



HCA Site Visit Whatcom Health Record Bank

August 2010

Access **My Health**
PARTICIPANT

A Pilot Project funded by
the Washington State Health
Care Authority

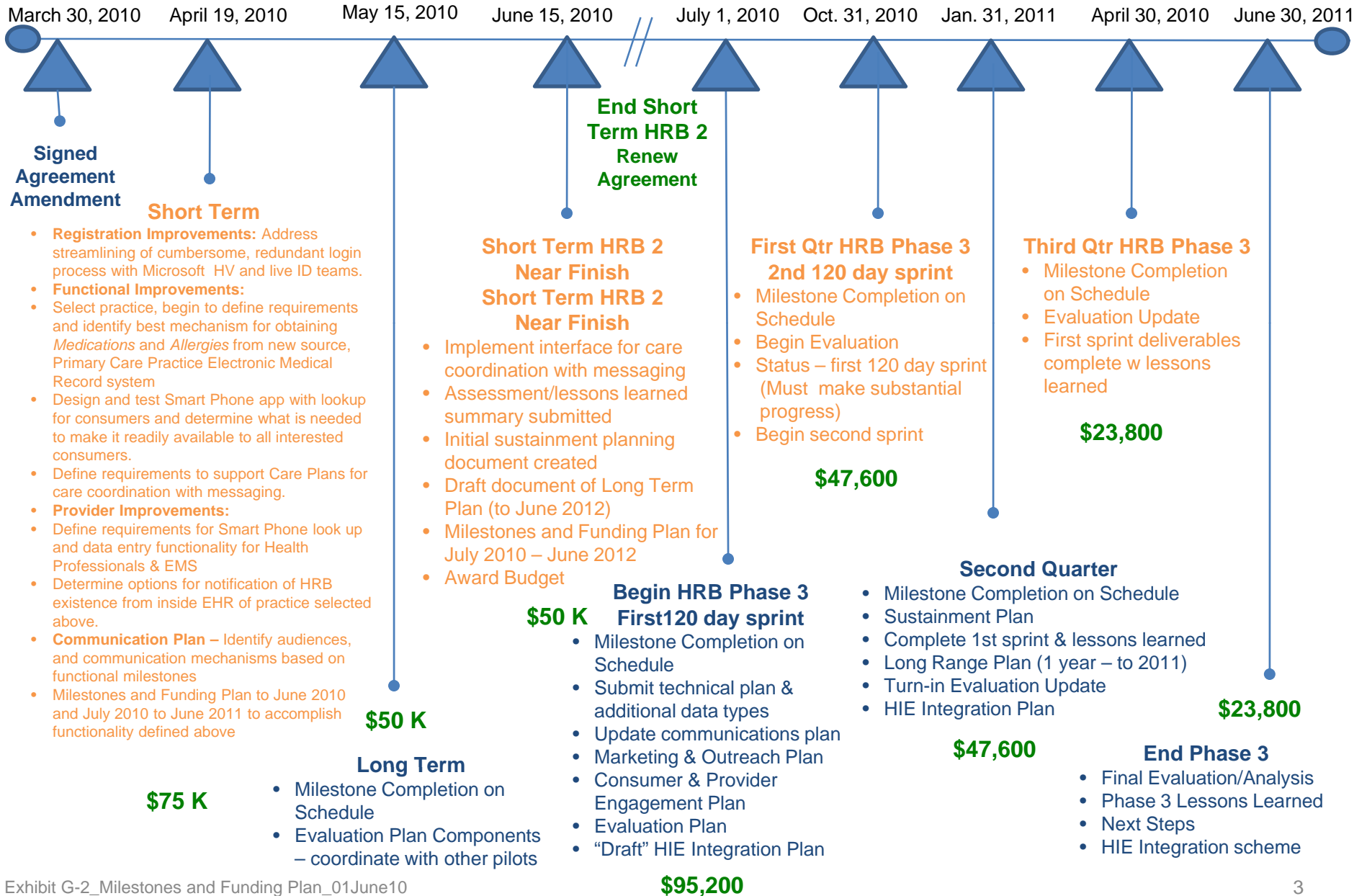




Plan for today's meeting

- Review our project plan & accomplishments since last sprint phase
- Upcoming sprint functionality (through December 2010)
- Contributions of consumers & providers in design and testing
- Live demo of registration and navigation of HRB and applications
- Community Connect project
- How HRB will be used to meet or assist in meeting meaningful use requirements
- HRB & HIE: interactions, convergence points, mitigation strategies
- Fund tracking, investment of local funds, Ideas and options for sustainability (past 2011)
- Medicaid and HRB
- Policy issues needing to be addressed (if any at this time or foreseen for 2011)

**Exhibit G-2
HEALTH CARE AUTHORITY
HEALTH RECORD BANK PILOT PROJECT
MILESTONES AND FUNDING PLAN
Proposed Health Record Bank Timeline 7/1/2010 – 6/30/2011**





Accomplishments to Date

Registration Improvements

- Simplified login page
- iSCP provides single login for users

- Issue: New HealthVault/Microsoft Live Services authentication page
 - Have issues filed with Microsoft



Accomplishments to Date

Functional Improvements

- Lab interface done to PeaceHealth Labs
- Live Child Profile linkage with ability to print blank DOH Certificate of Immunization Status form
- Ability to sort medications as you choose
- FCN/Interfaith CHC interfaces in process
 - Server and Software installed for data feeds for meds and allergies from two EMRs
- Care Manager functionality implemented, but not in use
 - Care Transitions project processes not implemented, so using this opportunity to continue technical improvements.
 - Plan to roll out independent messaging for consumers



