3 Carequality & Surescripts NRLS

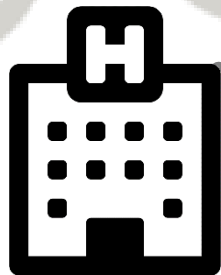


 In production

 Coming soon

 	
 	 
  	 
 	 
 	 
 <p>A Healthagen Business</p>	 

What type of Exchange?



Patient discovery

Do you have a record for
John Smith, M (12/07/81)?

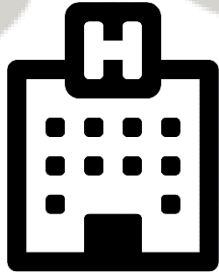
Patient discovery response

Yes, I have 1 record for
John Smith, M (12/07/81)

What type of Exchange?

Document Retrieval

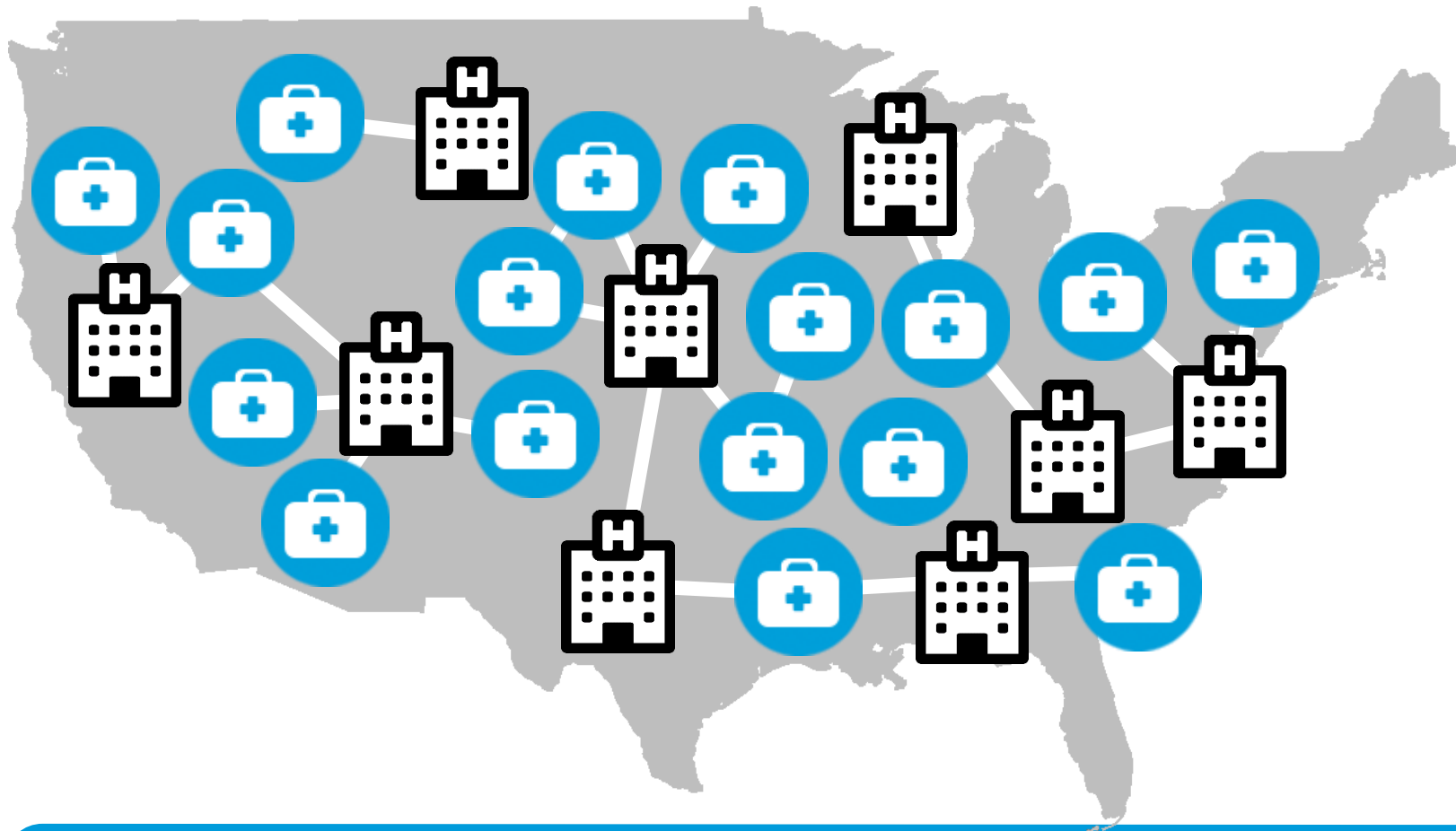
Can I have the record for
John Smith, M (12/07/81)?



