

Santa Cruz Health Information Exchange

Bill Beighe, CIO

Physicians Medical Group

HIE /Medical Community Profile

- 350+ Providers – 700 Active HIE Users
- Independent Physicians, Facilities, County Health, Safety Net Clinics
- 2 Hospitals, 4 Labs, 1 Radiology, 2 Surgery Centers
- 100 different locations
 - Range from pure paper to completely paperless
- Interfaces to Epic and Cerner Powerchart

Stats

- Just over 1,000,000 clinical documents per month exchanged.
- 10,000 Rx's delivered per month
- 1,500 pre-treatment authorizations per month
- Thousands of referrals
- 1,500 + users in the address book

HIE Approach

- Implemented Elysium in 1996
- All Providers in the county are in the system either as electronic (web-based) or fax recipients.
- Most healthcare organizations feed data into the system real time (hourly).
- System complements paper as well as offers web-based EMR-lite and offers direct interfaces into full blown EMR systems.

Clinical Collaboration

- Community Patient Index
 - Fed by IPA, County Health Services and hospitals and clinics directly
 - Covers 95% of population
- Lab Ordering
- Lab Results
- Prescription Writer
- Patient Memo
- Referrals and Authorizations
- Transcriptions

Patient Memos

- E-mail like method of communicating
 - Attach any clinical information related to patient
 - Works in clinic as well as across clinics to all members of the care team.
- Users must exist in the address book. HIPAA compliance.

Progress Reports

- Consultants can dictate or attach progress notes for secure distribution to referring MD as well as all members of the care team.
- Copy is permanently kept in both sender and recipients electronic “chart”

Awaiting Action

- The users clinical “in-box”
 - All incoming information lands here
 - Grouped by patient name
 - User can quickly review and “action” to another user for follow up or can file away in the permanent “chart”.
 - User can initiate other actions from any clinical document – for example process an authorization or referral to specialist, write an Rx, order a lab test.
 - Recipients and be at ANY clinic or location, not just inside

Workflow - Action

- Action buttons can be customized to the users preferences.
 - Delegate items to staff with specific preset instructions – ie call patient schedule appointment; call patient tell all is clear with test result, etc.
 - Can be actioned across clinic boundaries and to a mix of electronic and fax users

Direct Referrals

- Direct MD to MD referral
- Attach relevant clinical data – labs – radiology, transcriptions ...
- Can include ICD / CPT codes as well as local data – pictures, pdf's ...
- Copy is kept for both sender and recipient

Pre-Treatment Authorizations

- Authorization request from flows directly to the health plan nurse case management system and medical director.
- Approval or follow up request usually processed completely electronically within 20 minutes. Complex cases can take several hours.
- Clinical data (labs H&P etc.) automatically flows to all members of the care team.
- All electronic end-to-end
- Permanent record in the patient chart for medical billing

Transcription

- Providers can review and sign and distribute dictations to all members of the care team.
- Timely
- User is in control
- Automatically becomes permanent part of chart.

Privacy & Security

- Notes / Domino Security
- Usage Analyzer
- Conclusions / Expectations

Breaking down the barriers

- Paper based systems and even EMR's promote a silo approach and are inherently difficult to share information across practices / clinics.
- The Elysium system breaks down these barriers and promotes clinical collaboration ACROSS numerous providers allowing for better more efficient and effective health care for the patient.
- The EMR-lite solution provides a inexpensive and valuable way to communicate across practices.

Lessons Learned

- Lead / Sponsor
- Collaboration
- Local Support
- Interfaces Becoming More Important
- Long Implementation / Adoption Timeline
- Things Change and Need Constant Attention

What's Next for Santa Cruz

- Bi-directional interfaces
 - EMR “Hub” & Edge Server
 - CCHIT compliant EMR's
 - 3rd Party Transcriptionists
 - Other legacy systems
- Virtual Patient Record
 - Hospitalist, ED, Nursing Homes, Case Management, Surgery Center
- Custom Forms
 - Home Health, Eye and more