

## 2015 Health Workforce and IT Summit

September 19, 2015 • Sheraton Waikiki Hotel & Resort



# **The Hawai'i Health Information Exchange**

Improving the quality of care, increasing efficiency, and reducing costs through effective use of electronic health records and electronic exchange of clinical data

# Hawai'i HIE's Purpose

- Hawai'i HIE is a non-profit organization and the state-designated Health Information Exchange (HIE)
- Mission: Improve quality of care, increase efficiency, and reduce costs through effective use of electronic health records (EHRs) and electronic exchange of clinical data



# Board of Directors and Stakeholders

501(c)3 Non-Profit Est. 2006

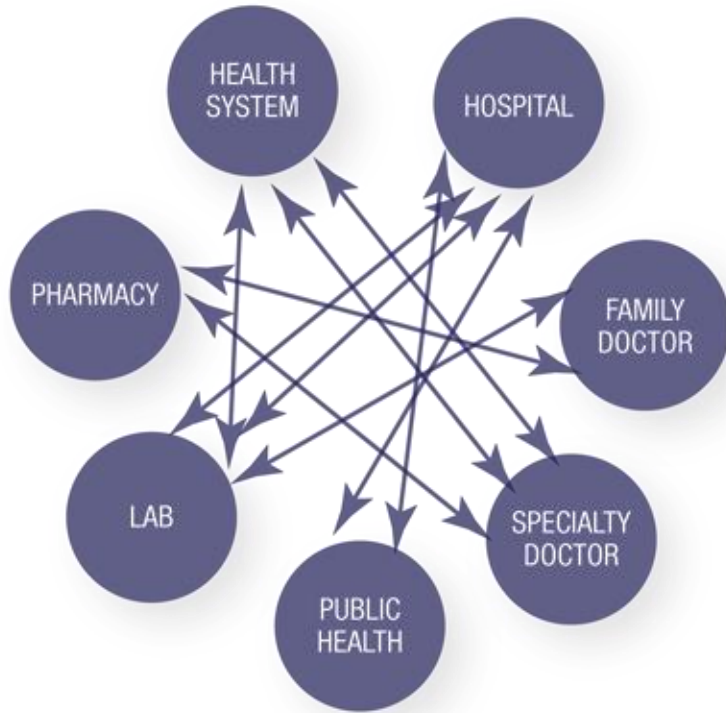
Hawaii HIE has been the State-designated HIE since 2009



John A. Burns School of Medicine  
University of Hawai'i at Manoa

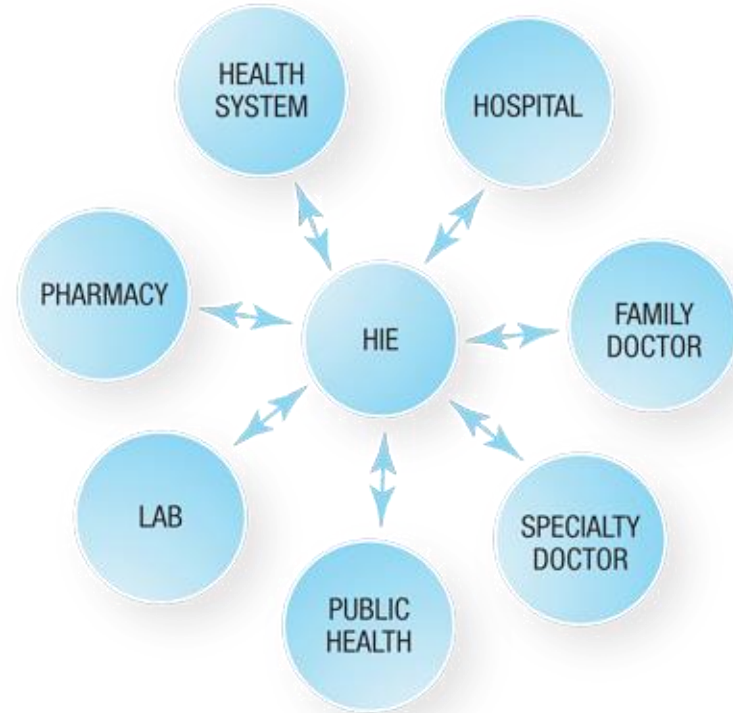


# Health IT Vision



**WITHOUT A STATEWIDE HIE**

EACH HEALTH CARE PROVIDER MUST BUILD POINT-TO-POINT CONNECTIONS.



**WITH A STATEWIDE HIE**

EACH HEALTH CARE PROVIDER IS CONNECTED.

