Unlocking the Power of Health Information Exchange: Enhancing Care and Value Based Programs with SHARE HIE

hfma arkansas chapter

Justin Villines, MBA, BSM

HIT Policy Director

justin.villines@arkansas.gov

in https://www.linkedin.com/in/justinvillines/

1

Agenda

Learning Objectives:

- Identify how SHARE HIE facilitates real-time data sharing to enhance care delivery, reduce redundancies, and optimize clinical workflows.

- Explore real-world examples of SHARE HIE enhancing care coordination, reducing duplicative services, and preventing avoidable readmissions.

- Explore how SHARE HIE supports quality reporting and improves metrics tied to value-based care reimbursements.

- Discover strategies for utilizing SHARE HIE's data-sharing capabilities to close care gaps and implement effective population health management initiatives.

- Identify opportunities to use SHARE HIE for population health management, driving both clinical improvements and cost savings.

Introduction

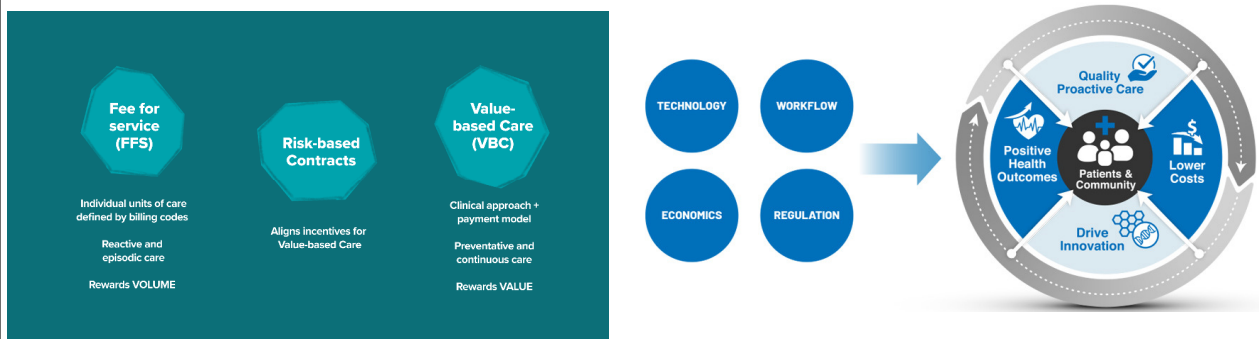**Interop Overview**

Real-World Examples

2

Arkansas' Only Statewide Health Information Exchange/ Health Data Utility

3

3

Traditional MIPS, MIPS Value Pathway (MVP), APM Performance Pathway (APP), 21st Century Cures Act, Promoting Interoperability Program (PIP), Accountable Care Organizations (ACO), Clinical Integrated Network (CIN)

4

4

OHIT-Office of Health Information Technology

- ☐ Facilitate the statewide health information exchange
- ☐ Established by Act 891 of 2011
- ☐ OHIT is a Division of Arkansas Department of Health
- ☐ Funded with public funds and user fees
- ☐ Treatment , Payment and Operations (TPO)
- ☐ Available to any health care entity willing to follow requirements
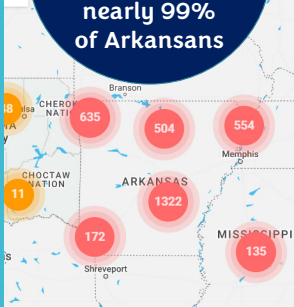
Without SHARE

With SHARE

5

5

Who SHAREs?

Medical Records for nearly 99% of Arkansans

118 Hospitals — Acute, Critical Access, Rehabilitation and Behavioral Health Hospitals

3,500+ Facilities — Contribute & Retrieve includes Behavioral Health Clinics

950+ additional facilities retrieving data only

68% — Federal, State & Private Health Plans covering over 68% of the population

Accountable Care Organizations, Clinically Integrated Networks, risk-based value-based programs.

6

6

What Data Can Be SHAREd?