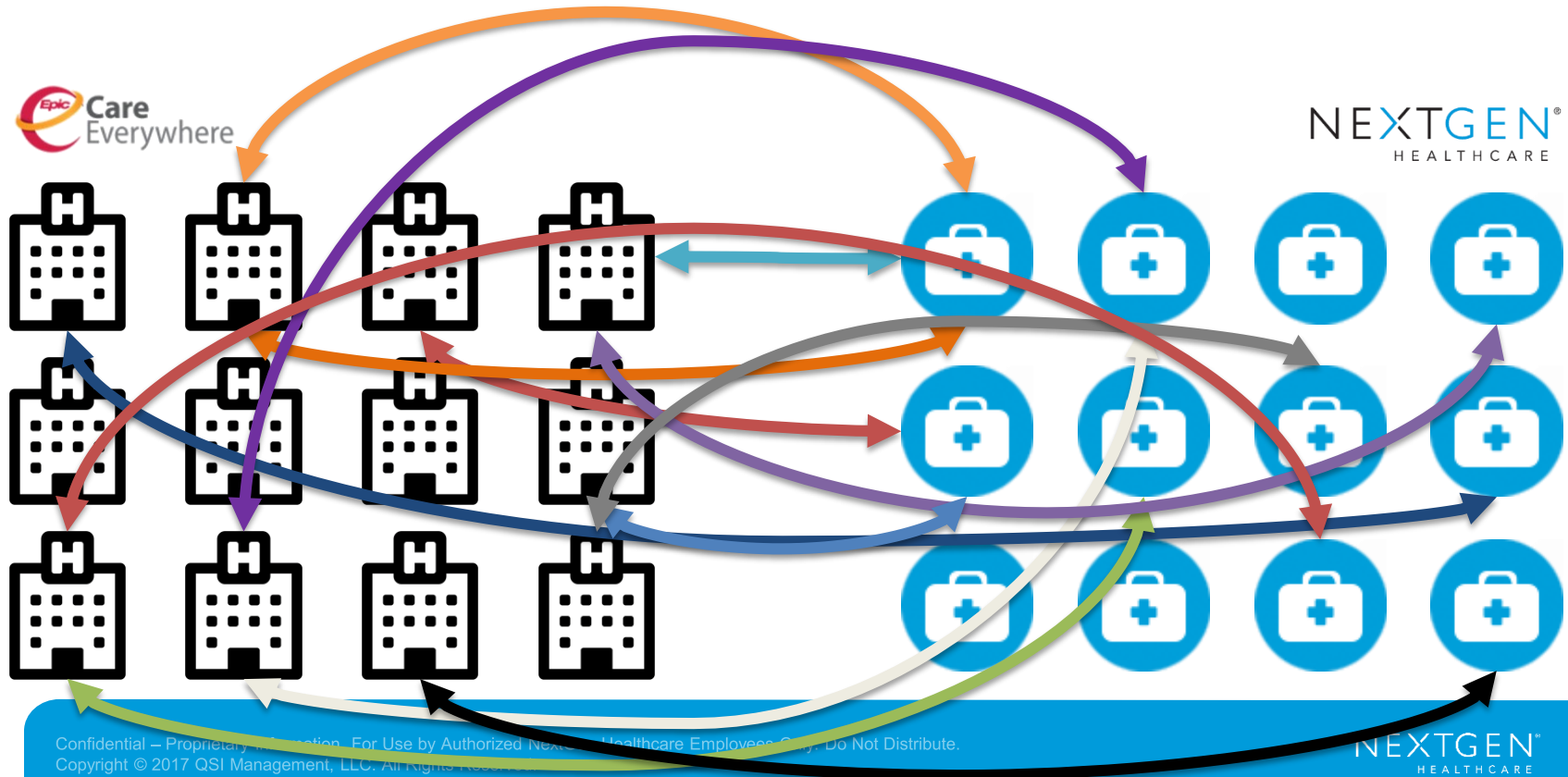
Document retrieval response

Here is the record for
John Smith, M (12/07/81)

