Improving the Health of Connecticut Citizens,

Introducing Connie Our State Recognized Health Information Exchange

UCONN HEALTH

This webinar is funded by grants from:

Neither Connecticut Office of Health Strategy nor Connie had undue influence on the content of this program.

UCONN HEALTH

New CME Series – with CPE sought as appropriate

Health Information Technology for Clinicians: How to Achieve Optimal Outcomes

Webinars and In-person events

Activity Director/Moderator: Thomas Agresta MD, MBI

Department of Family Medicine, Center for Quantitative Medicine

UConn Health

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Health Information Technology for Clinicians:
How to Achieve Optimal Outcomes

Sample Topics

- Medication Safety/ Reconciliation
- Health Data Analytics
- eCQMs (electronic clinical quality measures)
- Telehealth
- Precision Medicine
- Health Information Exchange
- Patient Consent models
- Public Health Informatics
- Patient-Generated Data

This series is funded by a grant from the Connecticut Office of Health Strategy, which did not influence the content of the program.

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Housekeeping

All participant lines will be muted during the panel discussion

The panelist will address you questions during the Q/A session from the Q/A chat feature

If we are not able to address your question today, we will follow up with you directly using your registered email.

This session will be recorded and available for download along with the slides used today.

Instructions on how to access will be sent after the session to your registered email along with instructions to earn CME and CPE credit.

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Presenters

Allen Davis, MD, FACP

Regional Medical Director, West Region
ProHealth Physicians, part of OptumCare

Joe Quaranta, MD

President
Community Medical Group

Jenn Searls, MHA

Executive Director
Connie
(Connecticut Information Exchange)

Disclosures: All presenters have reported they have no conflicts to disclose

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Learning objectives

1

Describe the current ways health information exchange (HIE) is occurring between clinical providers in Connecticut and its future status and direction.

2

Discuss the benefits of effective HIE to various stakeholders such as patients, providers, health organizations, payers and public health

3

Identify the current and upcoming ways Connie is implementing HIE in Connecticut.

4

Discuss how you and your organization can get involved in Connie, the state's endorsed HIE

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A Message from Vicki Veltri, JD

Executive Director of the Office of Health Strategy

OHS
CONNECTICUT
Office *of* Health Strategy

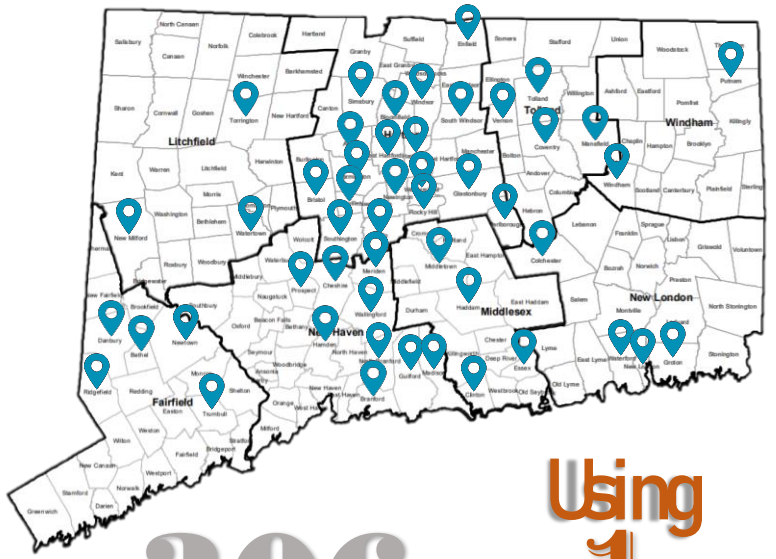
Welcome Video

About ProHealth Physicians

- ProHealth Physicians is located in every county in Connecticut
- We service both adult and pediatric patients
- Patient Centered Medical Home
- Our EHR is Allscripts

80+
Locations

380,000
Patients



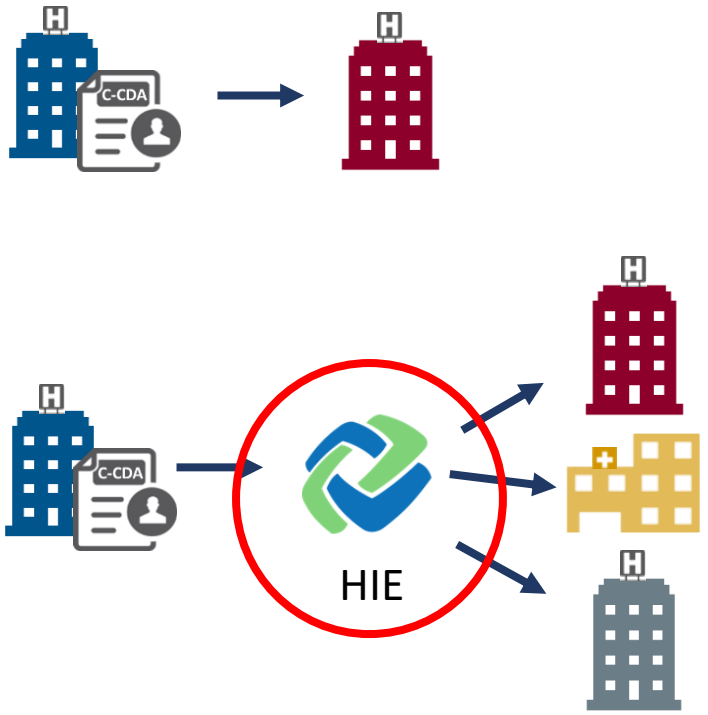
306
Providers

Using
1
EHR

ProHealth™
PHYSICIANS
Part of OptumCare®

What is Health Information Exchange?

- **Health information exchange** (*verb*) – process of sharing health information electronically[1]
- **Health Information Exchange** (noun) – organization that provides technology and services to allow their stakeholders to securely share health information[1]



[1] https://strategichie.com/about/#1601563275277-109c4b48-8320

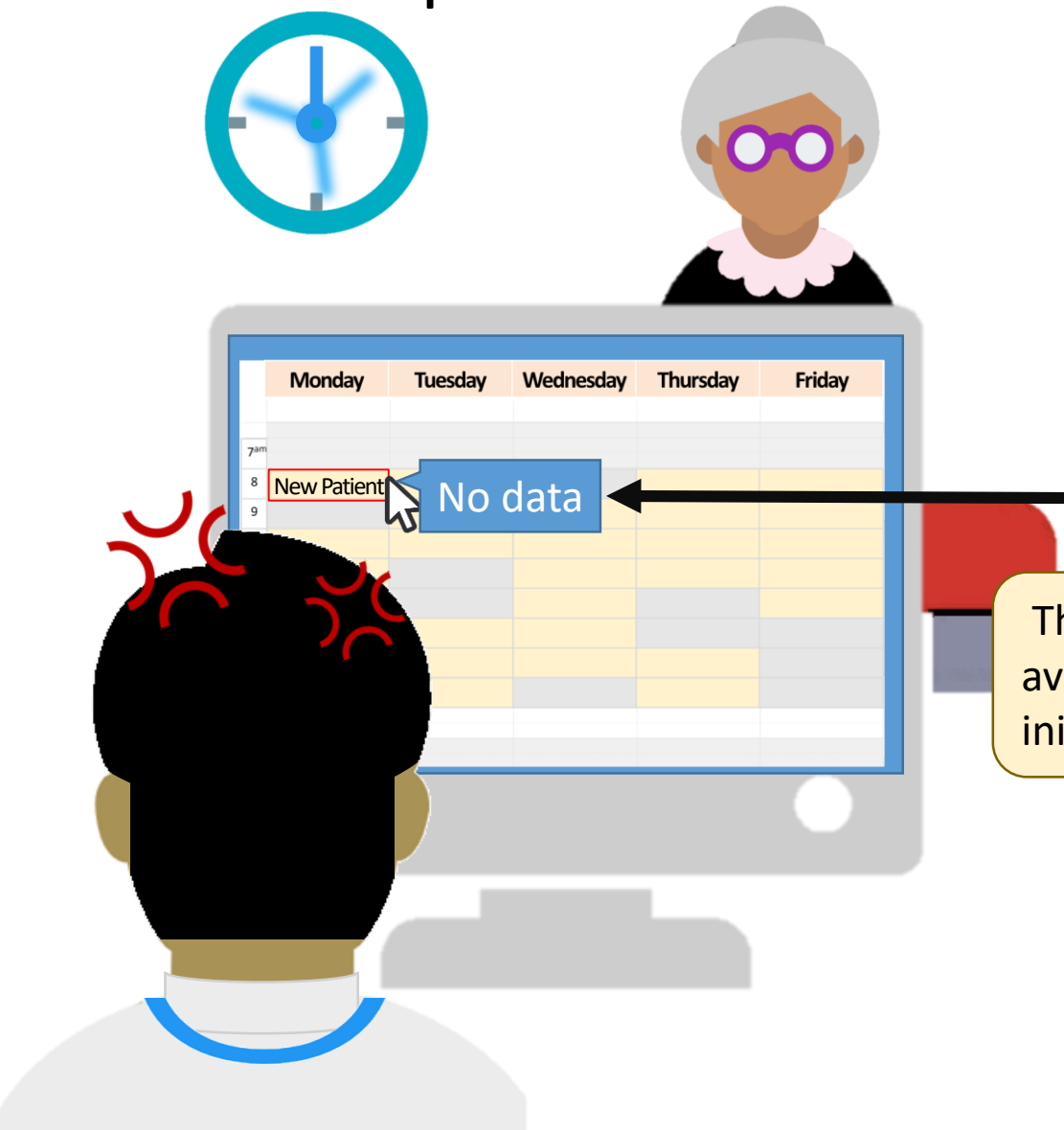
Question:

Why do we need a Health Information Exchange?

Answer:

For the Monday morning new patient

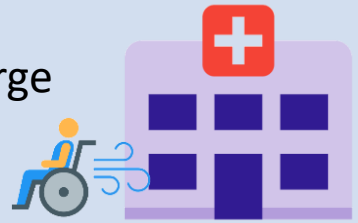
New patient to the practice



This data is not frequently available at the time of the initial office visit.

Data

Recent Discharge



Compare X-rays

Tests	Result	Flag	Units	Reference Interval	Lab
Glucose			mg/dl		
BUN			mg/dl		
Creatinine			mg/dl		
BUN/Creatinine Ratio					
Sodium			mmol/L		
Potassium			mmol/L		
Chloride			mmol/L		
Carbon dioxide			mmol/L		
Calcium			mg/dl		

Compare ECGs

Medication Lists

Poll

Does your organization Exchange Data electronically via an HIE?

a) Yes - Via our Electronic Health Record
b) Yes - Via a third party HIE vendor (CT Healthlink, eHealth Exchange)
c) No
d) Don’t know

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About CMG

Physician Led

Clinically Integrated

Quality Care

Clinician Support

1000+
Independent Physicians

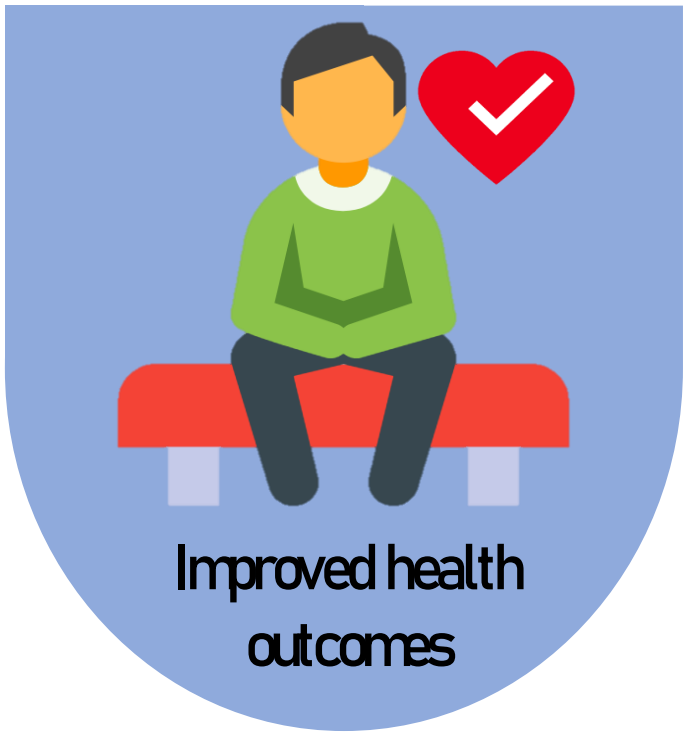
250
Practices

30+
Different EHRs

Across 3 Counties

CMG COMMUNITY MEDICAL GROUP

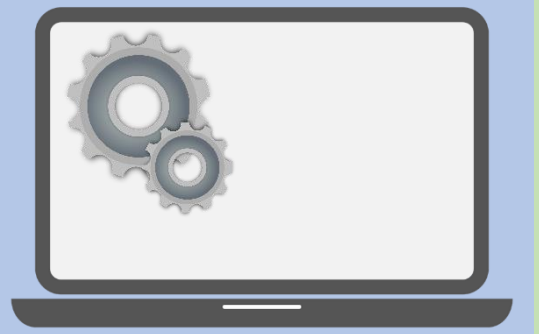
Patient Benefits



Provider Benefits

Access to more patient data

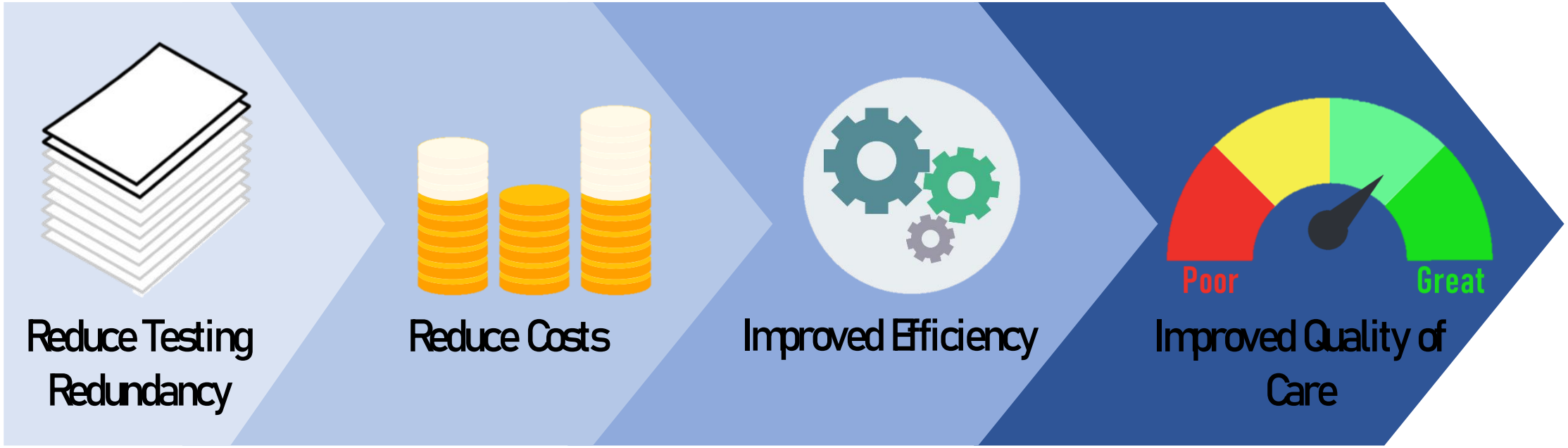
Improved patient safety



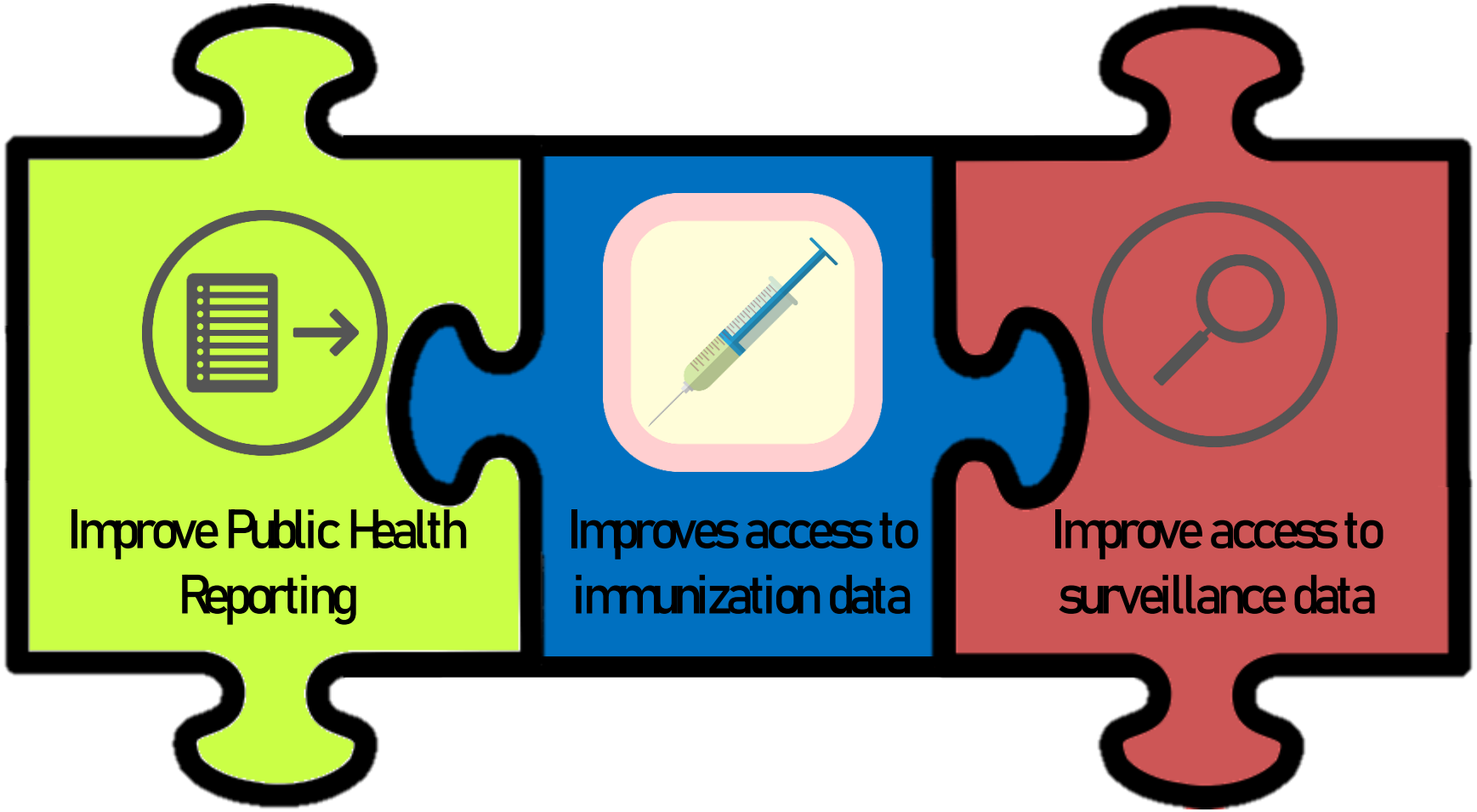
Clinical Decision Support Tools

Time Saved

Healthcare Organizations and Payer Benefits



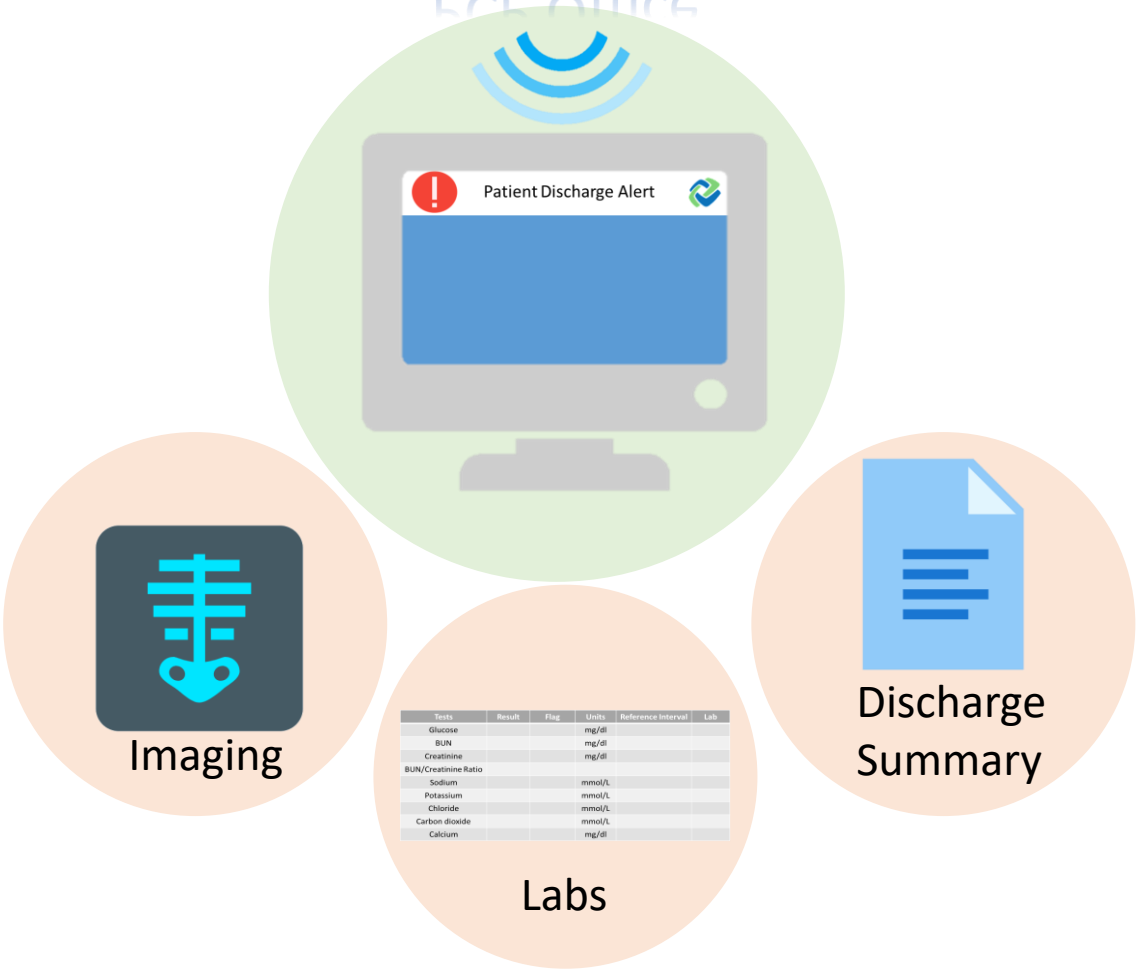
Public Health Benefit



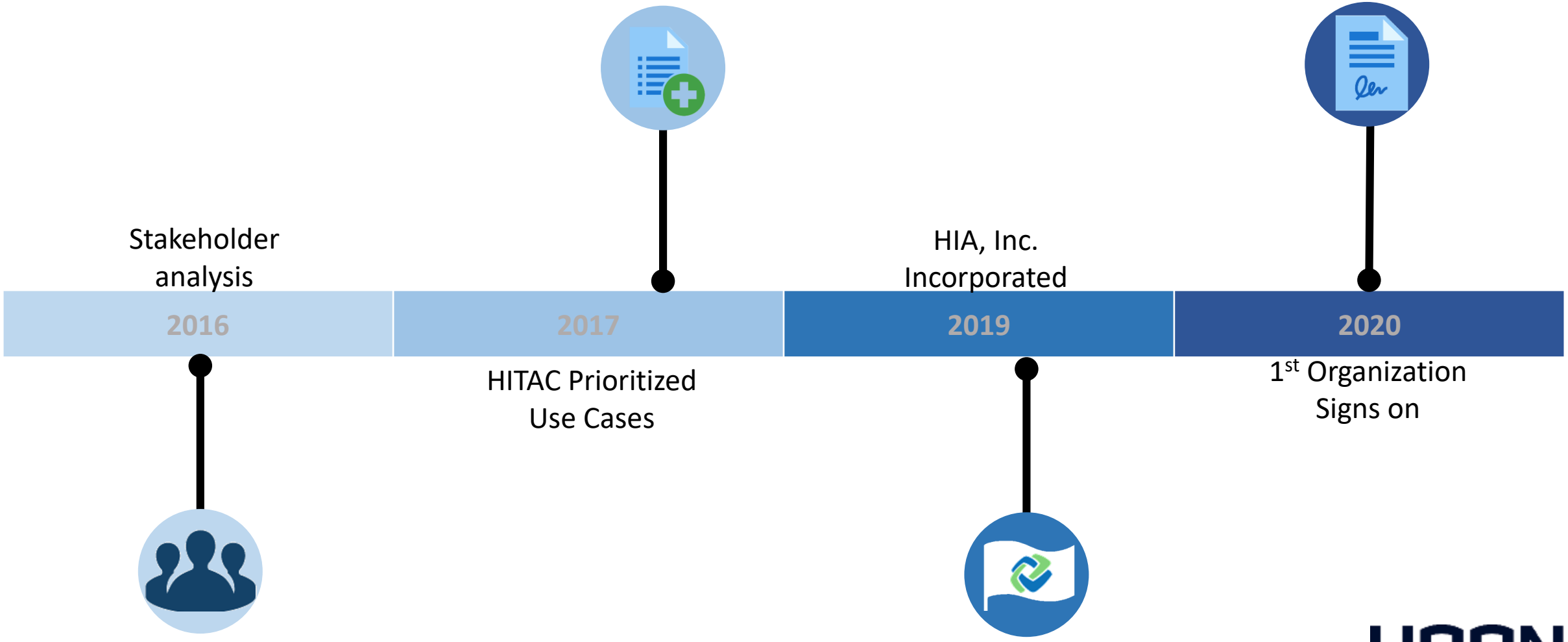
Encounter Notifications

Discharging Facility

PCP Office



Connie Timeline



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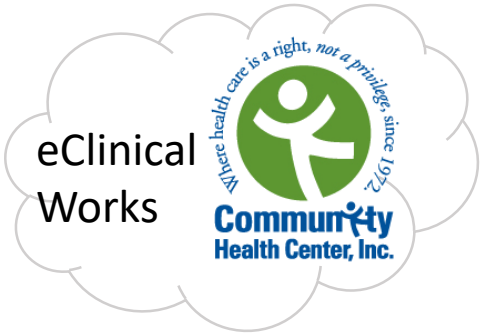
The Cloud's the Limit