Accomplishments to Date

Provider Improvements

- Defining requirements for smartphone UI for health professionals
- EMR-based notification for patients with Shared Care Plans
 - Plan agreed to by FCN, Interfaith & Kryptiq



Accomplishments to Date

Communication Plan

- Regular communications in *The Report* for health professionals
- Asthma and Allergy Clinic encouraging patient registration (no incentives from us!)
- Senior and Kids' Health Fairs result in registrations. Plan to participate in other fairs.
- Finishing development on high value connections & services before large ad blast to consumers



Accomplishments to Date

Other

- iSCP functional in private release with about twenty beta users
- Project Kickoff for HV Community Connect with go live set for January-February 2011 with Joint Center
- Joint Center registration forms live and workflows defined



Our Sprints

How we sprint

- Identify:
 - Functionality we need to build (new)
 - Improvements to existing functions
 - Performance issues (bugs)
- Plan:
 - New functions & improvements: Discuss needs and technical requirements; describe user experience; create mock-ups; develop timeline; file work request
 - Bugs: Document bugs for reproducibility; describe expected function or fix; write test plan; file work request



Our Sprints

- Schedule:
 - Time for fix estimated; sprints 2 weeks long and staggered by project
 - Work requests prioritized by Congral Project Manager with Shared Care Plan staff
- Implement:
 - Initial fixes and testing done on staging site
 - Fixes moved to beta site for further testing and QA; only moved to production when tests passed
 - Fixes moved to production and retested; Shared Care Plan staff test and accept or reject fixes
 - Issues closed when fixes are accepted



Upcoming Sprints

Now-October 31, 2010

- *iSCP*: Planning for release to Apple store
- *Fidalgo/Joint Center*: Planning for merge with Community Connect; implement workflow
- *Certificate of Immunization*: Build form that pre-populates with users' data
- *PeaceHealth Labs*: Defining requirements to get historical lab data
- *New User Interface*: Implement on live site
- *Patient Activation Measure*: Create reports for patients & clinicians; implement configuration based on PAM results
- *St. Joe's Pre-registration form*: Add new questions



Upcoming Sprints

November 1 – December 31, 2010

- *PeaceHealth Labs*: Implement historical data feed
- *Calendar/Messaging*: Implement for all SCP users
- *iSCP*: Apple store release and marketing
- *Fidalgo/Joint Center*: Continue planning for merge with Community Connect
- *Marketing*: Market new features as they come online



Consumers and Providers in Testing and Design

Contributions of consumers & providers

- Patient Family Advisory Council – monthly face to face and periodic e-mails
 - Weigh in on new UI look and features
 - Testing of functionality
 - Testing and Feedback on iSCP
- Providers – phone conferences, face to face meetings
 - Office staff in workflow design and UI feedback
 - Testing live application and iSCP
 - Implementation of new intake forms



Shared Care Plan



LIVE DEMONSTRATIONS – PART 1

**Shared Care Plan web application
iSCP application**



Shared Care Plan Web Application

- www.sharedcareplan.org
 - Registration for new account and initial login
 - Subsequent login
 - Child Profile connection
 - Certificate of Immunization
 - Intake forms
 - PeaceHealth Lab connection
 - Medication & allergies sorting



iSCP and SCP web application

- Clean and Simple Pairing
 - Log into your web plan – go to Connections tab
 - Click on Connect to iSCP
 - “Touch Here to Get Started” on iSCP
 - Type in four digit number in Web App
 - Type in four digit number on iDevice
 - Data downloads to iDevice
- Supports Offline access until/unless logged off
 - Warning dialogue before logoff



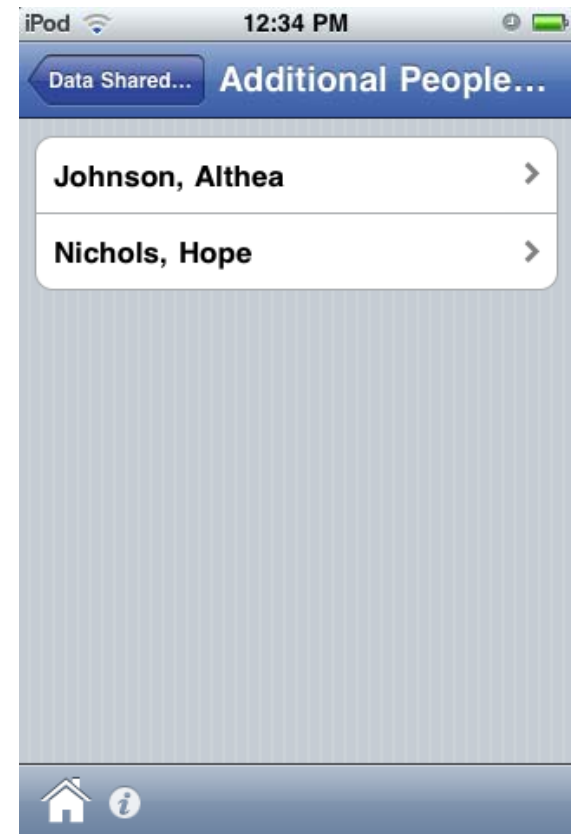
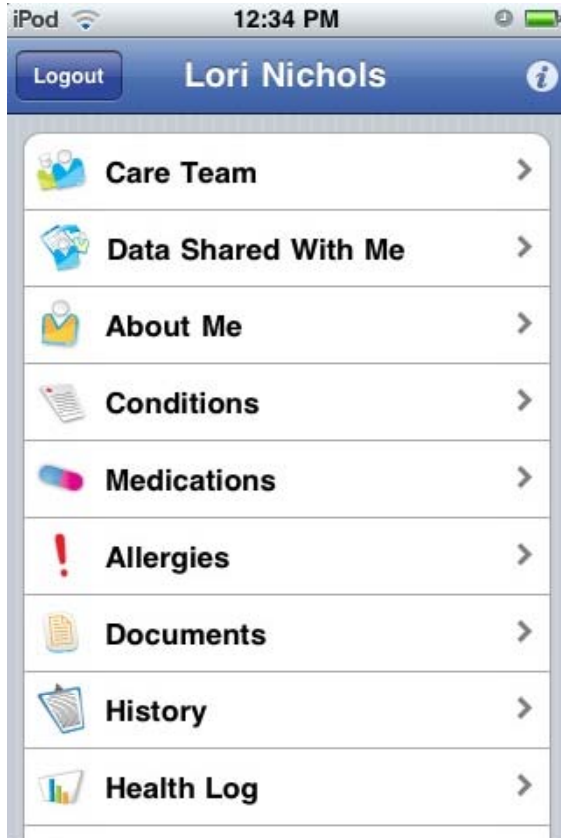
iDevice Pairing – Offline Access

