

# Helping Healthcare Providers Adopt Digital Health Technologies and Achieve HIE Connectivity in the District



# ARPA Home and Community Based Services (HCBS) Digital Health Technical Assistance (TA) Program

June Learning Community:

How to harmonize your EHR and HIE integration to improve workflows and patient care





#### **eHealthDC Learning Community Objective**

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The eHealth DC Milestone 8 learning communities are designed to promote knowledge sharing amongst participants and will require ongoing interaction and active participation among attendees.





#### **Learning Community Expectations**



- **Full Participation** (Required): Attendees are required to be present for the <u>entire</u> <u>duration</u> of the Learning Community. Note that facilitators will be soliciting reactions and responses to discussion topics from all participants.
- Interactive Contribution (Required): Actively contribute to the Learning Community through chat or audio interactions. Your insights and questions contribute to the collective learning experience.
- Camera Presence (Strongly Encouraged): We encourage attendees to turn on their cameras for a more interactive and engaging experience. While it's not mandatory, having your camera on enhances the sense of community and connection.





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• Use **CHAT** to share comments and questions with group



 Use RAISE HAND function to be queued up for commenting/ unmuting and share your comments with the group





# Agenda

- Xey Benefits of Leveraging the HIE With Your EHR
- ☐ CRISP DC Patient Privacy and SUD Consent
- Best Practices: Using HIE Tools to Enhance EHR Functionality
- Cohort Specific Breakout Room Sessions
- Wrap Up, Milestone 8 Announcements & Resources



# Why Harmonize Your EHR and HIE?

Highlighting Key Benefits of Leveraging the HIE With Your EHR



## **Key Benefits of Leveraging the HIE With Your EHR**

- 1 Interoperability
- Data Quality and Consistency
- Real-Time Data Access
- Patient Consent and Privacy
- 5 Population and Health Analytics
- Feedback Mechanisms and Technical Assistance



# **CRISP DC Patient Privacy and SUD Consent**

Understanding Policies and Processes







- Policy: DC operates as an opt-out territory. Patients are automatically enrolled in having their data shared with the HIE and other authorized entities, unless they explicitly choose to opt out.
- **Process**: Use the HIE Opt-out form available on the CRISP DC website to prevent their data from being shared with CRISP Shared Services HIEs.

**Note**: Under the CRISP DC Participation Agreement, providers must inform patients about the opt-out process for the HIE and HIE-based exchange, which can be outlined in the Notice of Privacy Practice.







## Notice of Privacy Practices (NPP)

Informs patients about how their protected health information (PHI) is disclosed.

When an organization participates in data sharing with HIE, they are legally required by both law and the CRISP DC Participation Agreement to inform their patients through their Notice of Privacy Practices (NPP).

#### **SUD Consent - 42 CFR Part II**

Obtains explicit consent from patients to share their SUD treatment data, protected under 42 CFR Part II, with other treatment providers through the HIE.

Any member of the patients care team can register a consent to see their patients SUD data within the HIE.

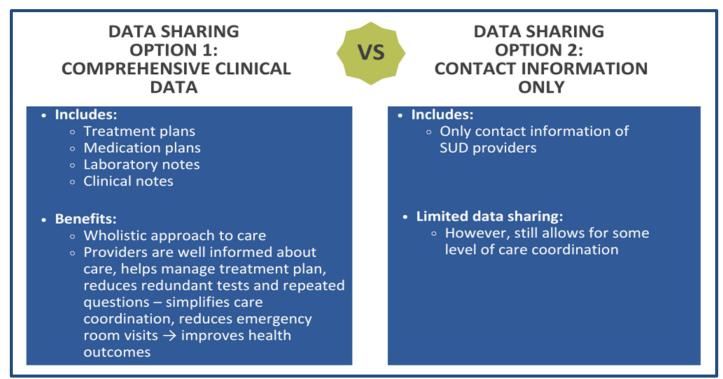
Part II Provider Consent forms are available through the CRISP DC Portal, the CRISP DC InContext application or by leveraging the paper telehealth form.