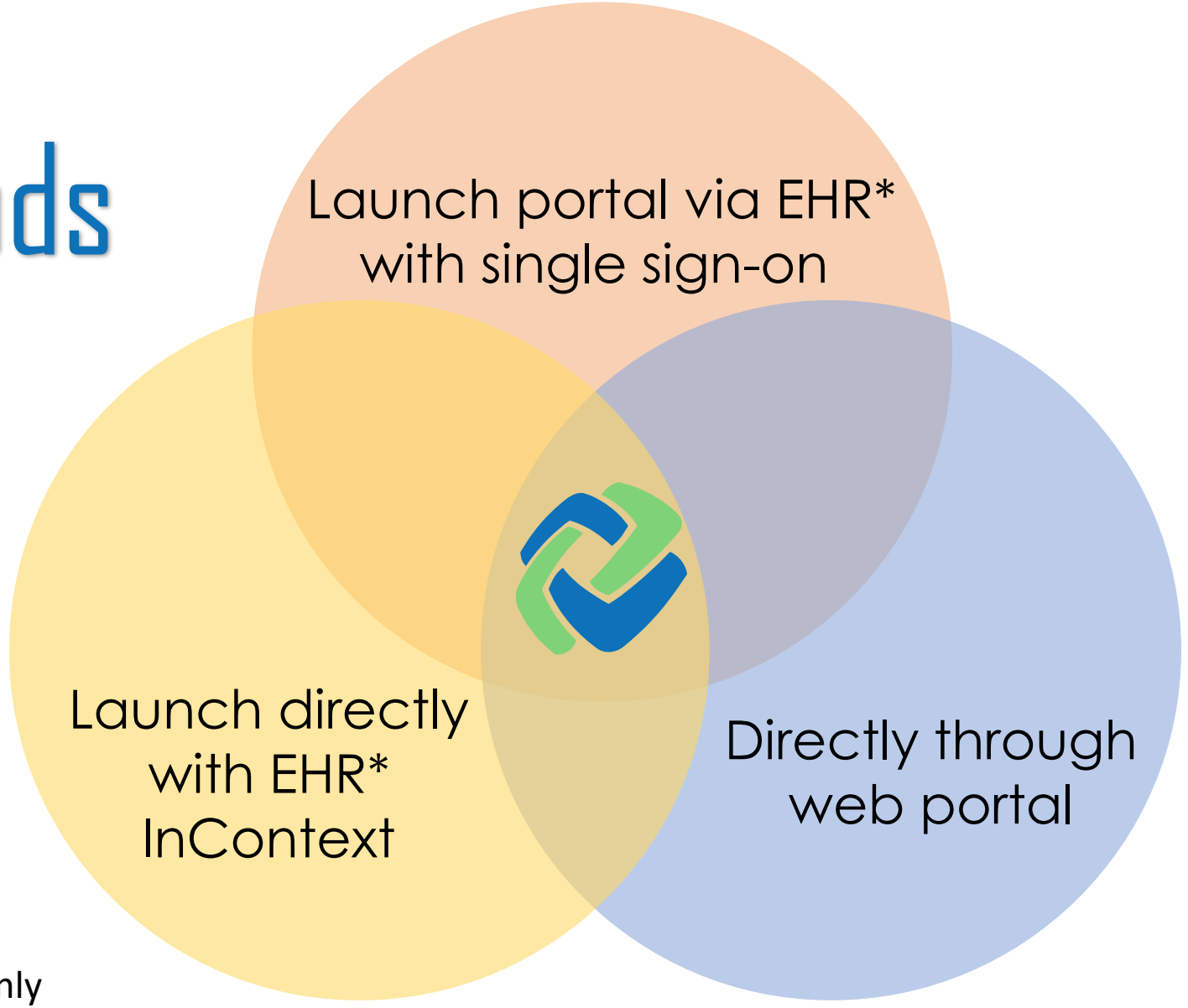
Allscripts

eClinical Works



How to Access Connie

3 Methods



*with compatible systems only

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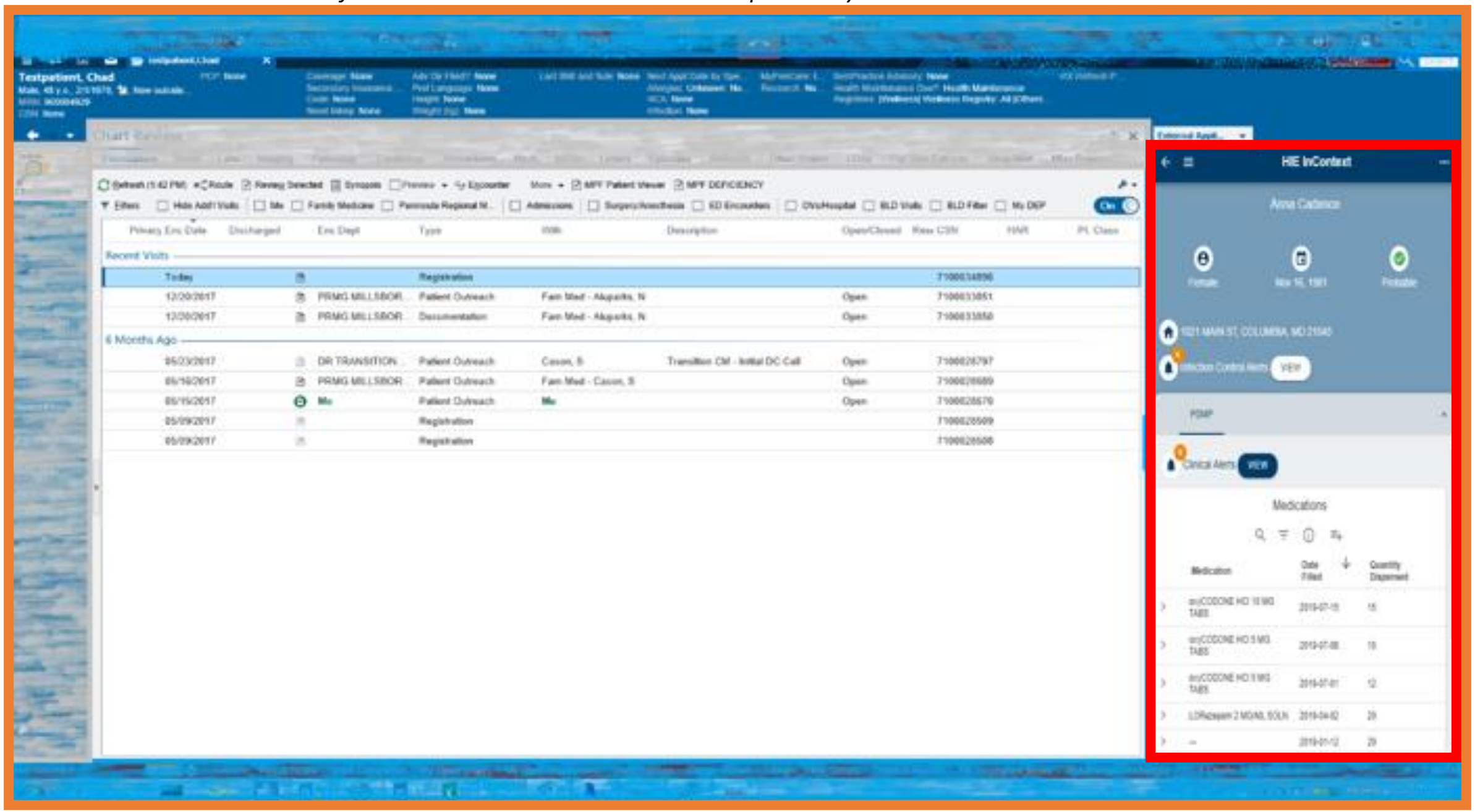
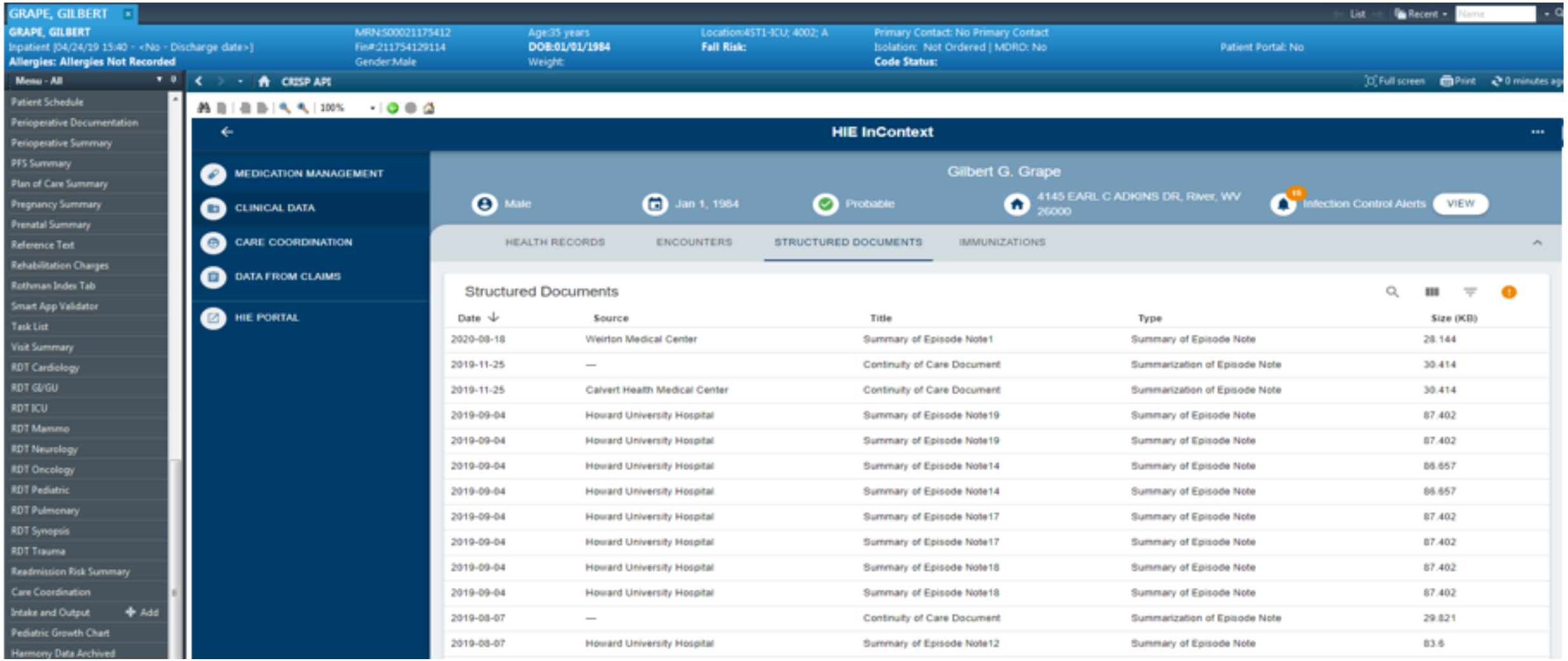
Actual view of HIE InContext embedded within the Epic EHR system



Actual view of HIE InContext embedded within the Cerner EHR system



Encounter Notification Demo

Poll

What would be the biggest benefit for your organizations in adopting an effective HIE?

a) **Improve clinical care outcomes**
b) **Improvement in care coordination**
c) **Improving provider efficiency when viewing outside data**
d) **Decrease in redundant or unnecessary tests**
e) **Decrease in cost of care**
f) **Improvement in public health outcomes**

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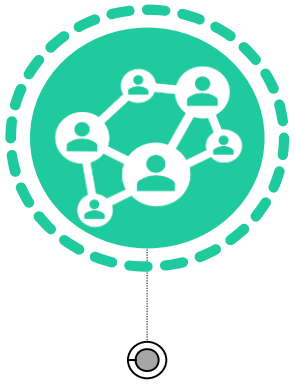
Connie