The image displays a sequence of screenshots from an iPod/iPhone interface for the iSCP application:

- Top Left:** Home screen showing the iSCP app icon.
- Top Middle:** Login screen with the Shared Care Plan logo and the text: "Welcome to iSCP! To get started, You will need to login to your Shared Care Plan account first. Then go to Connections and click on Connect to iSCP. You will only need to do this once." A "Touch Here To Get Started" button is at the bottom.
- Top Right:** Main menu for user "Lori Nichols" with options: Care Team, Data Shared With Me, About Me, Conditions, Medications, Allergies, Documents, History, and Health Log.
- Bottom Left:** A browser window showing the "iSCP Connection Pairing" page with a text input field and "Next" and "Close" buttons.
- Bottom Middle:** A "Login" dialog box with "Step 1 : Enter the following number on the website" (9023) and "Step 2 : Enter the number you see on website" (input field). "Enter Number" and "Submit" buttons are present.
- Bottom Right:** A confirmation dialog box titled "iSCP" with the text: "Logging Out will remove all the data stored in device. Next time you need to have internet connection to Login and Download data. Are you sure you want to Logout?" with "OK" and "Cancel" buttons.

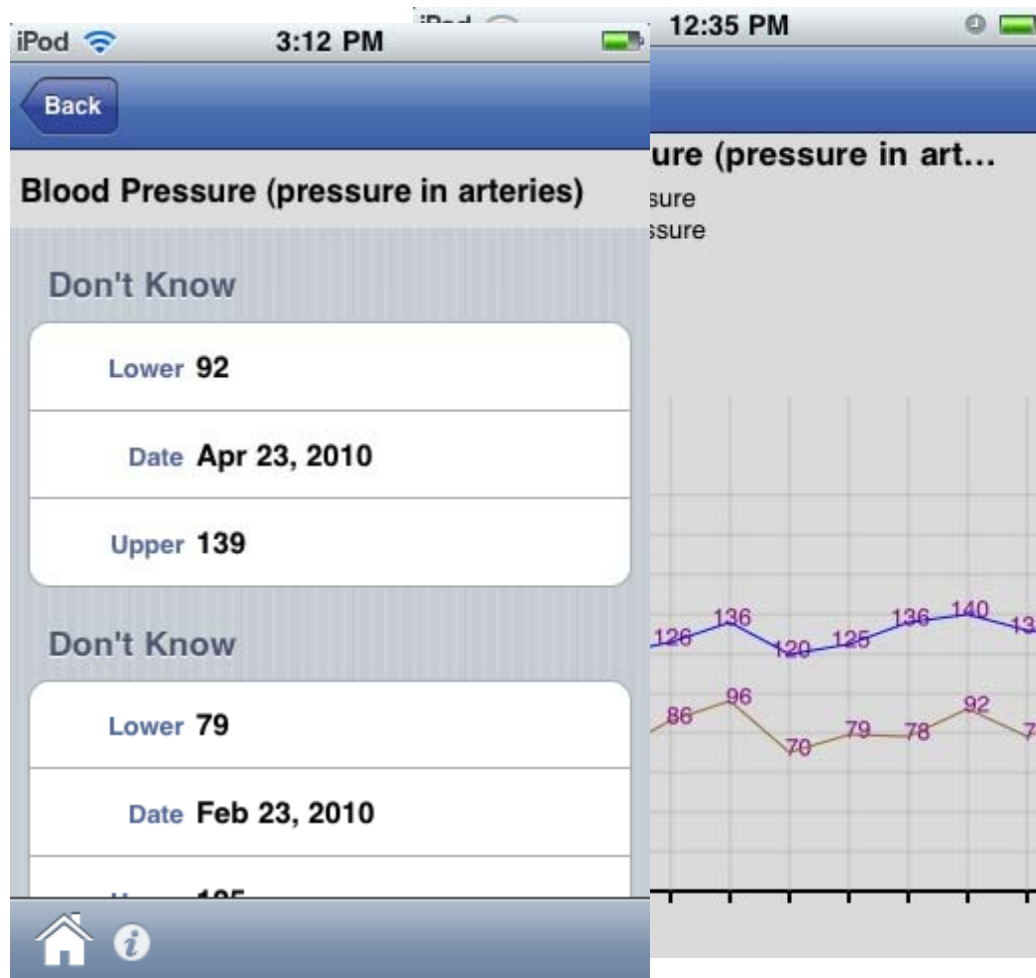