#### 42 CFR Part II & SUD Consent Sharing Options



- 42 CFR Part II
  - O A federal regulation that governs the confidentiality of drug and alcohol abuse records
  - Applies to federally assisted providers and programs who "hold themselves out as providing," and provide, SUD services.
  - Generally more restrictive than the Health Insurance Portability and Accountability Act (HIPAA), requiring patient consent for disclosure of Part 2 records even for purposes of treatment, payment, and health care operations
- SUD Data
  - Is **not** automatically shared and requires explicit consent from patient to be shared through the HIE





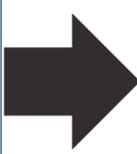
#### **Announcement: Changes to 42 CFR Part II Rule**



#### **Key Changes**

HHS made updates to Part II Regulations enabling single consent signed for use and disclosure:

- Treatment
- Payment
- Operations
- Can have an **expiration date of none**
- Part II Penalties align with HIPAA criminal and civil penalties



#### **Next Steps**

#### **CRISP-DC will:**

- Update the consent tool to align with updates to Part II Final Rule
- Update the Notice of Privacy Practices (NPP) and Qualified Services Organization Addendum (QSOA)

#### **Part II Organizations MUST:**

- Update their NPP with language that aligns with final Rule (CRISP-DC will provide sample NPP Language)
- Sign a new QSOA

**NOTE**: CRISP-DC will stop the flow of data for Part II Organizations that do not meet these requirements



#### **Effective eConsent Management**





#### **Building Trust with Patients**

#### **Best Practice:**

Adopt an "All Hands On Deck" approach

#### **Key to Success:**

Establish trustful patient relationships



#### Overcoming Barriers with Empathy and Education

#### **Best Practice:**

Emphasize staff education & patient initiatives

#### **Key to Success:**

Address stigmas & misconceptions empathetically



#### **Continuous Engagement and Support**

#### **Best Practice:**

Utilize peer support specialists

#### **Key to Success:**

Share personal recovery stories



#### **Integration and Workflow Persistence**

#### **Best Practice:**

Track & mange the consent attempts through the EHR

#### **Key to Success:**

Integration tools (i.e., memos and prompts in patient charts, appointment reminders)



## Telehealth Consent Management and Policies

Overview of DC Telehealth Policies



#### **Telehealth Consent Management and Policies**



#### **Telehealth Consent in the District of Columbia**

\*Telehealth Consent Policies vary by state\*

#### **Consumer Responsibility:**

Beneficiary must provide written or verbal consent to receive telemedicine services in lieu of inperson services.

Telehealth is an excellent option for facilitating the transition of care.
Utilize the HIE tools to ensure seamless coordination of care after discharge.

#### **Provider Requirements:**

Beneficiary's consent to telemedicine must be documented:

#### **Written Consent:**

Any method that documents the agreement to receive telehealth services.

#### **Verbal Consent**

A detailed service note that describes the beneficiary's verbal consent is required.

### Patient understands, agrees, and expressly consents to

SAMPLE LANGUAGE TO OBTAIN VERBAL TELEHEALTH CONSENT AND DOCUMENT IN MEDICAL RECORD

Patient understands, agrees, and expressly consents to obtaining, using, storing, and disseminating to necessary third parties' information about you the patient, including the patient's image, as necessary to provide the telehealth/telemedicine services.

After review of telehealth services, patient has authorized and consented to an audio-only or an audio-visual telehealth visit and consultation.

The above-named client understands, acknowledges, and accepts the following:

- This telehealth visit is intended to take the place of a face-to-face visit,
- This telehealth visit is a covered benefit,
- This telehealth visit is medically necessary, and
- This covered benefit is clinically appropriate to be delivered via telehealth communication.

Reference: (2022) TELEMEDICINE PROVIDER GUIDANCE. Available at: dhcf.dc.gov.



# Best Practices: Using HIE Tools to Enhance EHR Functionality

Overview of Best Practices to Harmonize the HIE with the EHR







#### HIE

- Comprehensive Health Information Access
- Interoperability and Data Sharing
- Tools for Comprehensive
   Care

#### HIE + EHR

- Enhanced Patient Data Access
- Improved Clinical Decision Making
- Streamlined Workflow
- Real-Time data Synchronization
- Compliance and Reporting



#### **EHR**

- Data Custodian
- Efficient Clinical Operations
  - Scheduling and Coordination
  - Targeted Patient Education
  - Enhanced Pre-visit preparedness



#### **Best Practices for Using HIE to Enhance EHR Functionality**

## Use the CSS Event Notification Delivery (CEND) Tool to:

- Curate Patient Panel to improve the data that you see to enhance care coordination
  - Consider adding Care Team
     Relationships, MCO Attribution,
     Confirmed Dx from your EHR
  - Identify Discharge of Patients with Chronic Conditions within 24 hours
  - Prioritize Follow-up based on: Encounter Type, Pre-Existing Conditions, Hospital Utilizations, Health Related Social Needs
    - Create Care transition alert message in EHR defining actionable follow-up