# Making Informed Clinical Decisions

The Hawai'i HIE is building a network for the health care community to electronically and securely exchange patient information across all health systems including:



# Fun Facts

## QCIPN

- Part of the pilot program
- Rolled out in 3 phases
- Phase 1 and 2 complete
- Phase 3 active
- Phase 3 to be complete by end of 2015

## Hawai'i Health Information Exchange has trained

- 53 Organizations
- 92 Providers
- 184 Staff

**>900,000 records are accessible**

# Hawai'i Health Information Exchange

- Recognizes provider pain points
  - Chasing down records
  - Working in a silo
  - Poly-pharmacy, poly-providers
  - The forgetful patient
  - Frequent fliers and complicated patients
  - Changes to payment systems
  - Changing health care environment
  - Evolving health information technology and quality measures
- Health *e*Net Suite of Services can help

# Health **e**Net Suite of Services

- Community Health Record
- Referrals Management Module
- Medication History
- Direct Secure Messaging
- Security Awareness Education
- Immunization Registry Reporting
- Reportable Labs to DOH Epidemiology Division
- PASS- Provider Provisioning Tool
- Health Information Technology Consulting



# Health *e*Net Community Health Record

- Access to patient information from a single, online source
- Role based access for providers and staff
- Almost real-time access to clinical information

The screenshot displays the Health eNet Community Health Record interface. At the top, a search bar contains the name 'Bender'. Below this, a patient summary card for 'BENDER, WALTON P' is shown, including MRN 000000263589099, gender MALE, age 81, and date of birth 6/23/1932. A sidebar on the left lists navigation options: Patient Summary, Encounters, Results (selected), Medications, and Documents. The main content area is titled 'Results' and includes a 'Showing' filter with options: All, Inpatient, Outpatient, and ER. A yellow banner indicates 'Additional Records May Be Available'. Below this, a 'Filter Results' section allows filtering by Type (All, Lab, Rad, Trans, Pulmo, Path, Cardio, Cath, GI) and Status (All, Completed, Active). A 'Filter Results' button is present. The bottom section is a table of results with columns: Date, Type, Description, Alerts, Ordering, Facility, and Status. The table lists several tests, including Blood Culture, ECG, Throat Sample Exam, Echocardiogram TTE, Venous Doppler, POC ABO, Spinal Tap, and Stress Echocardiogram, with their respective dates, times, and statuses.

Date	Type	Description	Alerts	Ordering	Facility	Status
3/10/2011 8:19:17 AM	LAB	BLOOD CULTURE, BACTERIOLOGY		PITTMAN, JONI	Christiana Care	Completed
3/10/2011 7:37:53 AM	CARDIOLOGY	ECG-Electrocardiogram		RAMOS, NOEMI	City Center Hospital	Completed
3/10/2011 7:27:06 AM	PATHOLOGY	THROAT SAMPLE EXAM		RAMOS, NOEMI	Christiana Care	Completed
3/10/2011 5:39:37 AM	CARDIOLOGY	Echocardiogram TTE		PITTMAN, JONI	City Center Hospital	Completed
3/10/2011 4:57:17 AM	RAD	VENOUS DOPPLER		PITTMAN, JONI	Christiana Care	Completed
3/10/2011 4:29:35 AM	LAB	POC ABO	Abnormal	RAMOS, NOEMI	Christiana Care	Completed
3/10/2011 4:25:09 AM	RAD	SPINAL TAP		RAMOS, NOEMI	Christiana Care	Completed
3/10/2011 3:12:59 AM	CARDIOLOGY	Stress Echocardiogram		PITTMAN, JONI	City Center Hospital	Active

# Benefits of the Health *e*Net Community Health Record (CHR)



**Saves Time**



**Saves Money**



**Improves Care**

# Health *e*Net CHR Saves Time

- Simple and quick access to information from multiple health care systems
- Almost real-time access to information
- No more logging into multiple portals
- Less time spent chasing results and records



# Health *e*Net CHR Saves Money

- Fewer duplicate or unnecessary tests
- Smoother transitions and coordination of care
- Improved patient satisfaction



# Health *e*Net CHR Improves Care

- Birds-eye view of patients interaction with the larger health care community
- Almost real-time access to up-to-date clinical information
- Facilitates better informed clinical decision making



# Health eNet Community Health Record

The screenshot shows the user interface of the Hawaii Health Information Exchange. At the top, a dark header bar contains the text "Hawaii Health Information Exchange" on the left and "Natalie Pagoria QMC" with a dropdown arrow on the right. Below this, a navigation bar features three items: "Results Inbox" with a "681" badge, "Referrals" with a "1" badge, and "Messaging". The main content area is a light gray box titled "Patient Search". Inside this box is a search input field with the placeholder text "Enter Name, MRN, SSN or DOB" and a blue "Search" button below it. At the bottom left of the interface is the "Powered by Medicity" logo, and at the bottom right is the "Health eNet" logo.