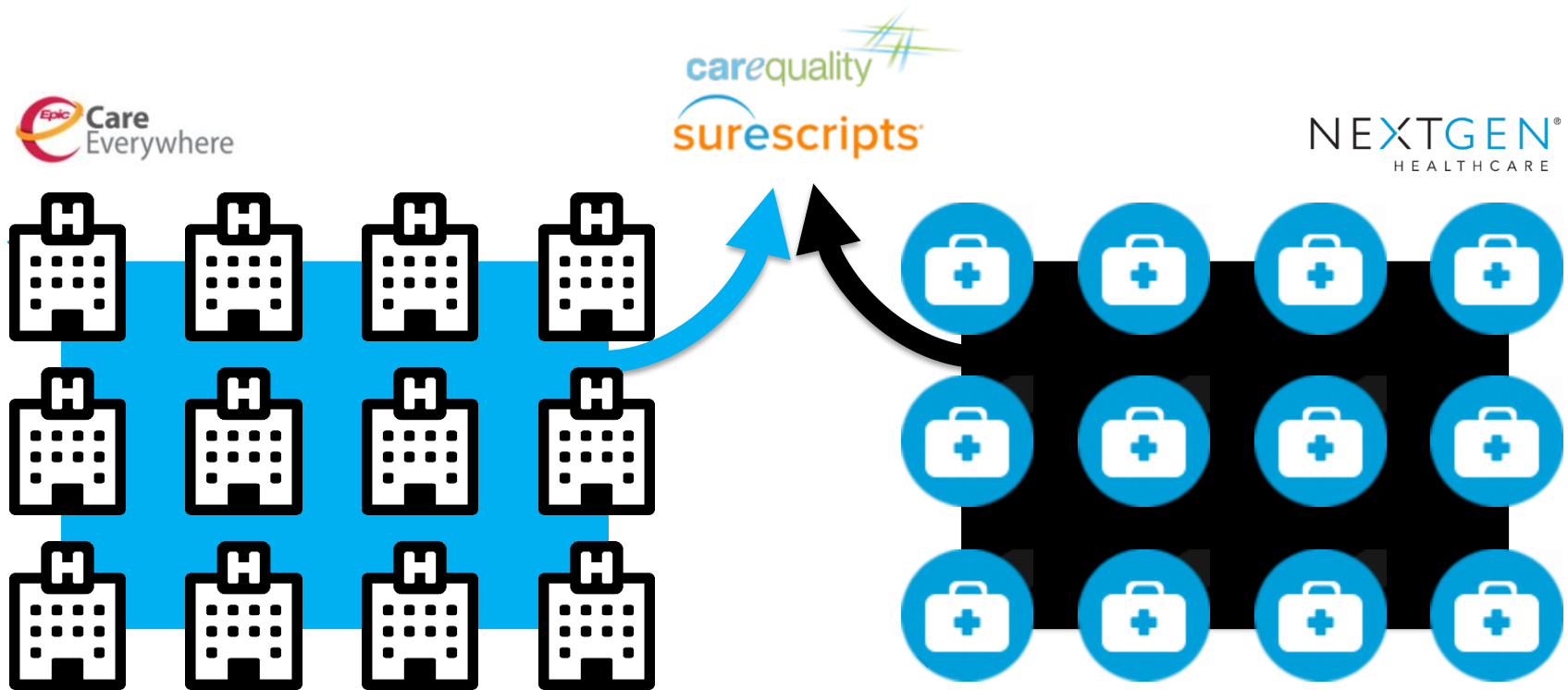




Here's the problem



Here's the solution

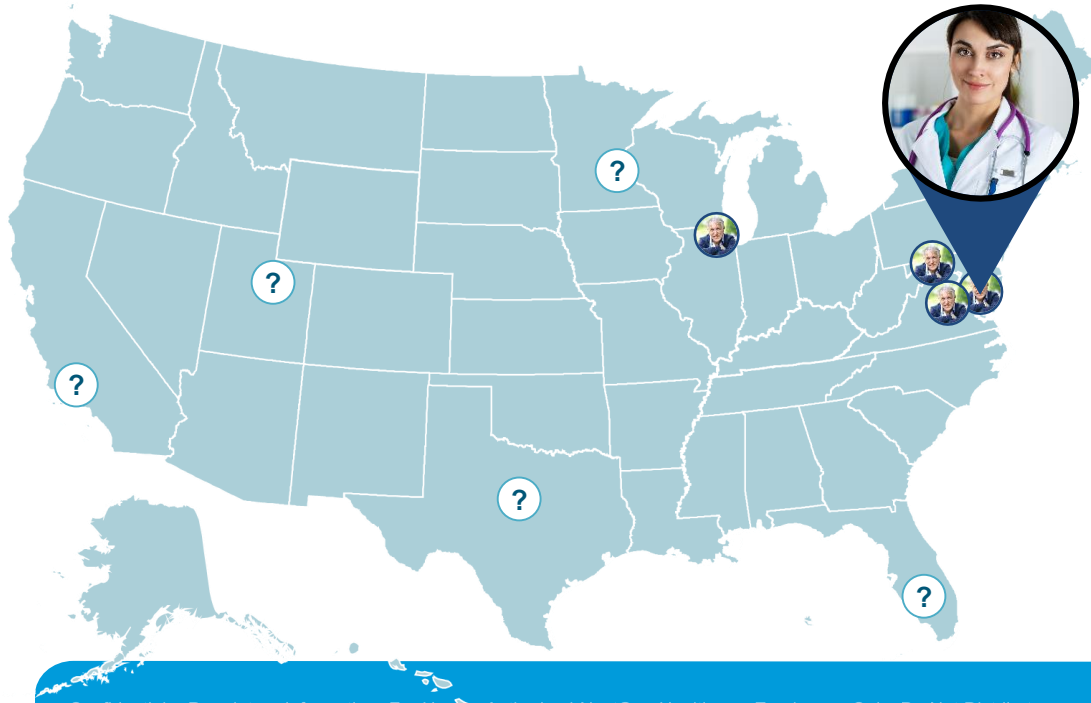




National Record Locator
Service (NRLS)



Patients often have trouble recounting their complete visit history.



Providers are able to locate and exchange John's records, and treat him with the full picture.

3 Tiers of NRLS Data*

1. Full document exchange through NRLS