- ❑ Clinical Care Summaries
- ❑ Discharge Summaries
- ❑ Lab Results
- ❑ Radiology Reports
- ❑ Medication Histories
- ❑ Immunizations
- ❑ Vitals
- ❑ Pathology
- ❑ Public Health Reporting
  - ▪ Electronic Lab Reporting
  - ▪ Syndromic Surveillance
  - ▪ Cancer Registry

- ▪ eCR Reporting
- ▪ Immunization Reporting
- ❑ Allergies
- ❑ CCDs
- ❑ Problem Lists / Diagnoses
- ❑ Referrals
- ❑ Transcribed Documents
- ❑ Demographics
- ❑ **Health Related Social Needs- Social History**
- ❑ Progress Notes

HL-7 Messages, CCDs and Unstructured Documents

7

7

SHARE Services

- ❑ **Workflow analysis and training**
  - ❑ Training opportunities at least twice per week/ Ad-hoc virtual or in person training
  - ❑ In person or virtual workflow analysis and SHARE implementation
- ❑ **Reports**
  - ❑ 24 Hour Daily Report – Admit/Discharge (ED and Inpatient) from Hospitals
  - ❑ HgA1c Reports to Practices and Health Plans
  - ❑ 0-90 Day Readmission Report- Hospitals
  - ❑ DCFS – Foster Care Custody Change Report (Practices & DHS)
  - ❑ WIC (Special Supplemental Nutrition Program for Women, Infants, and Children)
- ❑ **HIE Integration of Clinical Data (HL-7 and CCDA)**
  - ❑ HL7 Interface (ADT, Laboratory Results, Radiology, Pathology, and MDM (Discharge Summaries)
  - ❑ CCD/A Integration - XDS.b /XCA (Patient Results -Query and Response)
  - ❑ Clinical Results Delivery (Laboratory, Radiology and (MDM -Discharge Summaries)
- ❑ **Web-Based SHARE Access**
  - ❑ Direct Secure Messaging via DirectTrust /Virtual Health Record (web-based portal)
- ❑ **Health Plans** Chart Delivery (ADT & CCD) Risk Adjustment and Supplemental HEDIS
- ❑ **ACO/CIN** Seamless data delivery, enhancing care coordination & improving patient outcomes.
- ❑ **Public Health**
  - ❑ Public Health Reporting (ELR, Syndromic and Cancer Registry)
  - ❑ Immunization Registry (Bi-Directional) & eCR – Electronic Case Reporting
- ❑ **Interstate Exchange**
  - ❑ HIE to HIE
  - ❑ Civitas - Patient Centered Data Home (PCDH)
  - ❑ eHealth Exchange

8

8

Virtual Health Record (VHR)

9

❑Direct Trust Secure Messaging lets users share clinical information— such as clinical care summaries, referrals, transitions of care documents, immunization records, lab results and images—through secure, encrypted email exchange with other providers.

❑Most importantly, other providers can send clinical information instantly, so providers have it before the patients arrive.

Direct Secure Messaging (SM)

10

Subscription Services

- Health Plan provides monthly attribution roster including Primary Care Physician assigned
- Health Plan is source of truth for attribution
- Assists in alerting providers of new patient assignments
- Sets up foundation for current and future reporting

11

Value Based Contracts

12

Slide 13 — Hospital Notifications

SHARE Hospitalization Report

The following patient(s) has presented with an encounter:

Last Name	First Name	DOB	Patient's Phone	Payer Relationship	Name of Hospital	Attending Provider	Primary Diagnosis	Description of Visit	Type of Visit	Date and Time
Ball	Lucille D	10/24/2008		Medicaid	Drew Memorial	Brian Beans	Crohn's disease, unspecified, with suspect	Discharge/End Visit	Emergency Room	04/27/2021 23:45
Taylor	Tim F	3/30/1965	(501) 555-6655		Drew Memorial	Charlie Russ	Major depressive disorder, recurrent, unc	Discharge/End Visit	Inpatient	04/28/2021 00:45
Smith	John	9/1/2017	(479) 555-5555		Magnolia Hospital	Mary Moon	Type 2 diabetes with ketoacidosis	Outpatient to Inpatient	Outpatient to Inpatient	04/28/2021 02:30
Duck	Donald	2/4/1982			UAMS	John Smith	Back pain	Admission	Emergency Room	04/28/2021 03:17
Mouse	Minnie	3/15/1942	(970) 555-5555	Medicare PCF	UAMS	John Smith	Contact with exposure to covid-19	Discharge/End Visit	Emergency Room	04/28/2021 11:25
Mouse	Mickie	5/18/1942	(970) 123-4567		Drew Memorial	Jane Doe	Strain of unspecified muscle	Discharge/End Visit	Inpatient	04/28/2021 14:32
Gilmore	Lorelai	4/11/1935	(479) 123-4567		ACH	Ricky Ball	Shortness of Breath	Admission	Emergency Room	04/28/2021 16:45
Glitter	Poppy	9/19/1967			Baptist Health	Bill Silver	Acute viral hepatitis	Discharge/End Visit	Emergency Room	04/28/2021 19:00
VonSweet	Penelope	9/19/1937		Ark Health and Wellness	Drew Memorial	John Taylor	Unspecified pain	Admission	Emergency Room	04/28/2021 22:33
Wreck	Ralph	7/1/1962			Blue Cross	Mercy Health	Steve Emdee	COVID 19	Outpatient to Inpatient	Outpatient to Inpatient	04/28/2021 23:01
VonSweet	Penelope	9/19/1937		Ark Health and Wellness	Drew Memorial	John Taylor	abdominal pain	Discharge/End Visit	Emergency Room	04/28/2021 23:49

This report is a summary of your patient encounters who has had an event at a connected hospital in the last 24hrs.
Additional information can be found at SHAREArkansas.com

Hospital Notifications

EVENT NOTIFICATIONS VIA THE DIRECT STANDARD™

- ❑ Supports Value-based programs throughout state (PCF, PCMH, ACO, CIN)
- ❑ Sent daily to over 1000 Primary Care Physicians and Specialist
- ❑ Goal to reduce repeat acute care events
- ❑ Quickly identifies patients who have had a change in clinical status
- ❑ Aids in providing education for appropriate ER usage
- ❑ Helps in identifying high risk patients who frequent ER
- ❑ Report includes the attending provider to encourage collaboration between the PCP and hospitalist

13

13

Slide 14 — DCFS Custody Report

DCFS Custody Change Report

Patient ID	Last Name	First Name	DOB	Gender	Child Removal	Child Return Date	Custodian	Case Worker	Email
10790	Ball	Lucille	10/24/2008	F	8/12/2022		DCFS	Carol Tim	carol.tim@dhs.arkansas.gov
18133	Taylor	Mary	3/30/2005	F	7/1/2022	8/12/2022	Susie Taylor	John Doe	john.doe@dhs.arkansas.gov
37596	Smith	Joe	9/1/2017	M	8/13/2022		DCFS	Jane Doe	Jane.doe@dhs.arkansas.gov
18133	Duck	Donald	2/4/2022	M	8/13/2022		DCFS	Mary State	mary.state@dhs.arkansas.gov
87664	Mouse	Minie	3/15/2015	F	8/12/2022		DCFS	Carol Tim	carol.tim@dhs.arkansas.gov
18133	Loud	Laurie	5/18/2020	F	12/15/2020	8/12/2022	Lloyd Loud	John Doe	john.doe@dhs.arkansas.gov
87008	Gilmore	Rory	4/11/2016	F	8/10/2022	8/13/2022	Julie Jane	Jane Doe	Jane.doe@dhs.arkansas.gov
18133	Glitter	Poppy	9/19/2007	F	8/12/2022		DCFS	Mary State	mary.state@dhs.arkansas.gov
90763	VonSweet	Penelope	9/19/2010	F	8/12/2022	8/12/2022	pre-adoptive parents	Jane Doe	Jane.doe@dhs.arkansas.gov
18133	Wreck	Ralph	7/1/2012	M	7/5/2018	8/12/2022	Adopted	Mary State	mary.state@dhs.arkansas.gov

This report is a summary of your attributed patients that have had a DCFS custody change. It lists the date the custody change took place as well as the DCFS Primary Health Service Worker's contact information. Please note, custody change may affect patient's future scheduled appointments. Please be mindful of encryption when sharing PHI. DCFS has a Direct Secure Messaging address: dcfs@ohit.sharear.net. If you do not receive a response from the assigned case worker within 48 business hours, please contact Foster Care Manager daisy.duck@dhs.arkansas.gov or at 501-555-5555. If you have any questions about this new report, please contact SHAREHealth@arkansas.gov