- More than 750,000 unique patients
- Over 11 Million records

# What's in Health eNet?

Data Available in Health eNet as of August 2015								
Participating Facilities as of August 2015	Demographics	Admission /Discharge /Transfer	Laboratory	Pathology	Radiology Reports	Transcribed Reports	CCD	Ambulatory Med History
<b>Castle Medical Center</b> 07/2015	✓	✓	✓	✓	✓	✓		
<b>Clinical Laboratories of Hawai'i (CLH)</b> 11/2013	✓	✓	✓	✓				
<b>Diagnostic Laboratory Services (DLS)</b> 12/2014	✓		✓					
<b>Hilo Medical Center</b> Ka'u Hospital Hale Ho'ola Hamakua 09/2014	✓	✓			✓	✓		
<b>Hawai'i Health Systems Corporation</b> Maui Memorial Medical Center Lana'i Community Hospital Kona Community Hospital Kohala Hospital Kula Hospital Kauai Veterans Memorial Hospital Samuel Mahelona Memorial Hospital 04/2015	✓	✓	✓	✓	✓	✓		
<b>Hawai'i Pacific Health</b> Kap'iolani Medical Center for Women and Children Pali Momi Medical Center Wilcox Memorial Medical Center Straub Clinic and Hospital 01/2014	✓						✓	
<b>The Queen's Medical Center</b> Queen's Medical Center Queen's Medical Center West Molokai General Hospital *NHCH Pending Epic Implementation 05/2015	✓	✓	✓	✓	✓	✓		
<b>Health Care Systems (HCS)</b> 06/2014	✓							✓



Available Now



Coming Soon



**Health eNet**

# Health *e*Net Highlights

Access to up-to-date information when and where you need it.

- Encounters
- Results
- Medications
- Referrals Module (QCIPN)



# Health eNet CHR: Encounters

Birds-eye view of patients interaction with the larger health care community

Facility/Location	Acct #	Pt. Class	Admit Service	Admit Diagnosis	Admit/Discharge	Admitting
EMER						
The Queen's Medical Center EMER Room DWR / Bed DWR	13802059	Emergency	Emergency		4/24/2015 5:23 PM Disc:4/24/2015 9:09 PM	KURODA, RONALD M.
The Queen's Medical Center EMER Room H06 / Bed H06	13710790	Emergency	Emergency		4/11/2015 4:48 PM Disc:4/12/2015 3:08 AM	SUZUKI, SHERRIE M
The Queen's Medical Center EMER	13669118	Emergency	Emergency		4/6/2015 1:37 PM Disc:4/6/2015 7:02 PM	WAKUZAWA, WYNN T.

- Who
- When

- What
- Why

- Where
- How

# Health eNet CHR: Results

No more waiting...

Almost real-time access across all systems

- Lab
- Radiology
- Pathology
- Consults
- H&P's
- Discharge Summaries

Date ▼	Type	Description	Alerts	Ordering
5/16/2015 1:04 PM	TRANSCRIPTION	Discharge Summaries		
5/14/2015 7:06 AM	TRANSCRIPTION	H AND P		
5/13/2015 10:13 PM	TRANSCRIPTION	ED Provider Notes		
4/11/2015 11:40 PM	TRANSCRIPTION	ED Provider Notes		
4/11/2015 6:00 PM	RAD	CT - THORACIC SPINE WITHOUT CONTRAST		SUZUKI, SHERRIE M
4/11/2015 6:00 PM	RAD	CT - LUMBAR SPINE WITHOUT CONTRAST		SUZUKI, SHERRIE M
4/11/2015 5:59 PM	RAD	CT - HEAD WITHOUT CONTRAST		SUZUKI, SHERRIE M
4/11/2015 5:59 PM	RAD	CT - CERVICAL SPINE WITHOUT CONTRAST		SUZUKI, SHERRIE M
4/11/2015 4:49 PM	CARDIOLOGY	EKG		SUZUKI, SHERRIE M
4/6/2015 7:32 PM	TRANSCRIPTION	ED Provider Notes		
4/6/2015 2:18 PM	RAD	XRAY - CHEST AP PORTABLE		WAKUZAWA, WYNN T.
4/6/2015 2:18 PM	TRANSCRIPTION	ED Provider Notes		