iSCP – Added Family Members and Shared Records





iSCP - Graph Health Indicators





iSCP – View stored documents

iPod 12:39 PM

Back

MADRONA MEDICAL GROUP, P.S.
SLEEP CENTER
4545 Cordata Parkway
Bellingham, WA 98226
(360) 752-5648
Jakdej Nikombotirak, MD

FOR Lori Nichols DATE 01/09/09
ADDRESS CPAP with heated humidifier
With pressure of 7 cmH₂O 20

Diagnosis: Obstructive Sleep Apnea - Hyponea Syndrome

Number of Apneas and Hyponeas per hour = 25 30 at fit.

J. Tisdall M.D.
SUBSTITUTION PERMITTED

J.R. TISSDALL, M.D., P.S.
Eye Physician and Surgeon
3611 C STREET
SUITE 100
BELLINGHAM, WASHINGTON 98225-4027 Fax: 360-471-3998

FOR Lori Nichols DATE 12-04-07

ADDRESS

| | | SPHERICAL | CYLINDRICAL | AXIS | PRISM | BASE |
|------|------|-----------|-------------|------|-------|------|
| D.V. | O.D. | -1.25 | +1.75 | 165 | | |
| | O.S. | -1.25 | +1.50 | 120 | | |
| N.V. | O.D. | +2.00 | | | | |
| | O.S. | +2.00 | | | | |

RELAXED 1200 add for fogging
OR J.R. Tisdall

Prescription has a 90 day guarantee with a two year expiration.

Home icon, Info icon

iPod 12:39 PM

Back

MADRONA MEDICAL GROUP, P.S.
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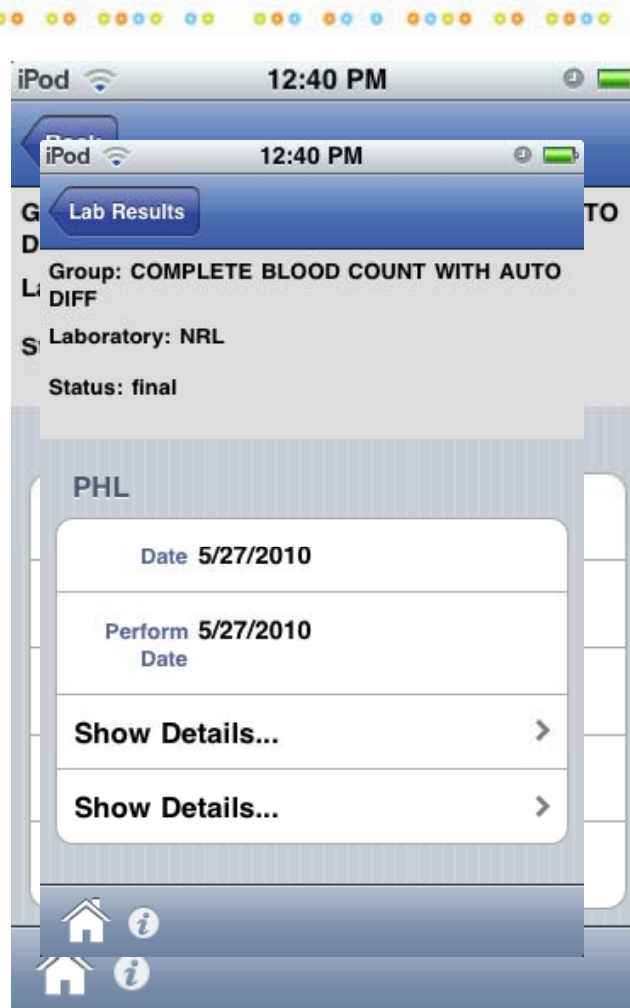
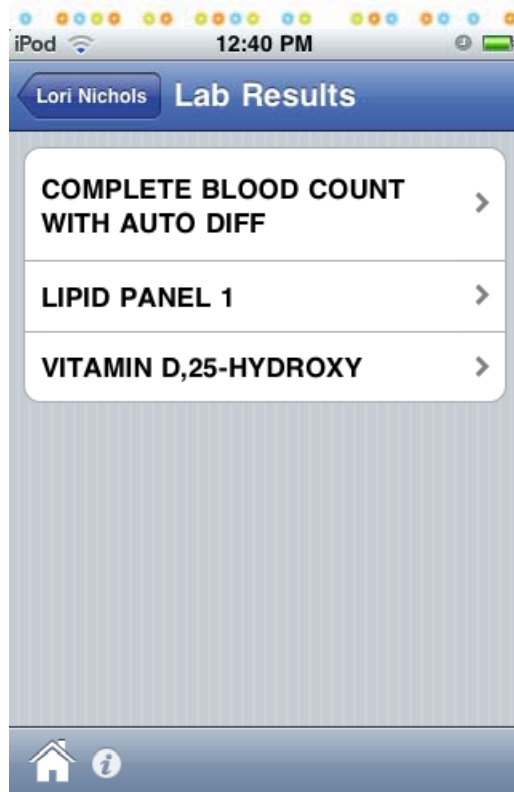
J. Tisdall M.D.
SUBSTITUTION PERMITTED