DCFS Custody Report

EVENT NOTIFICATIONS VIA THE DIRECT STANDARD™

14

14

Slide 15

Hospital Admission Versus Readmission Costs

Hospital Admission Versus Readmission Costs, 2020

$14,500 — Average Cost of Admissions Overall

$16,300 — 12.4% Higher — Average Cost of a Single Hospital Readmission

Source: AHRQ Healthcare Cost and Utilization Project Statistical Brief #304, *Characteristics of 30-Day All-Cause Hospital Readmissions, 2016-2020.*
https://hcup-us.ahrq.gov/reports/statbriefs/sb304-readmissions-2016-2020.jsp

15

Slide 16

90-Day Hospital Readmission Notifications

90 - Day Readmission Report

The following patient(s) has presented with a readmission:

Patient's Name	DOB	Discharge Date	Discharge Hospital	Readmission	Readmission Date	Readmission Hospital	Description of Visit	Readmission Type	Days since Discharge
Lucille Ball	2008-10-24	2021-03-29 13:54:00	UAMS	Admission	2021-05-20 16:17:00	Drew Memorial	Discharge/End Visit	Emergency	52
John Smith	1986-07-26	2021-03-29 20:20:00	UAMS	Admission	2021-05-20 16:31:00	Drew Memorial	Discharge/End Visit	Urgent	52
John Smith	1986-07-26	2021-04-15 13:06:00	UAMS	Outpatient to Inpatient	2021-05-20 16:41:00	Magnolia Hospital	Outpatient to Inpatient	Emergency	35
Lucille Ball	2008-10-24	2021-02-24 20:78:00	UAMS	Admission	2021-05-20 04:47:00	UAMS	Admssion	Emergency Room	85
Minnie Mouse	1991-10-03	2021-03-09 19:58:00	UAMS	Transfer	2021-05-20 1:18:99	UAMS	Discharge/End Visit	Emergency Room	72
Mickey Mouse	1978-10-28	2021-04-01 20:20:14	UAMS	Admission	2021-05-20 18:31:14	Drew Memorial	Discharge/End Visit	Inpatient	49
Poppy Glitter	1963-01-25	2021-02-25 19:53:96	UAMS	Admission	2021-05-20 06:47:33	ACH	Admssion	Emergency	84
Poppy Glitter	1963-01-25	2021-04-20 13:54:00	UAMS	Transfer	2021-05-20 11:47:00	Baptist Health	Discharge/End Visit	Emergency Room	30
Minnie Mouse	1991-10-03	2021-02-21 10:31:00	UAMS	Admission	2021-05-20 04:47:00	Drew Memorial	Admssion	Emergency	88
Minnie Mouse	1991-10-03	2021-04-15 13:06:00	UAMS	Admission	2021-05-20 11:41:00	Mercy Health	Outpatient to Inpatient	Unknown	35

The 90-day Readmission report is a summary of patients that discharged from your facility and were readmissted at any SHARE participating hospital within 90-day time frame.

EVENT NOTIFICATIONS VIA THE DIRECT STANDARD™

HOSPITAL

PRIMARY CARE PROVIDER

SENDS NOTIFICATION

VIA DIRECT

RECEIVES NOTIFICATION

DirectTrust™

16

HOW TO GET IN TOUCH

Visit our Website:
SHAREarkansas.com

OR
Call: 501.410.1999

OR
Email:
SHAREhealth@arkansas.gov

Facebook, LinkedIn and X:
@SHAREarkansas

17

References

❑ Arkansas Department of Health. *Office of Health Information Technology – OHIT SHARE*.
https://healthy.arkansas.gov/boards-commissions/commissions/ohit-share/

❑ Centers for Medicare & Medicaid Services. *MIPS/MACRA*.
https://www.cms.gov/medicare/quality/value-based-programs/chip-reauthorization-act

❑ Centers for Medicare & Medicaid Services. *Promoting Interoperability Program*.
https://www.cms.gov/medicare/regulations-guidance/promoting-interoperability-programs

❑ Centers for Medicare & Medicaid Services. *Shared Saving Program*.
https://www.cms.gov/medicare/payment/fee-for-service-providers/shared-savings-program-ssp-acos

❑ SHARE. *SHARE Arkansas HIE*. https://sharearkansas.com

18

18