CHeQ Informational Webinar Series
Innovations in HIE
January 14, 2014
For Audio: 1-866-740-1260
Access Code: 9375739
California Health eQuality Program (CHeQ)

- Implementing California’s Health Information Exchange (HIE) programs with California Health and Human Services Agency (CHHS), under state’s Cooperative Grant Agreement with federal Office of the National Coordinator for Health Information Technology (ONC)

- CHeQ promotes coordinated health care for Californians by catalyzing the adoption and implementation of Health Information Exchange by:
  - Building a trusted exchange environment that enables inter-organizational and interstate exchange while respecting and protecting patient privacy
  - Supporting uniform standards for exchanging health information
  - Improving public health capacity
  - Accelerating HIE implementation by supporting regional HIE initiatives
Innovations in HIE Series

- **Session 1: Innovations in Data Analytics**
  - National Rural ACO – Lynn Barr
  - Tuesday, January 7\textsuperscript{th} at 10am

- **Session 2: Innovations in HIE for Special Populations (Foster Children)**
  - The Children’s Partnership – Beth Morrow and Kiki Nocella
  - Tuesday, January 14\textsuperscript{th} at 10am

- **Session 3: Innovations in Patient Access (Blue Button)**
  - LA Care – Ali Modaressi
  - Tuesday, January 21\textsuperscript{st} at 10am

- **Session 4: Findings from CHeQ’s HIE Survey of CA Community Clinics**
  - Kathy Kim
  - Tuesday, January 28\textsuperscript{th} at 10am

- **Session 5: Innovations in HIE for Behavioral Health **NEW DATE****
  - OCPRHIO – Paul Budilo
  - Wednesday, January 29\textsuperscript{th} at 10am
Innovations in HIE for Special Populations
-- Foster Care

January 14, 2014
CHEQ Innovations in HIE Webinar Series

Beth Morrow
Director, Health IT Initiatives
The Children’s Partnership

Kiki Nocella
CEO,
KCN Consulting, LLC
Project Background

- Developed policy vision
- Identified counties that were interested in this work
- Conducted an environmental scan/feasibility study within one county (Ventura)
- Developed champions/partners within the county
  - Ventura County Medical Resources Foundation
  - Local community foster care advocates
  - County
- State-level policy work
- Cultivated funding
  (HITECH, private – Verizon Foundation, Sierra Health Foundation)

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Strategic Planning

to promote California’s “audacious goal”

Phase One:
- Public/Private planning process to frame problem, lay out context, identify ideal design, and flag key challenges (funded by CHeQ)
- Develop 2-3 demonstration projects to test the concept (12-18 months)
- Develop Funding
- Create Learning Community
- Develop Evaluation Strategy
- Report on Lessons Learned and Recommendations

Phase Two:
- Extend projects to other counties and/or state wide

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Demonstration Project

Ventura County Foster Health Link:
Goal: Create electronic interfaces and consumer-facing health record that:

- Supports coordination of care across an array of caregivers (health and other);
- Ensures that health providers have up-to-date information at the point of service;
- Supports communication between foster parents, youth, and health providers;
- Engages foster youth more actively in their own care; and,
- Improves outcomes for this population.

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What is unique?

- This is not just another HIE
- CWS-CMS
  - Antiquated system
  - Not allowed to build parallel systems
  - Have to design a work-around
- County context
  - Keeping BOS informed
  - Staying within County rules and requirements
  - Legal
- Privacy and Security of Children and Youth living in foster care.
  - Who is allowed to have custody of data
  - Taking the road less travelled

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Technical Vision - 2009

- Original technical vision was developed
- No HIE presence in Ventura County
- PHR was viewed as a Phase Two component
- County had antiquated McKesson system that was primarily inpatient based. Was beginning its process for identifying a new EHR system
- An upgrade was envisioned for CWS-CMS
- Scalability
- Plan for others beyond Health

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Once upon a time.....

Role of central storage?  
Role of PHR?

Ventura County Electronic Record Sharing Initiative
Technical Vision – 2013

- Technical Vision was modified based on privacy and security concerns
- CWS-CMS upgrade still in the future
- Cerner enterprise solution deployed in 2 County hospitals and all County clinics
- Some interoperability occurring in County, but no community based HIE presence.
- Scalability
- Plans for others beyond Health…but started with the component for which there was funding
- Trilogy Network of Care now an available option

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Ventura County Human Services Agency

Children and Family Services

Find Local Services by Topic or Keyword

Select popular topic: Infants  Search

Search by keyword:  Search

Browse the complete Service Directory for all programs and services.
Children and Family Services

Service Directory Advanced Search For: "Health Care"

Results: 17

AURORA VISTA DEL MAR HOSPITAL
Phone: (805) 653-6434
Address: 801 Seneca St. Ventura, CA 93001 view map

Vista del Mar Hospital is accredited by the Joint Commission for Accreditation of Healthcare Organizations. Ongoing education of our entire team ensures quality patient care, and each staff member is trained in patient relations. The facility contracts with most major managed care companies, and acc... MORE