## Use the Clinical Information Application to:

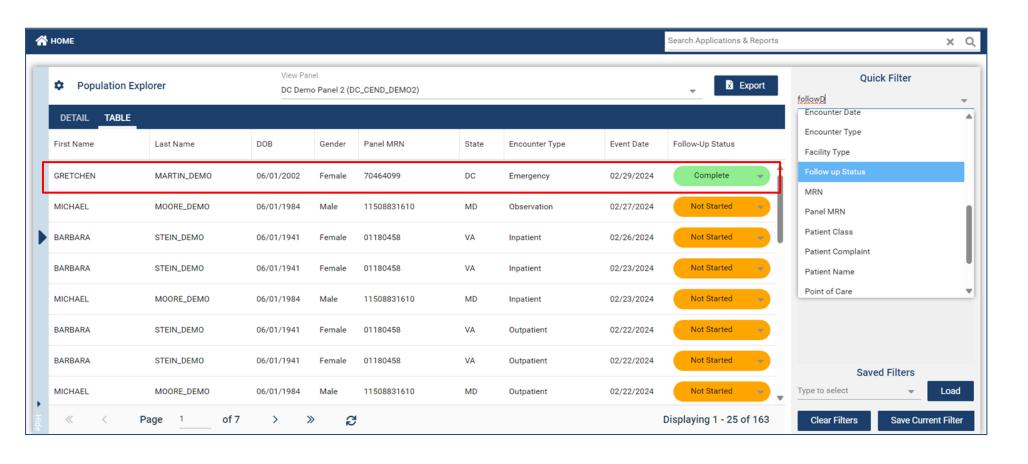
 Leverage structured data to retrieve medications, problem list, immunizations