NON REPEAT
REPEAT 1 - 2 - 3
REPEAT P.R.N., ONE YEAR
D.E.A. NO. _____
RX-SC

Home icon, Info icon



iSCP – PeaceHealth Lab Results





Web App with New UI on iDevice

iPod 4:04 PM

Shared Care Plan Your Health Record Bank

John Doe
1/1/1950, 60 years old, male

Signed In : John Doe
[My Registration](#)
[Sign Out](#)

Important: Do not use your browser's back or forward buttons, as this may cause unusual results.

Last verified on **11/23/2009** by **Kristin Creasey** [Verify](#)

Prescribed Medications [Help](#)

These are medications that you are currently taking that a healthcare professional has advised you to take, including vitamins and supplements available over-the-counter. When you remove a medication you are no longer taking, it will still be visible on the My Discontinued Meds page.

[Add New](#)

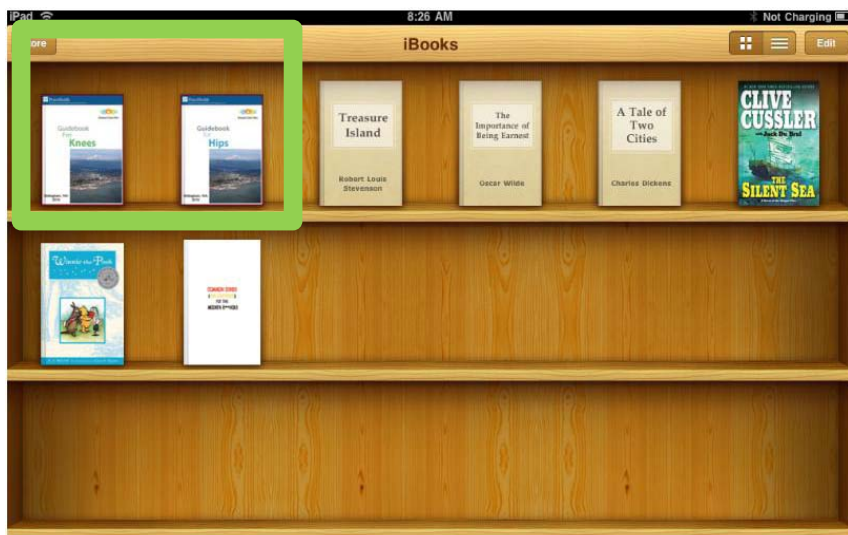
| Start Date | Rx By | Brand(Generic)Name & Strength | Directions | Use | B | L | D | N | Source | Action |
|------------|-------|------------------------------------------------------------------------------------------|------------------------------------------------------------------|----------------|---|---|---|---|------------------|---------------------------------------------|
| 1/12/1984 | | FLUOXETINE HCL 20MG TABLET FLUOXETINE HCL 20MG TAB PO | Take 1 tablet(s) by mouth daily in the morning under the tongue. | For depression | | | | | Shared Care Plan | Edit Remove |

Navigation icons: back, forward, home, search, multitasking

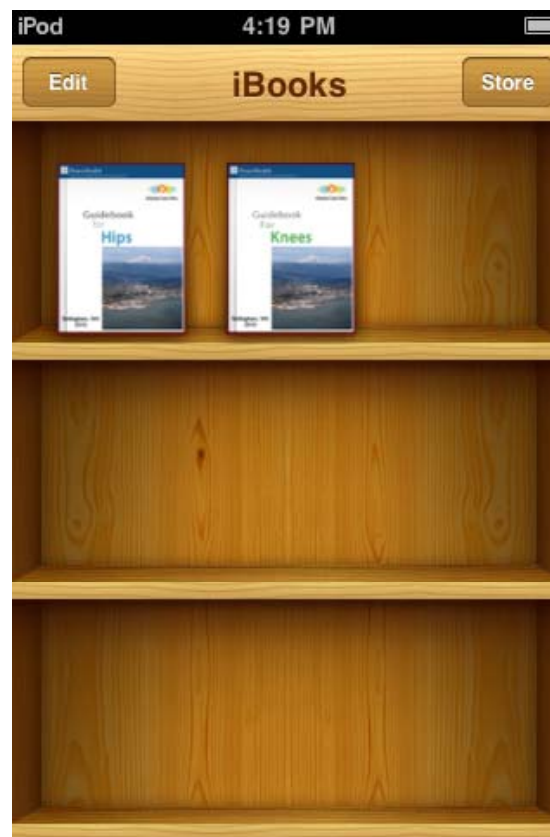


Joint Center Online iBooks

iPad



iPod - iPhone





Shared Care Plan



LIVE DEMONSTRATIONS – PART 2

Decatur & Fidalgo



Community Connect Project

Community Connect

- Goals

- Establish a Platform for Improved Coordination and Continuity of Care
- Improve Patient Education, Communication and Satisfaction
- Lay the foundation for Meaningful Use Requirement

- Scope of Phase 1 at PH St Joseph Medical Center

- Core Solution (Visit Record/CCRs and Pre-Registration)
- Focus on Select Service Lines and Plan for Broader Rollout