Connecting People for Better Health

Implementation of HIE in Connecticut

About Connie

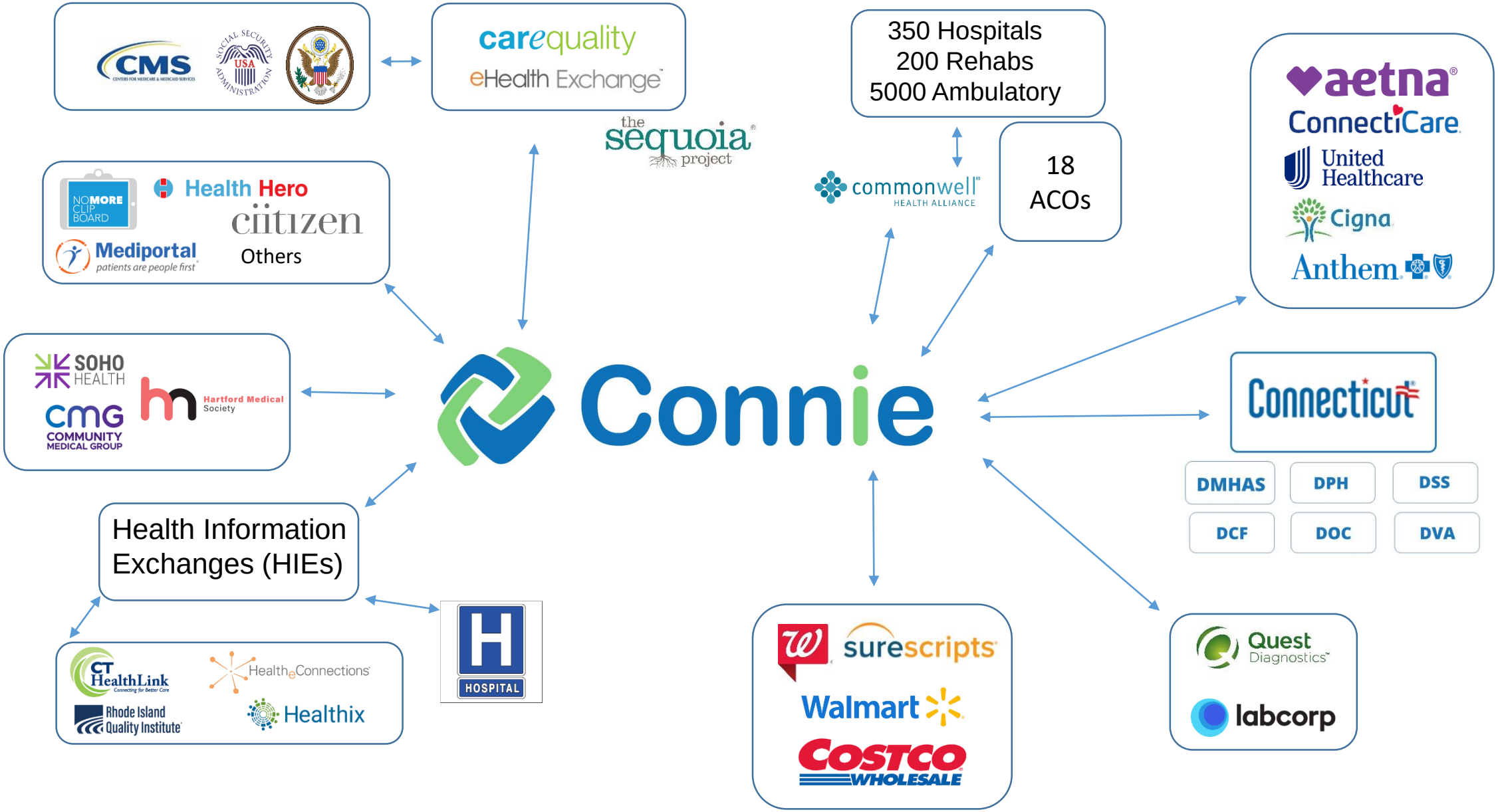
Independent, not-for-profit, neutral and trusted organization authorized by State statute (CGS 17b-59d and 17b-59g) to develop and operate statewide HIE in Connecticut



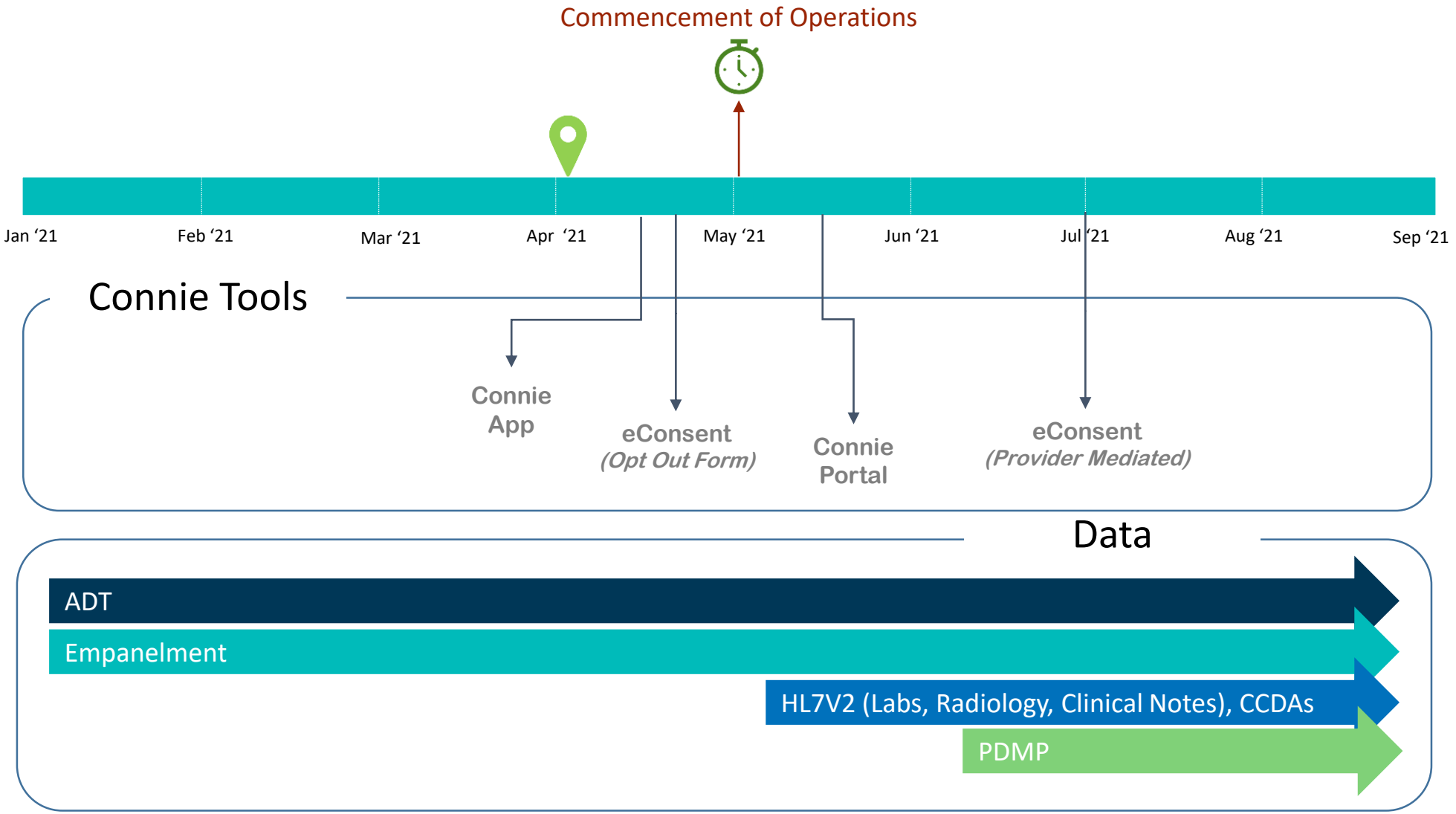
Network-of-networks model to enable exchange of clinical information across all health care settings

Statewide leader for adoption of HIE shared services that bring meaningful and sustainable value

Promote trust by establishing common “rules of the road” for guiding governance and operations activities


CMS
USA
carequality
eHealth Exchange
the sequoia project
350 Hospitals
200 Rehabs
5000 Ambulatory
commonwell HEALTH ALLIANCE
18
ACOs
aetna
ConnectiCare
United Healthcare
Cigna
Anthem
NO MORE CLIP BOARD
Health Hero
citizen
Mediportal
patients are people first
Others
SOHO HEALTH
CMG COMMUNITY MEDICAL GROUP
Hartford Medical Society
Connie
Connecticut
DMHAS
DPH
DSS
DCF
DOC
DVA
Health Information Exchanges (HIEs)
CT HealthLink
HealthEConnections
Rhode Island Quality Institute
Healthix
HOSPITAL
surescripts
Walmart
COSTCO WHOLESALE
Quest Diagnostics
labcorp

CONNIE DEPLOYMENT TIMELINE (FY 21)



Participation Requirements (State Statute)

Once Connie offically launches:

- Hospitals and labs have **one year** to begin connecting with Connie.

- All other healthcare providers have **two years**:
  - Those with an electronic health record (EHR) system will connect to Connie
  - Those without an EHR will begin exchanging secure messages with Connie.

Connecting with Connie means
sharing your patients' clinical and demographic data

• Available Use Cases

Empanelment

- Participant sends individually identifiable demographic and health care provider data indicating a care relationship (panel or ADT).
- Connie populates provider directory with care team information.

Encounter Alert

- Participant provides a list of active patients for whom they would like to receive relevant notifications.

Clinical Data

- Participant share clinical data to enable care coordination.
- Data may include: ADTs, Labs (ORU), Transcribed Documents (MDM), and CCDs).