• Utilize dynamic search to identify pertinent labs and clinical documents

 Create Care transition alert message in EHR defining actionable follow-up

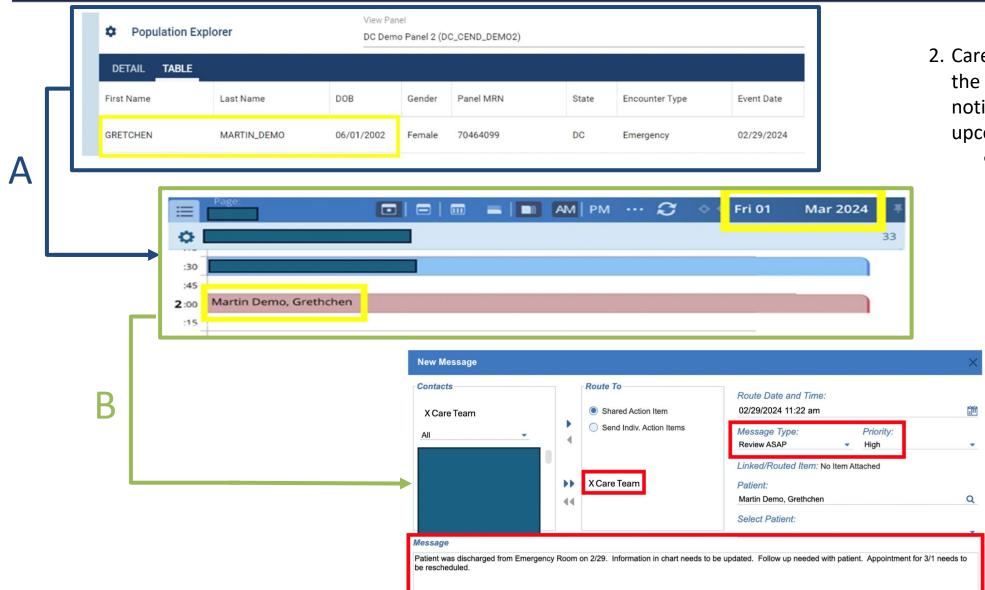






 Care team member identifies recent discharge from ER/IP setting from CEND

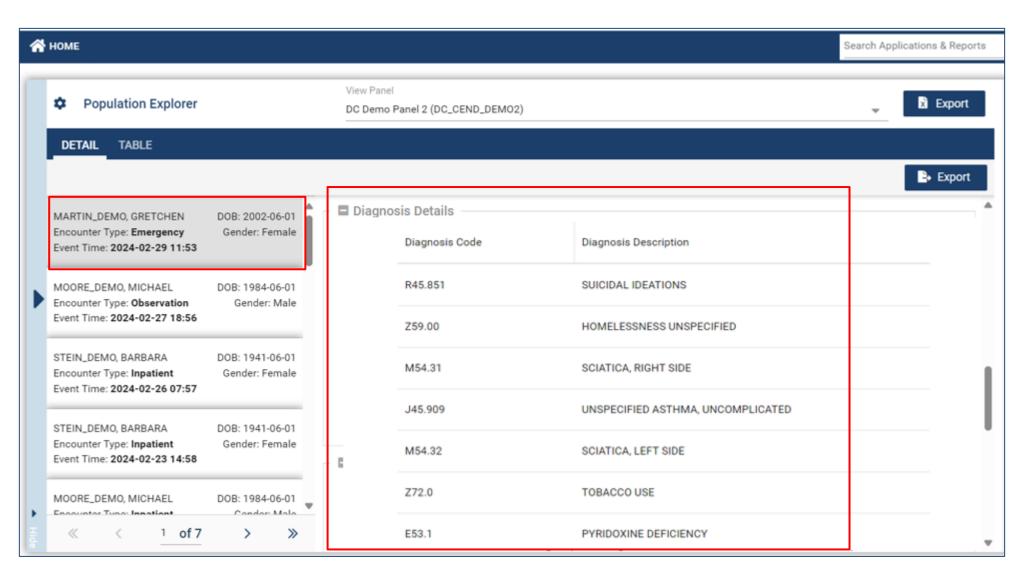




- 2. Care team member pulls up the patient record in EHR and notices that the patient has an upcoming appointment.
  - Members of the care team are alerted