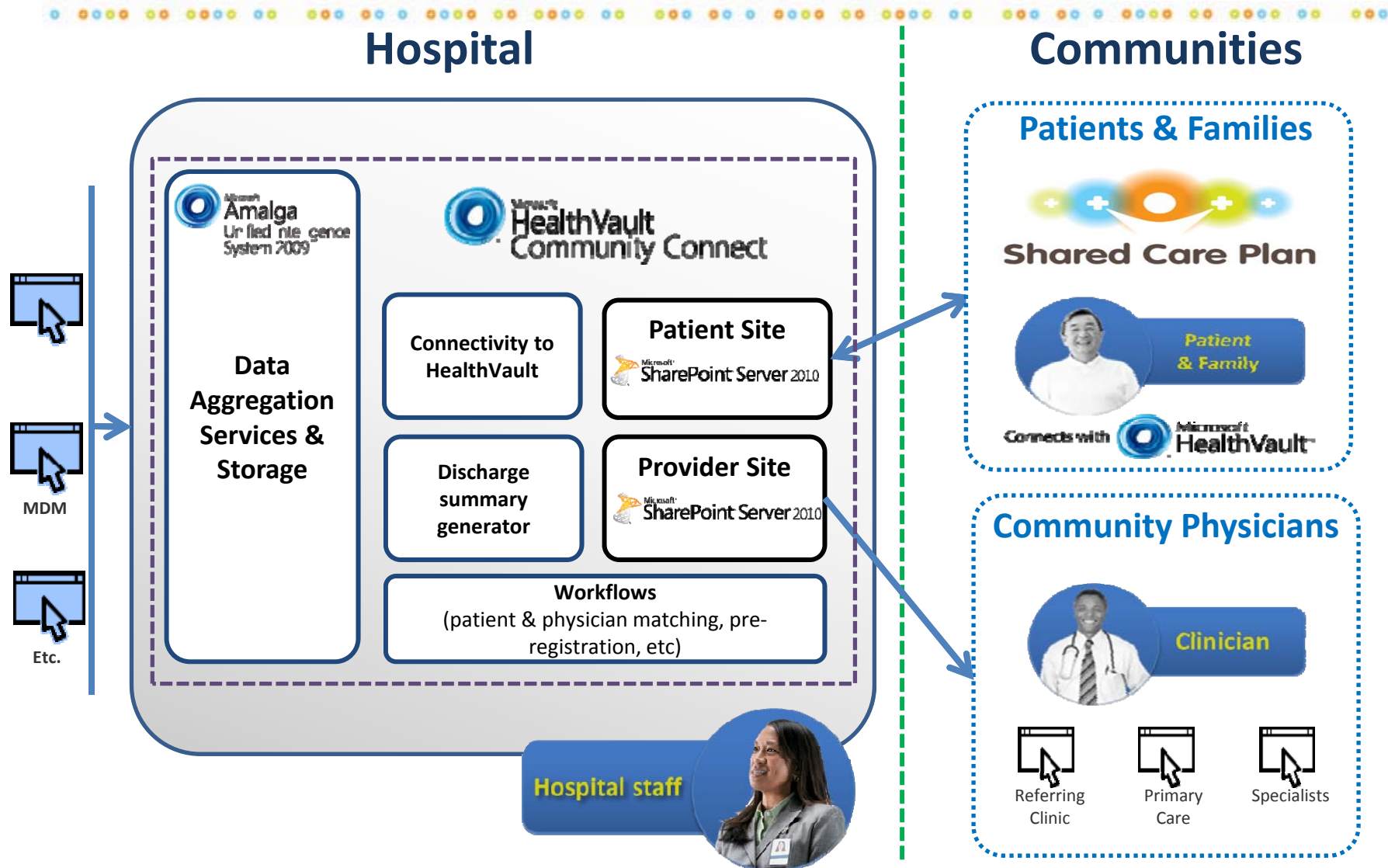
Community Connect Early Adopter Program

- Goals

- Deployment that Delivers Significant Value to Early Adopters
- Feedback for Improving Application and Platform
- Improvement and Validation of Deployment Process and Methodology
- Documentation of a Good Case Study