Initial Data Requested from Participants

Upon signing Foundational Use Cases

Hospital Systems

- Patient Panel
- Encounters
- Care Team
- Lab results
- Radiology Reports
- Transcribed Docs
- CCDAs

Acute Care Facilities

- Patient Panel
- Encounters
- Care Team
- Lab results
- Radiology Reports
- Transcribed Docs
- CCDAs

Ambulatory Facilities

- Patient Panel
- Encounters
- Care Team
- Lab results
- Private Radiology Reports
- CCDAs

Labs

- Panel
- Lab results

Payers

- Patient Panel
- Care Team
- Alerts/Indicators

Community Based Organizations

- Patient Panel
- Care Team
- Alerts/Indicators

• More to Come….

eConsent - Provider Mediated Affirmative Consent

- Streamlining the process for patients to give affirmative consent to SUD providers to share data protected by 42 CFR Part 2 through the HIE.

CT Prescription Monitoring and Reporting System (CPMRS)

- Participating organizations will have visibility into a patient's prescription records from CPMRS through the provider portal or their own EHR/EMR.

eConsult/eReferral

- Enabling asynchronous, consultative, provider-to-provider communications within a shared electronic health record (EHR) or through an HIE; and facilitating patient referrals.

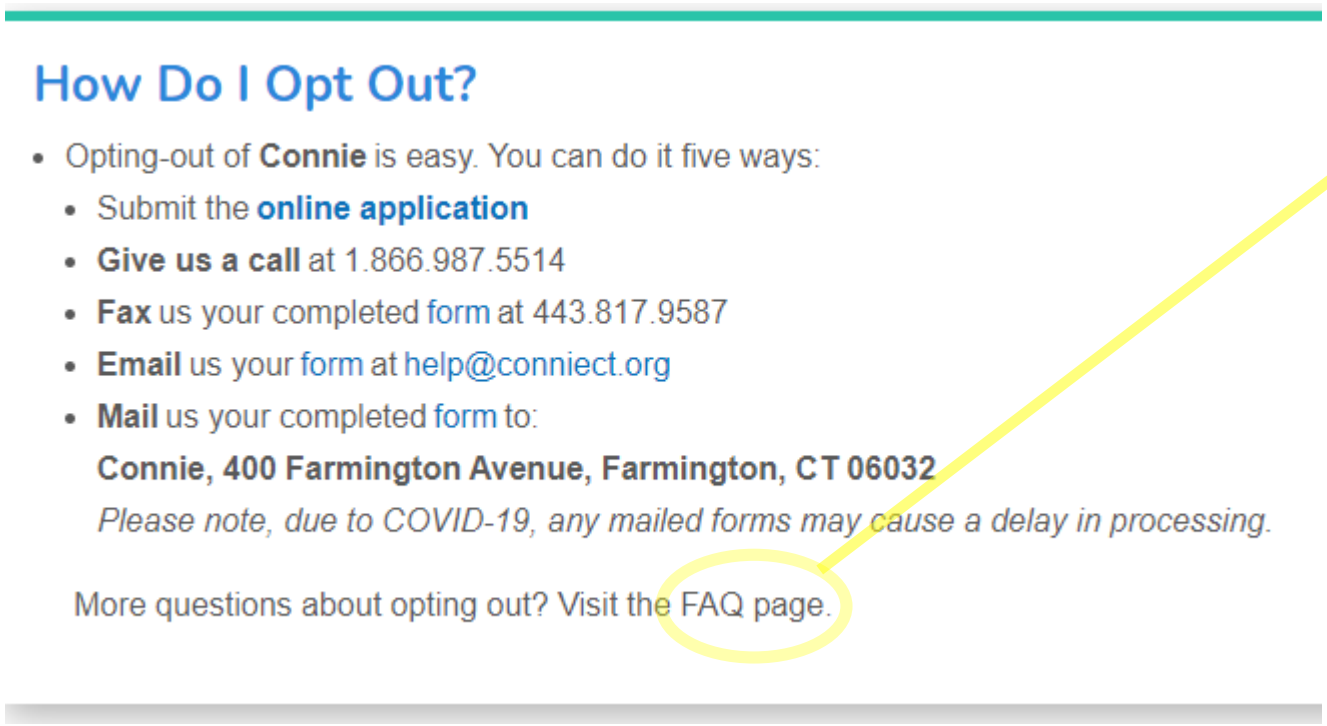
Best Possible Medication History (BPMH)

- Identify all known sources of medications and identify duplications of the same prescription, allowing providers to undertake their own medication reconciliation processes utilizing such tools as their EHR clinical decision support for the identification of drug-drug / drug-allergy contraindications.

Advance Directives

- Provide standard, statewide electronic access to Advance Directives.

Patient Privacy



How Do I Opt Out?

- Opting-out of **Connie** is easy. You can do it five ways:
  - Submit the **online application**
  - **Give us a call** at 1.866.987.5514
  - **Fax** us your completed form at 443.817.9587
  - **Email** us your form at help@conniect.org
  - **Mail** us your completed form to:
    Connie, 400 Farmington Avenue, Farmington, CT 06032
    Please note, due to COVID-19, any mailed forms may cause a delay in processing.

More questions about opting out? Visit the FAQ page.

Find Patient Privacy FAQs at conniect.org

Is my information secure?

Who can access my information?

Can I control who sees my information in Connie?

What happens once I send in my opt-out form?

Are there exceptions to my choice to opt-out?

Do my providers know if I have opted-out?

Do health insurance companies have access to my data?

What do I do if I think an unauthorized person viewed my records?

More….

Can I get help?

• There’s help…

There is no cost to connect to or receive data from Connie.

For a limited time, here are technical assistance dollars available for healthcare entities who connect to Connie.

Connie

Connecting People for Better Health

How to Get Involved in Connie

Checklist to Participation

Legal Onboarding

- ❑ Sign trust framework agreement
- ❑ Sign on to at least two use cases
- ❑ For Technical Assistance support money (for a very limited time) sign the TA Statement of Work (SOW)

Technical Onboarding

- ❑ Contribute data
- ❑ Consume data

Health Systems

Yale NewHaven Health

Hartford HealthCare

FQHCs

- First Choice Health Center
- OPTIMUS Health Care
- Southwest Community Health Ctr
- Wheeler Clinic

DMHAS Facilities

- Capitol Region Mental Health Center
- Connecticut Mental Health Center
- River Valley Services
- Southeastern Mental Health Authority
- Southwest CT Mental Health System
- Western CT Mental Health Network

IPAs/CINs

SOHO HEALTH

CMG COMMUNITY MEDICAL GROUP

BH Providers

- Advanced Behavioral Health
- BHCare
- Bridges Healthcare
- Community Health Resources
- Community Mental Health Affiliates
- Sound Community Services
- United Services
- Wellmore Behavioral Health

Medicaid ASOs

Community Health Network of Connecticut, Inc.