# Health eNet CHR: Medications

Medication fill history from all providers

- 12 month fill history
- Direct from Surescripts, Pharmacies, Insurance Companies, Pharmacy Benefit Managers
- Drill down for additional fill information

	Medication / Strength	Pharmacy	Prescribed By	Last Fill
+	NAPROXEN 500 MG TABLET []	LONGS DRUG STORE #09182	MORTON, RONALD	05/19/2015
+	HYDROCO/APAP TAB 5-325MG 0 []	THE QUEENS MEDICAL CENTER PHCY		05/14/2015
+	CIPROFLOXACN TAB 250MG []	THE QUEENS MEDICAL CENTER PHCY		05/14/2015
+	SULFAMETHOXAZOLE-TMP DS TABLET []	Longs Drug Store #9220	RUGGIERI, ROBERT	05/10/2015
+	TRAMADOL HCL 50 MG TABLET []	Longs Drug Store #9220	LAU, CLIFFORD	05/08/2015
+	METHYLPRED PAK 4MG []	LONGS DRUG STORE #09182		05/01/2015
+	CELECOXIB 200 MG CAPSULE []	Longs Drug Store #9220		05/01/2015
+	ACETAMINOPHEN-COD #3 TABLET []	Longs Drug Store #9220	LAU, CLIFFORD	05/01/2015

<https://chr.healthnet.org>

<https://hhiecertpa.medicity.com/ProAccess/Login>

# Health eNet Referrals Module

**Referrals** Options ⚙

**My Referrals** **Sent Referrals** **Received Referrals** **Questionnaire Management** **Inbound Preferences**

**Received Referrals** Print Worklist

Sort Referrals By ▼ Order ▼ Filter Referrals By ▼ **Advanced Filters** **Clear Filters** View by: 10 20 50 100 All

Showing 1-2 of 2 Expand All +

	Source	Destination	
<b>ZZTEST, BUBBA</b> MALE Age 62 DOB 11/07/1952 Status: Consult Added ▼	<b>AAA Gastroenterology Services</b> Wong, Robert Referred: 3/3/2015 8:56 AM	<b>The Queen's Medical Center</b> Kaufmann TEST, Jonat... ▼ Appt: 3/16/2015 3:15 PM	Assigned to Choose ▼ + Last Update: 3/10/2015 12:26 PM

Available to Queen's CIPN physicians

- Securely and seamlessly complete referrals online
- Streamlines referral management process
- Allows for referrals across multiple EMRs
- Real-time tracking of referral status



QUEEN'S CLINICALLY INTEGRATED  
PHYSICIAN NETWORK

# Health *e*Net Referrals Module

Personalized to the practice

- Fewer phone calls and faxes
- Reduced manual data entry
- Everything in one place

<b>ZZTEST, BMW</b> <b>FEMALE</b> Age 40 DOB 04/05/1975 Status: <input type="text" value="New"/>	<b>AAA Gastroenterology Services</b> <b>Wong, Robert</b> Referred: 3/10/2015 12:19 PM	<b>The Queen's Medical Center</b> <input type="text" value="Kaufmann TEST, Jonat..."/> Appt: none	Assigned to <input type="text" value="Choose"/> Last Update: 3/10/2015 12:19 PM
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<b>Referral Information</b> <b>Patient</b> - ZZTEST, BMW <b>Source Location</b> - AAA Gastroenterology Services <b>Source Provider</b> - Robert Wong (No Phone) <b>Status</b> - Marked New on 3/10/2015 12:19 PM <b>Appointment</b> - Not Scheduled <b>Authorization Info</b> - No precert required <b>Associated ICD-9</b> - 564.00 (Constipation, unspecified) <b>Reason</b> - Constipation <b>Comments</b> - Needs to be seen in 1 week	<b>Insurance</b> - <b>Destination Location</b> - The Queen's Medical Center <b>Destination Provider</b> - Jonathan Kaufmann TEST (No Phone) <b>Submitted By</b> - Dawn Young on 3/10/2015 12:19 PM
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[View Patient Profile ▶](#)  
[Print Referral](#)

# Sign-Up for Health *e*Net Today

- Step 1- Complete Participation Agreement
- Step 2- Register Practice and Staff
- Step 3- Complete End-User Training

<https://healthenet-register.hawaiihiie.org>

<https://healthenet-register-staging.hawaiihiie.org/>

# Questions?

**Contact information:**

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