2. Electronic link to patient records
3. Record locations and contact info

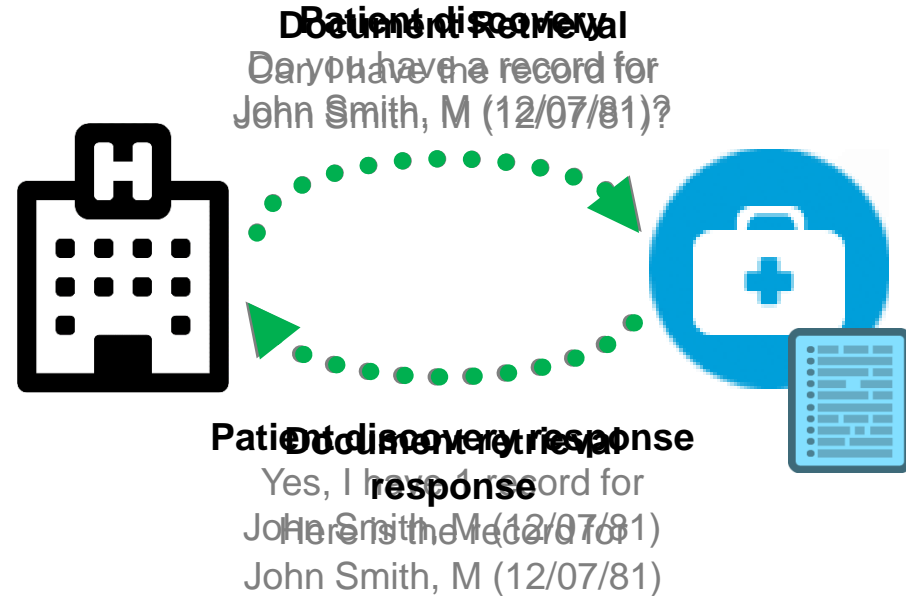
*Response type depends on connection.

230 million patients and more
than **4 billion encounters**
discoverable on **day 1**.



Responder Service

The ability for an EHR to respond to data requests issued through Carequality & Surescripts NRLS



Responder Features

Ability to respond to:

- Patient identity searches
- Document requests

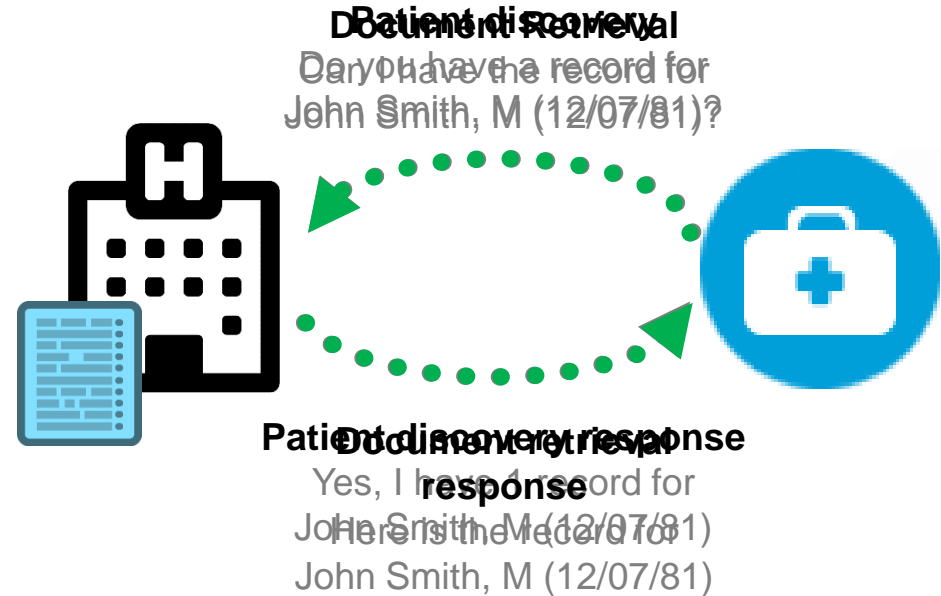
Secure exchange of clinical documents

- C-CDAs
- PDFs of encounter attachments



Requester Service

The ability for a NextGen EHR to request data from Carequality & Surescripts NRLS participants



Requester Features

Ability to issue

- Patient discovery searches to Surescripts NRLS
- Document requests

Patient Information Bar Carequality button

- Notification of available documents

Auto Query

- Based on upcoming appointments

Manual Query

- User-initiated query & preview of documents

Auto retrieval of documents

- C-CDAs
- PDFs of encounter attachments (coming soon)