beacon health options

HIE

CT HealthLink

Other

Community Health Center Association of Connecticut

signifyhealth

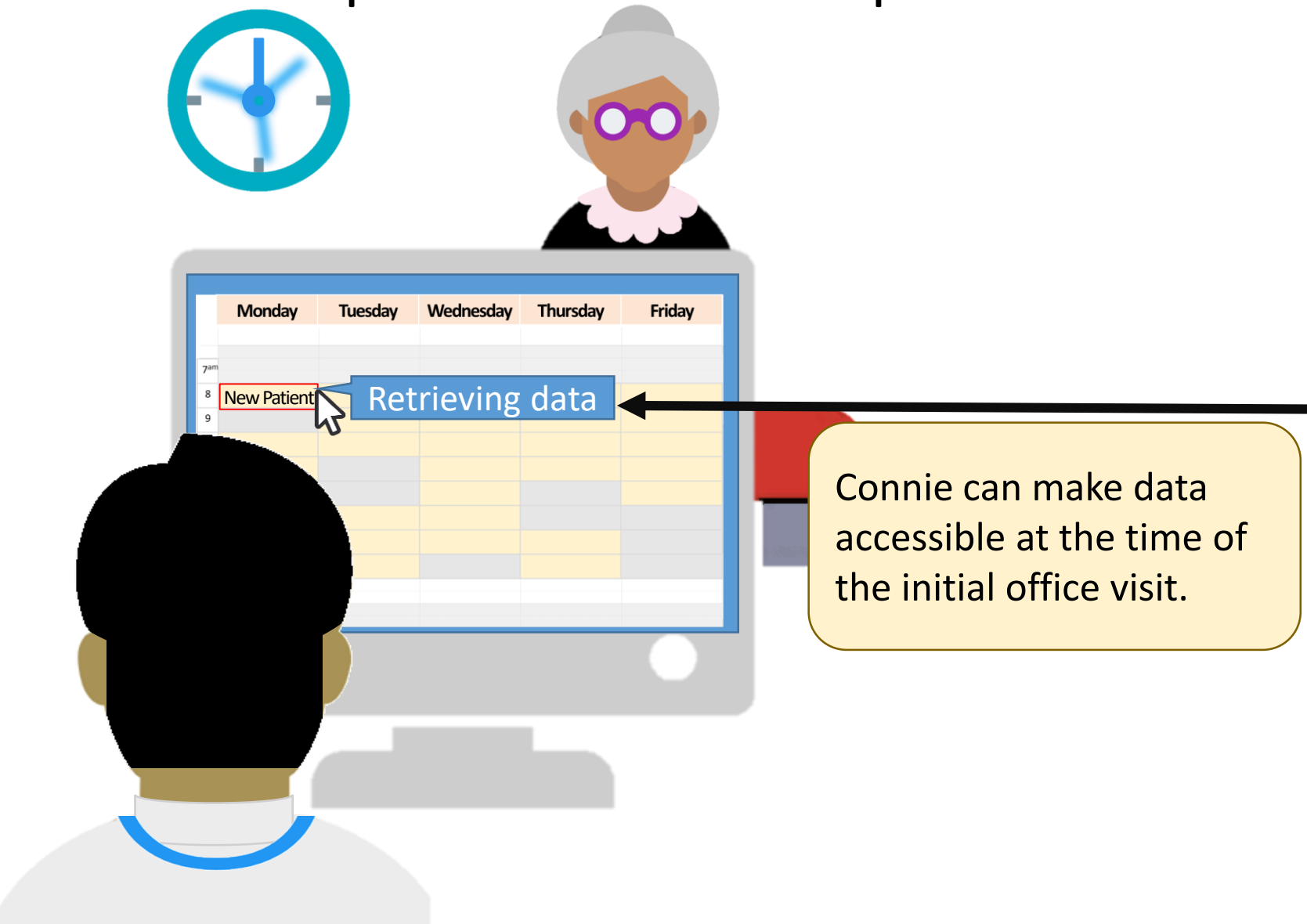
Medical Practices

- Auerbach Pediatrics
- Baker Pediatrics
- Candlewood Valley Pediatrics
- Canterbury Pediatrics
- Center for Pediatric Medicine
- Child & Adolescent Healthcare
- LifeSpring Pediatrics
- Litchfield County Pediatrics
- Manchester Pediatric Associates
- New Milford Pediatrics
- Newtown Pediatrics
- Pediatric Associates
- Pediatric Associates of Western CT
- Pediatric Care Center
- Pediatric Health Associates
- Pediatric Partners
- Pioneer Valley Pediatrics
- Rocky Hill Pediatrics
- SmartStart Pediatrics
- Village Pediatrics

ProHealth PHYSICIANS

Current Connie Network

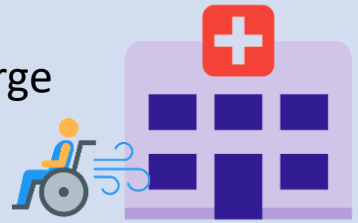
New patient to the practice



Connie can make data accessible at the time of the initial office visit.

Data via Connie

Recent Discharge



Compare X-rays

Tests	Result	Flag	Units	Reference Interval	Lab
Glucose			mg/dl		
BUN			mg/dl		
Creatinine			mg/dl		
BUN/Creatinine Ratio					
Sodium			mmol/L		
Potassium			mmol/L		
Chloride			mmol/L		
Carbon dioxide			mmol/L		
Calcium			mg/dl		

Compare ECGs

Medication Lists

Monday Morning Case Demo

Connie's Role With Population Health

EHR

Internal Patient Report

Patient MRN	A1C Value	A1C Date	Eye Exam	Eye Exam Date
0097868	Missing	Missing	Done	11/12/2020
0076453	5.8	2/23/2021	Completed	10/24/2020
0898778	6.2	12/3/2020	Missing	Missing
0046754	6.9	1/30/2020	Performed	7/8/2020
0753675	7.1	3/5/2020	Missing	Missing
0064325	Missing	Missing	Done	4/29/2020
0012485	6.5	7/30/2020	Missing	Missing
0017482	7.5	5/16/2020	Completed	2/12/2021
0084729	Missing	Missing	Done	9/20/2020

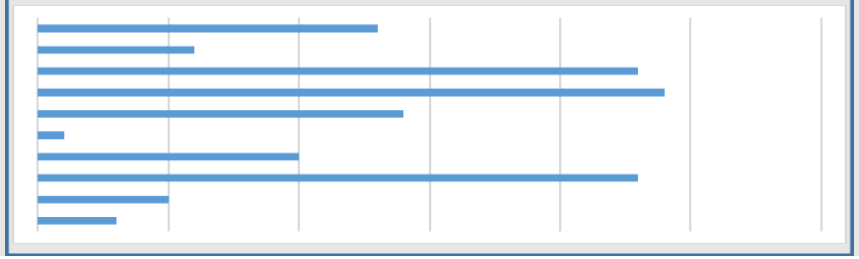
More insurance company contracts are based on quality metrics.

Portal

Patient MRN	0097868
DOB	MM/DD/YYYY

Summary | Claims | Labs

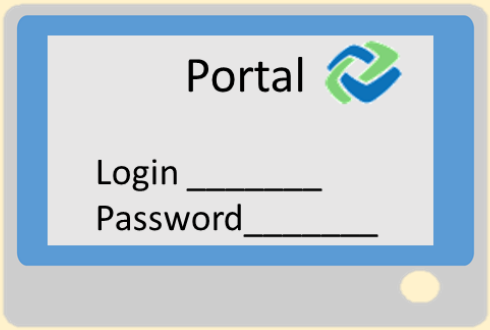
A1C Value	A1C Date	Eye Exam	Eye Exam Date
6.8	1/12/2021	Done	11/12/2020



A large amount of consultation, reports and testing are performed by providers outside of our organization

continued…

Time wasted looking for required testing



Would be easier to search for potential outstanding test results through HIE

- [x] Colorectal Cancer Testing
- [x] Diabetes Testing
- [ ] Renal Function Testing

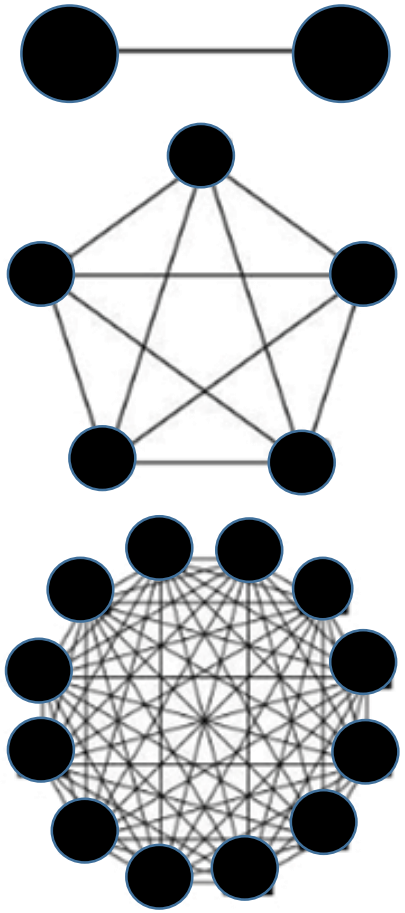
Often order testing to close data gaps

Focused outreach programs for high risk populations

Population Health Demo

Metcalfe's Law: The Power of Networks

Connections in a network = n(n-1)/2



2 Nodes = 1 Connection

5 Nodes = 10 Connections

12 Nodes = 66 Connections

Connie is Open for Data Sharing

Join Connie and help us in our mission to improve health outcomes in Connecticut.

Contact for more information:

info@conniect.org

(888) 783-4410

http://Conniect.org

Questions

- Contact us with any comments /
  HIELearning@uchc.edu
  Or
- Visit us at:
  https://health.uconn.edu/health-interoperability-learning/

Stay tuned for the next event!

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