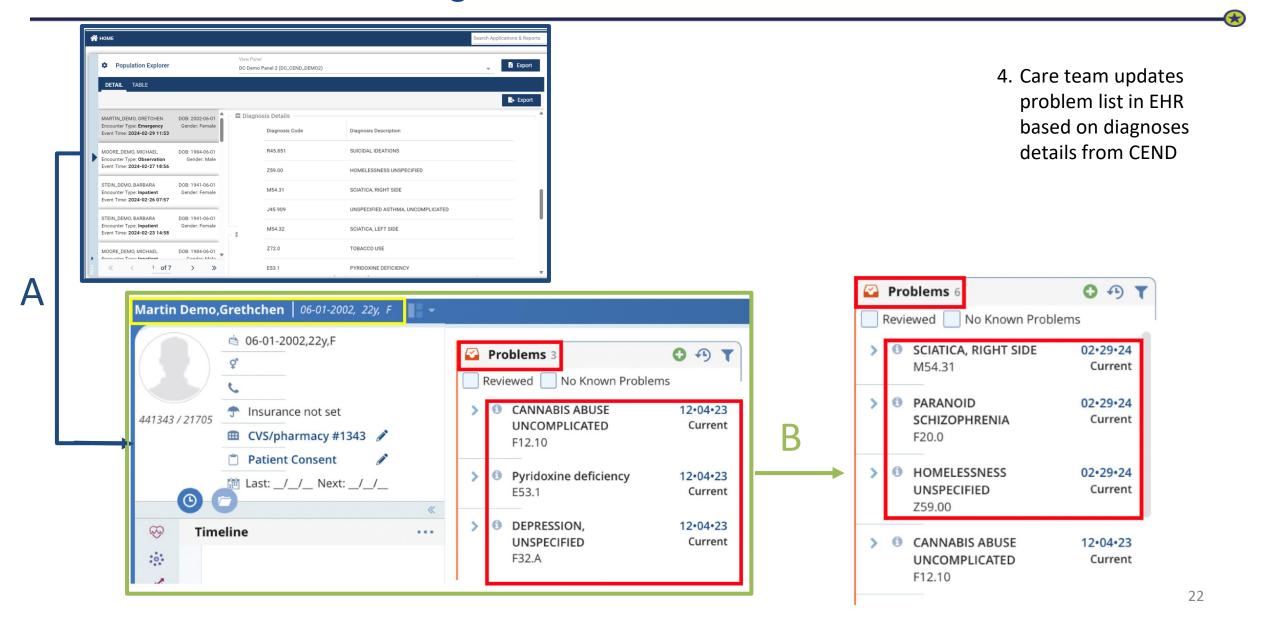






3. Care team member identifies new diagnoses captured in CEND







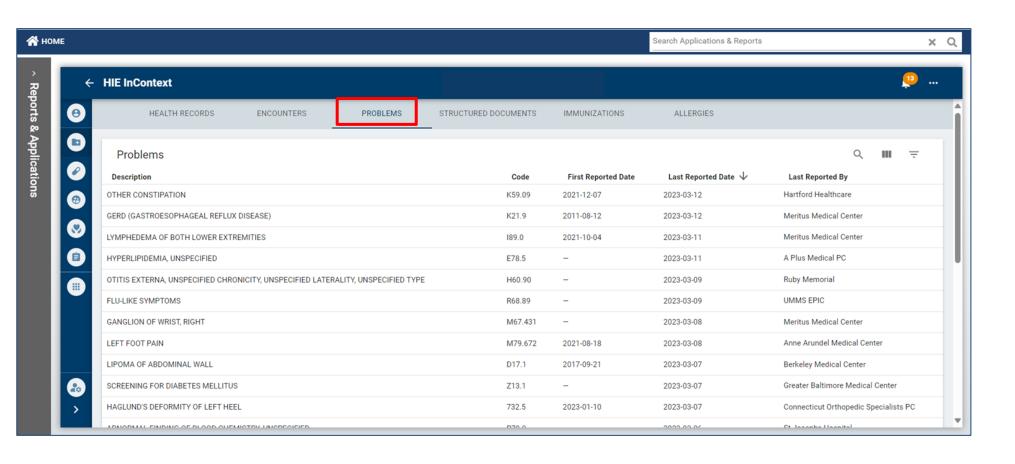
# **CSS Event Notification Delivery (CEND) Tool**