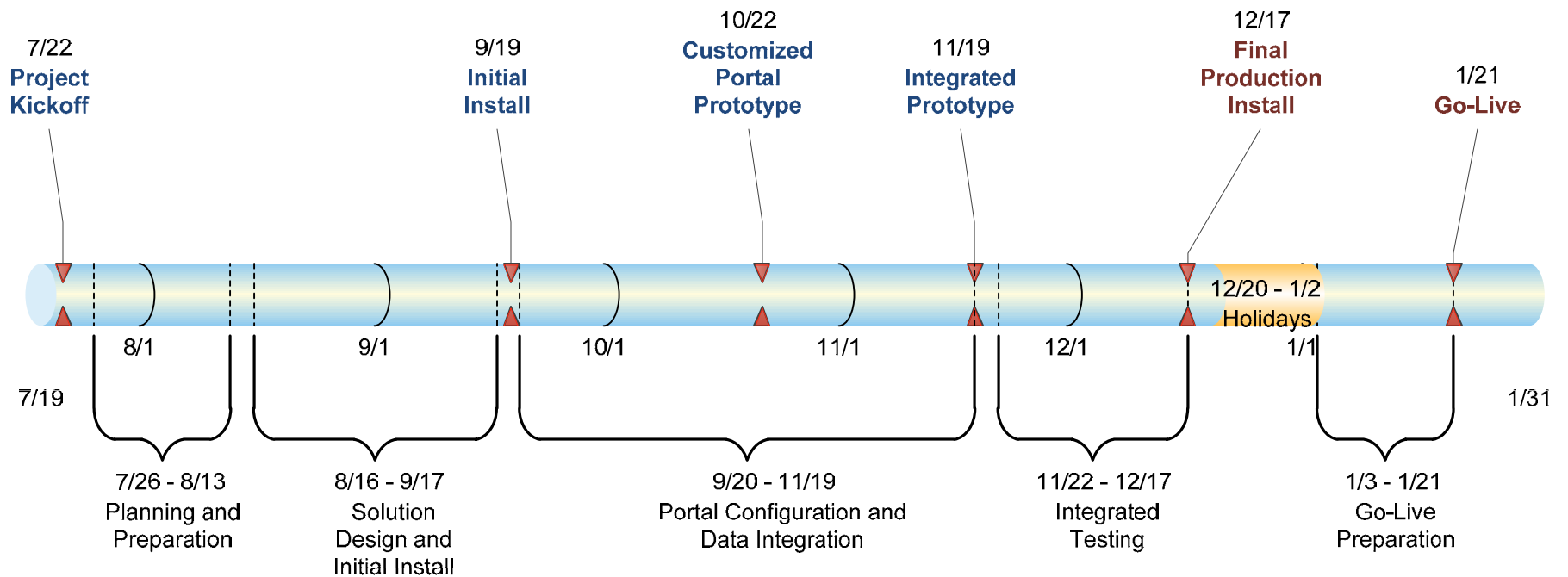
Community Connect Project





Community Connect Project

Proposed Project Timeline and Key Milestones





HRB and Meaningful Use

- Support providers sharing info with patients and their providers
- Support required reporting to public health
- Collect info across organizational boundaries for population health
- Makes Data Actionable
- 11 of 15 Required MU measures already live
- Rest in development



HRBs and Meaningful Use

| Required Criteria | SCP has now | Development | With eRx, PharmaSurveyor or Comm Connect |
|------------------------------------------------------------------|-------------|-------------|------------------------------------------|
| Record patient demographics | X | | |
| Record Vital Signs | X | | |
| Up to date Problem list | | X | |
| Active Medication List | X | | |
| Active Medication Allergy List | X | | |
| Smoking Status | X | | |
| Provide clinical summary of office visit | | | X |
| Provide Discharge Instructions | X | | |
| Provide Patient with electronic copy of their health information | X | | |
| E-Prescribing | | | X |
| CPOE for Medication Orders | | | X |
| Drug-Drug and Drug-Allergy checks | | | X |
| Electronic exchange with Patient Authorized Entities | | X | |
| >=1 clinical decision support rule with compliance tracking | X | | |
| Protect Privacy & security of data in EHR | X | | |
| Report quality measures to CMS | | | X |



HRBs and Meaningful Use

| Optional Criteria | SCP has now | Development | With eRx, PharmaSurveyor or Comm Connect |
|--------------------------------------------------------------|-------------|-------------|------------------------------------------|
| Drug Formulary Checks | | | X |
| Lab results loaded as structured data | X | | |
| Lists of patients with specific conditions | | | X |
| Provide pt = specific education resources | X | X | |
| Medication reconciliation between care settings | X | X | |
| Provide summary of care record for referrals | | | X |
| Submit electronic immunization data to registry | X | | |
| Submit syndromic surveillance data to public health | | | X |
| Send preventive and followup reminders to patients | X | | |
| Provide patients with electronic access to their information | X | | |
| Record advance directives for pts >65 y.p. | X | | |
| Submit electronic lab results to public health | X | | |
| | | | |
| | | | |
| | | | |
| | | | |



HRB/HIE Role in Accountable Care Organizations

- Foundational Infrastructure for ACOs
 - *Makes Data* from multiple systems *Actionable and Viewable* throughout the continuum
 - Provider EMRs
 - Individuals PHRs
 - Public Health
 - Business and financial systems
 - for patients and families, business and clinical health professionals
 - Allows for Population Health Reporting
 - Across org boundaries
 - Within a community
 - Supports what *should* happen *within* workflow
 - Rules that utilize data
 - Alerts based on rules and roles
 - Communication, via common tools like smart phones



HIE/HRB convergence-conflicts

- Provider Directory data available to HRBs
- Connect HIE to HealthVault
- Need sufficient value from HIE
- Concern re HRB voice/connection in HIE dev.
- Concern re consumer voice in HIE design