CAMARILLO HEALTH CARE DISTRICT: GRANDPARENTS RAISING GRANDCHILDREN
Phone: 800-900-8582
Technical Architecture

- CWS-CMS business objects report (manual)
- Cerner (Server may be in Kansas)
- HL7 or CCD (Vendor neutral)
- HL7 or CCD (Vendor neutral) with standard interface that meets VC requirements
- Other Care/Service Entities
- Health Information Home
- Network of Care and PHR
- View of data provided to PHR
- Federated Model

Cerner

Federated Model
Activities to Date

- Governance
- Focus groups
- Getting answers to the policy questions
- Joining together to develop technical plan and business requirements, including case studies
- Funding
- Customizing the tools

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FOSTER HEALTH LINK GOVERNANCE

Steering Committee
Barry Zimmerman-HSA
Melissa Livingston-HSA
Mike Pettit-ITSD
Judy Webber-HSA
Kiki Nocella-BH
Beth Morrow-TCP
Patti McCourt-County Counsel
John Cortes-HCA
Leticia Morales - HSA

Project Managers
Kiki Nocella-Believe Health
Leticia Morales-HSA

Legal & Policy Subcommittee
Pam Grothe-HSA
Patty McCourt-County Counsel

Business Operations Subcommittee
Pam Grothe-HSA
Elizabeth Thasiah-HSA
Rhonda Dincau-HSA

Technical Subcommittee
Art Simeri-HSA
Tisha Maeda-HSA
Cathy DelaTorre-Martinez-HSA
HCA IT Rep
Terry Theobald – HCA IT

Finance Subcommittee
Phil Bohan-HSA
Jeff Landis-HSA

Comm. & Outreach Subcommittee
Jennie Pittman-HSA
Elizabeth Thasiah-HSA
Rhonda Dincau-HSA
Focus Groups

- Greatly beneficial process filled with rich information

- Focus groups with:
  - Foster parents and guardians
  - Spanish speaking foster parents and guardians
  - Foster youth
  - Foster Youth Services staff

- Process will continue in phases as more feedback is needed

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Focus Group Feedback Themes

- Reliability of information
- Formatting
- Additional tabs and presentations
- Access
- Translation
- Administration of site and content

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This information has driven key policy questions

- What privacy and security issues exist, if any, by adding each new tab?
- Will the County have the right to enter data into each tab? Manually? Electronically?
- Will users have the right to enter data into each tab?
- Who will have the right to see the data entered?
- Will the audit trail regarding data entry need to be visible to the user?
- Will the data entry be monitored/refereed? If so, by who? Before posting or after posting?
- What type of data will be entered? Will it vary by role?
- What if someone disputes the accuracy of the data?
- How long will the data in these tabs remain in the PHR?
- How does the County want to address concerns about data reliability?
- Who will have access to the system?
- Will the PHR replace the paper file currently given to foster parents?
- Will users be able to upload photos and legal documents?
- Will the PHR be a mobile application?
Joining together to develop technical plan and business requirements

• Health care, foster care, and IT…oh my!
• What are the resources and capacity that each entity has available to this project?
• Identifying data elements….not quite as easy as one might think
• Privacy and security
• One document is highly technical and the other is written in layman’s language (use cases)

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Jane is a newborn who is currently in Ventura County Medical Center. She was born prematurely (32 weeks) and has significant medical issues. Her current treatments require TPN, O2, and others and she is considered medically fragile. Her mother was found to have a .21 blood alcohol level at time of presentation to hospital. The mother received some prenatal care, of which most occurred within the Ventura County healthcare system. Both biological parents have released their rights to the child and the child is now in the custody of VC Human Services Agency. Initial foster parents, Jim and Susie Smith, have been assigned to Jane. They are waiting for medical release of Jane. Jim and Susie check daily on the medical status of Jane.

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High Level Next Steps for Ventura County

- Answers to policy questions
- Pricing of new model
- Implementation planning of business requirements, including workflow redesign as needed
- Continued updates to NOC (dynamic process)
- Build and test federated system
- Communication launch
- Go live
- Develop plan for greater reach (Health Information Home, etc.)
- Develop plan for enhancements (education, justice, etc.)

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Lessons Learned

- County buy-in and involvement is essential
- User input is important
- Privacy issues will pose many unexpected challenges
- Change takes time – and that time can be valuable
- Innovation is an iterative process

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Long Term Vision

- Develop a blueprint for other counties and plans for scalability
- Incorporate lessons learned into state policy change and CWS new system planning
- Promote the state’s “audacious goal”
- Develop dedicated, sustainable funding that encourages this innovation
- Provide lessons for other states and other PHR efforts

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Contact

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KCN Consulting, LLC
Join us for our next session

Tuesday, January 21\textsuperscript{st} at 10am

Innovations in Patient Access

LA Care
Thank You!

For more information, please contact:

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