# Clinical Information Application



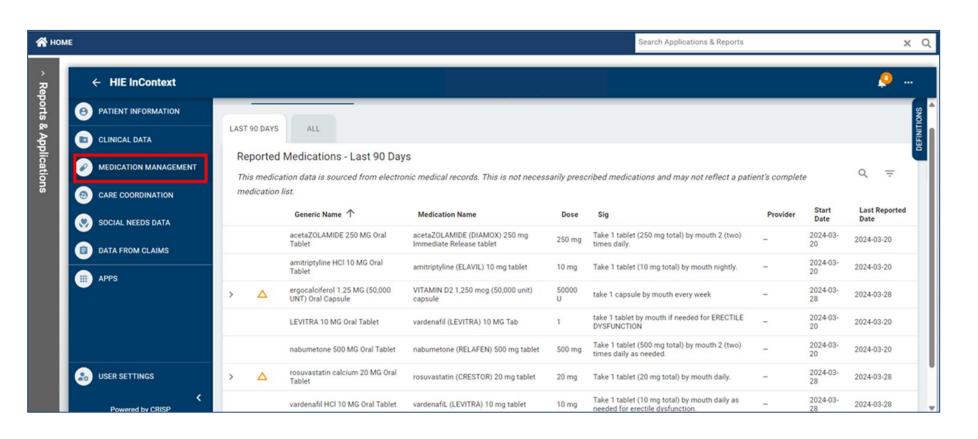




1. Care team member reviews problems within the clinical information app



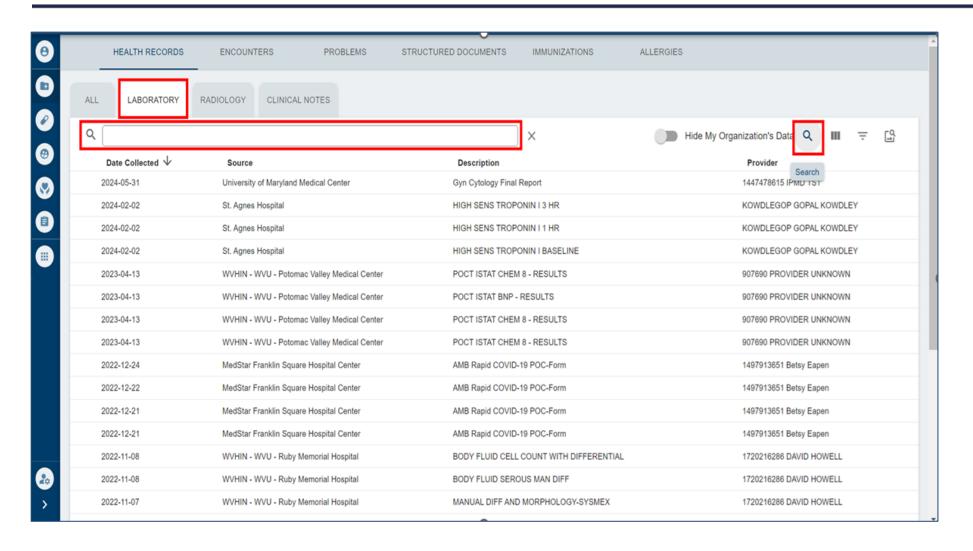




2. Quickly access last 90 days of the patient's medications in the Clinical Information App







3. Care team member uses the Clinical Information App to query the patient's clinical record to identify pertinent labs from the recent ER visit

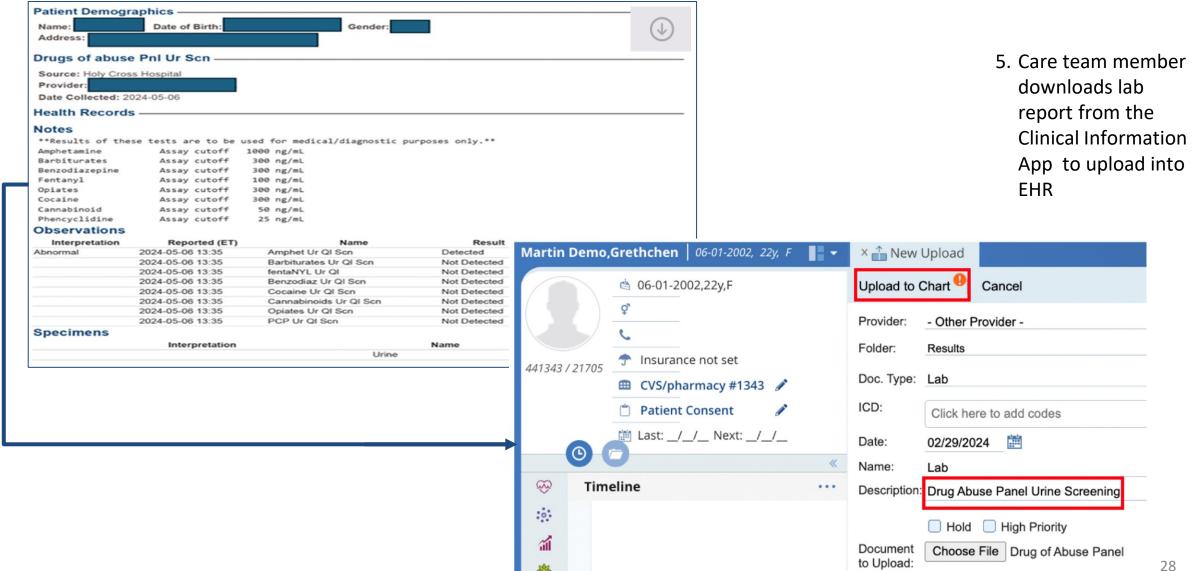




HIE I	InContext			🔑 .
	2024-05-27	MedStar Washington Hospital Center	T4 Fre	
-	2024-05-27	MedStar Washington Hospital Center	TSHC	
-	2024-05-27	MedStar Washington Hospital Center	VRD	
P.	2024-05-26	MedStar Washington Hospital Center	DAS Ur w/Fentanyl	
	2024-05-26	MedStar Washington Hospital Center	Trop HS	
	2024-05-26	MedStar Washington Hospital Center	.GFRU	
-	2024-05-26	MedStar Washington Hospital Center	CBC w/ Diff	
Pa	2024-05-26	MedStar Washington Hospital Center	CMP	
	2024-05-26	MedStar Washington Hospital Center	Etoh	
1	2024-05-26	MedStar Washington Hospital Center	MDiff	
	2024-05-26	MedStar Washington Hospital Center	Smr Rev	
	2024-05-26	MedStar Washington Hospital Center	Trop HS	
	2024-05-06	Holy Cross Hospital	APAP SerPI-sCnc	
	2024-05-06	Holy Cross Hospital	Comp Metab 2000 Pnl SerPl	
	2024-05-06	Holy Cross Hospital	Ethanol Bid-sCnc	
	2024-05-06	Holy Cross Hospital	Salicylates SerPI-sCnc	
-	2024-05-06	Holy Cross Hospital	CBC W Diff pnl,unspecified Bld	
P	2024-05-06	Holy Cross Hospital	Manual diff Bld	
	2024-05-06	Holy Cross Hospital	SARS-CoV-2 RNA Resp QI NAA+probe	
P	2024-05-06	Holy Cross Hospital	Drugs of abuse Pnl Ur Scn	
	2024-05-06	Holy Cross Hospital	Nuclear IgG Ser Qi IA	