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share



Clinical Data
Extracts w/Aetna



Clinical Registry
Service



Record Locator
Service



UD3 Patient
Matching Service



Surescripts
National Record
Locator



Clinical Data
Extracts w/Payers



Clinical Data
Extracts w/Insurance

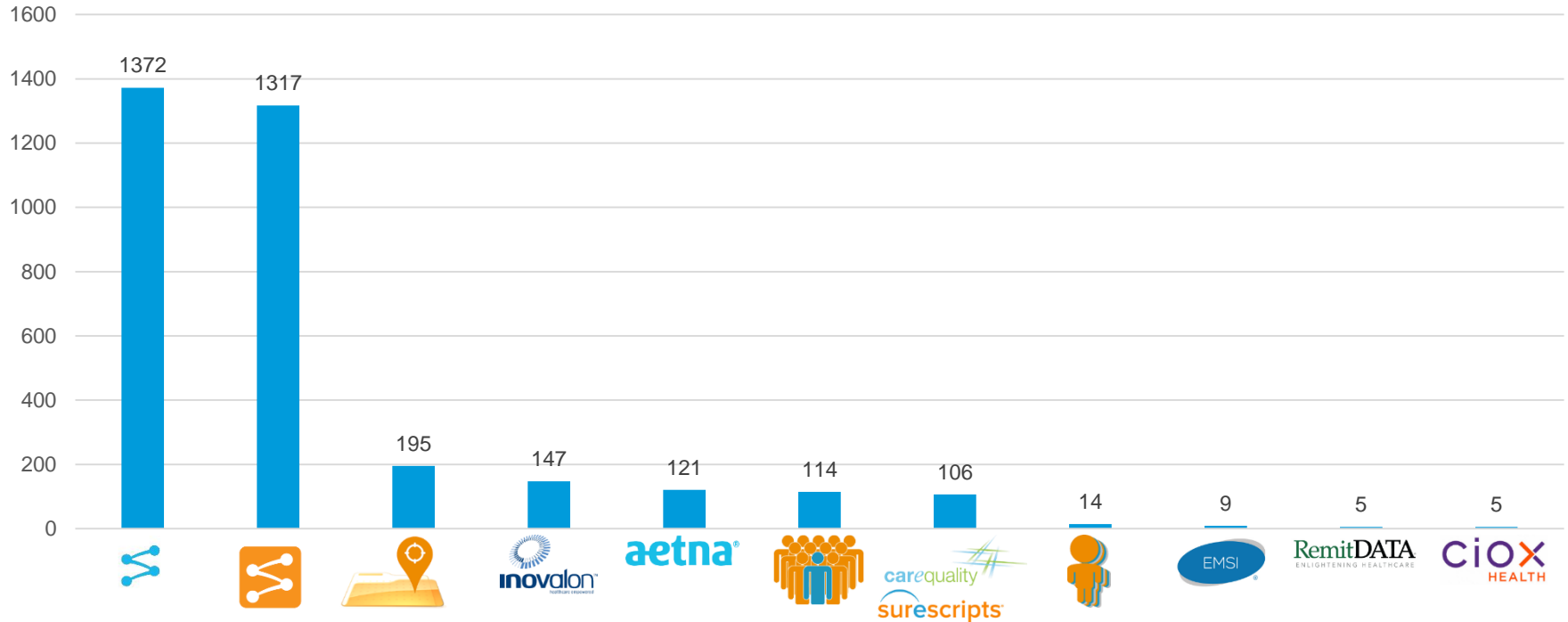


RCM Analytics

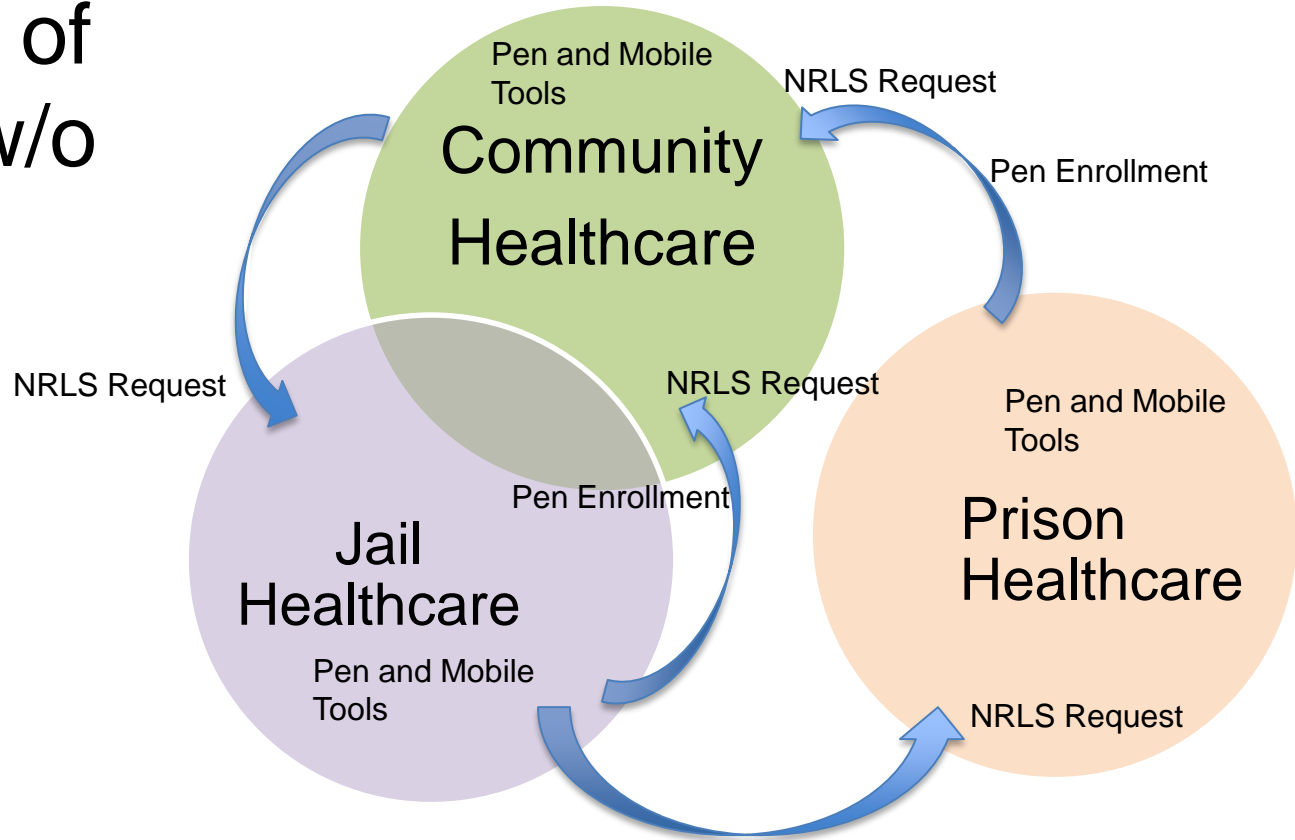


Clinical Data
Extracts w/Insurance

NextGen Share Clients by Service



The Cycle of Services w/o Gaps



Thank You