Fund Tracking Expended/ Remaining to Date*

| Cost Category | | HCA | HInet - Community | | Leveraged from other sources | | PeaceHealth *** |
|------------------------|-------|----------------|----------------------|-----------|---------------------------------|--|-----------------|
| Staffing | HCA1 | 375,609/0.00 | 29,540/134,128 | HInet P2 | 54,911/0.00 | | 20,000 |
| | HCA2 | 0.00/0.00 | | HInet SCP | 110,983/0.00 | | 24,150 |
| | HCA3 | 12,808/54,842 | | BeWell | 130,073/42,001 | | |
| Programming | HCA1 | 95,602/0.00 | 0.00/80,000 | HInet P2 | 160,000/0.00 | | 20,000 |
| | HCA2 | 120,000/0.00 | | HInet SCP | 8,898/0.00 | | |
| | HCA3 | 40,000/111,855 | | BeWell | 161,500/13,132 | | |
| Hardware - Software | HCA1 | 19,613/0.00 | 0.00/238,525 | HInet P2 | 122,575/0.00 | | 15,000 |
| | HCA2 | 0.00/29,964 | | HInet SCP | 135,327/0.00 | | |
| | HCA3 | 1,250/62,050 | | BeWell | 2,231/0.00 | | |
| Marketing | HCA1 | 35,994/0.00 | 0.00/0.00 | HInet P2 | 4,406/0.00 | | TBD |
| | HCA2 | 149/7,351 | | HInet SCP | 35,273/0.00 | | |
| | HCA3 | 555/6,945 | | BeWell | 13,448/3,524 | | |
| Miscellaneous** | HCA1 | 71,534/0.00 | 20,000/0.00 | HInet P2 | 34,739/0.00 | | |
| | HCA2 | 17,436/0.00 | | HInet SCP | 91,268/0.00 | | |
| | HCA3 | 1,912/20,783 | | BeWell | 29,355/15,433 | | |
| TOTAL | HCA1 | 598,352/0.00 | 49,540/452,653 | HInet P2 | 376,631/0.00 | | |
| | HCA2 | 137,585/37,315 | | HInet SCP | 381,749/0.00 | | |
| | HCA3 | 56,525/256,475 | | BeWell | 336,607/74,090 | | |
| | HInet | | | | P2 | | 1,234,883/ |

*All this builds on work previously begun through projects funded by Whatcom Community (HInet), RWJF, HRSA, AHRQ, eHI and CMS since 1994

Legal fees, meeting expenses, incentives, travel * Community Connect project only – and lab interface



Ideas and options for Sustainability

LOCAL

- Roll some ongoing support costs into HInet Access Fees as providers begin to see value and request support for their patients
- Pursue Medicare PHR connection
- Pursue use of Medicaid matching funds (90/10) through HRB pilots with claims data, care management, HRB use



Ideas and options for Sustainability

Direct to Consumer PHR

- MYFCM – web-based with ad/sponsorship or pay for membership model
 - Mobile Apps – iTunes store purchase option (iPhone, iPod, iTouch, Droid, Windows7)
 - Age/sex based preventive care monitoring
- Additional Features/Services – improved stickiness
 - Drug interactions – Surveyor
 - Predictive risk calculator – SimplyWell/SaluGenius
 - Financial management – Intuit
 - Paying Insurance claims
 - Rules and tracking modules
- Strategy – work with credible distribution partners who already have a significant reach and relationship with consumers –
 - examples of current relationships include: Waterfront Media, Martha Stewart Living, ecomii.com, Washington Health Foundation, MSN Health, and many more.



Ideas and options for Sustainability

Community Connect – Workflow Assisted Transitions of Care

- **Goal** – get Hospitals, Practitioners, and Payers engaged in order to engage patients
- **Microsoft's Current Solution Lacks:**
 - Patient Centric PHR
 - Workflow for Practitioners across departments
 - Post discharge support for Patients
- **Solution** – sophisticated patient centric PHR bi-directionally connected with HealthVault - forms, flow transitions, shared calendar & follow up for engaging in improving health behavior
- **Strategy:**
 - Partner with Microsoft and integrate solutions into Community Connect offering for a royalty fee.
 - Sell directly to organizations and or hospitals looking to improve readmission outcomes – currently working with a company out of New York to define the offering and price point for over 40 hospitals



Ideas and options for Sustainability

Strategic Partnering

- Enlightened Payers/ACO
 - Medicaid – PHR with Case Management
 - Care Oregon – PHR with Case Management
 - INHS
 - Group Health
 - United Healthcare
- Progressive Health 2.0 Organizations
 - P4Medicine – Relationship with Ohio State University (55K employees & 60K+ patients per year)
 - Insignia – Clients include many Insurance companies and employers
 - SurveyorHealth
- Strategy – license our tools and white label them (with a powered by label) for a yearly license fee and an ongoing royalty fee for service and support.



Ideas and options for Sustainability

Community Based Connectivity Playbook

- Goal – *to improve healthcare support, education and connectivity in communities across the Nation*
 - Following are just a few of our current and healthy relationships:
 - Seattle - PHISl
 - Spokane – INHS
 - Area Agency on Aging – Northwest Region Council
 - California Health Care Foundation
 - Humboldt County
 - Boulder Community
 - Dartmouth
- Strategy
 - Leverage our experience and relationships
 - Charge implementation fee along with licensing existing tools and an ongoing maintenance and support fee.



Shared Care Plan & Medicaid

Use case scenarios

- Immunizations available to all users who connect to Child Profile
- Form development – Create forms for users to complete, save, and share in SCP
- Document saving – Fax in documents and make available to all Care Team Members



Shared Care Plan & Medicaid

Use case scenarios

- Case management for high cost utilizers – We have experience; cost savings during Pursuing Perfection were \$3000 per patient per year
- Claims data with rules engine – Could apply rules engine to claims data to invoke case management
- Coumadin, Asthma, Diabetes Mgmt



Policy issues to be addressed

- State HIE effort - Include rather than segregate HRBs
- State agencies - Incent adoption of HRBs by its employees through pilots
- Medicaid - Incent use of HRBs for its enrollees
- Medicaid - Support care management along with that HRB use
- DOH - Integrate Child Profile functions with HRBs – better address adult immunizations