4. Care team member searches lab reports for drug screenings and identifies a screening that had an abnormal value within the Clinical Information App

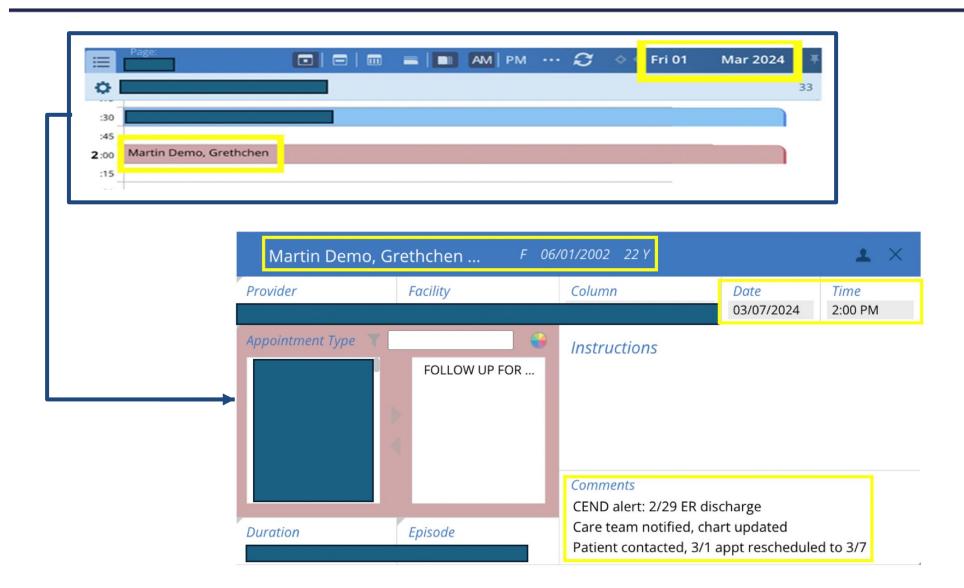






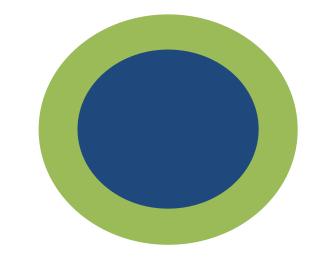
#### **Finalizing Transition of Care**





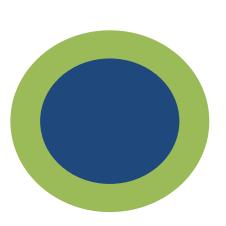
6. Care team follows up with patient to reschedule appointment and notifies other care team members.



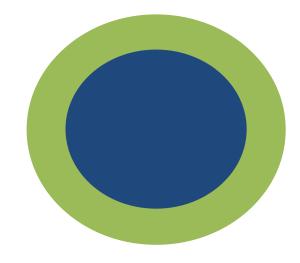


## **Demo CRISP-DC Portal**



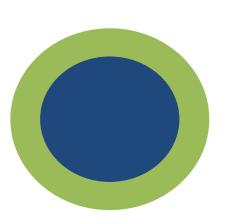






## **Breakout Session**











- CEND Population Explorer User Guide
- CRISP-DC Portal User Guide
- CRISP-DC Resource Website
  - Contains useful videos detailing specific applications within the HIE Portal









#### What's Next:

- All attendees & primary contact of your organization will receive:
  - a copy of today's presentation and copies of additional resources
  - instructions on how to submit the post-learning community worksheet
- The post-learning community worksheet, <u>must be submitted by Friday, July 5th at 11:59</u>
   <u>pm</u> for Milestone 8 credit

#### **REMINDER:** Register for July and August Learning Communities!

Date	Learning Community Topic
Friday, July 12	Enhancing Care Coordination
Friday, July 26	Enhancing Care Coordination
Friday, August 16	Using Population Health to Advance Care Coordination
Friday, August 23	Using Population Health to Advance Care Coordination

## **Questions?**

