



HIT in the 'ARRA' of Gobs of Money

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**Aligning Forces
for Quality** | Improving Health & Health Care
in Communities Across America



Overview

- Review HIT Landscape
- AF4Q Community Presentations
- Questions to Consider/Discussion



**Meaningful
Use**

\$42B



AF4Q Regional Extension Center Participants

- Albuquerque (Lovelace Clinic)
- Central Indiana (Purdue/Indiana Health Information Technology Inc)
- Cincinnati (HealthBridge)
- Detroit (Altarum Institute/Michigan Center for Effective IT Adoption)
- Greater Boston (Massachusetts Technology Park Corporation)
- Kansas City (Kansas Foundation for Medical Care Inc. AND The Curators of the University of Missouri)
- Maine (HealthInfoNet)
- Puget Sound (Qualis Health)
- Western New York (New York eHealth Collaborative)
- West Michigan (Altarum Institute/Michigan Center for Effective IT Adoption)
- Willamette Valley (OCHIN, Inc)

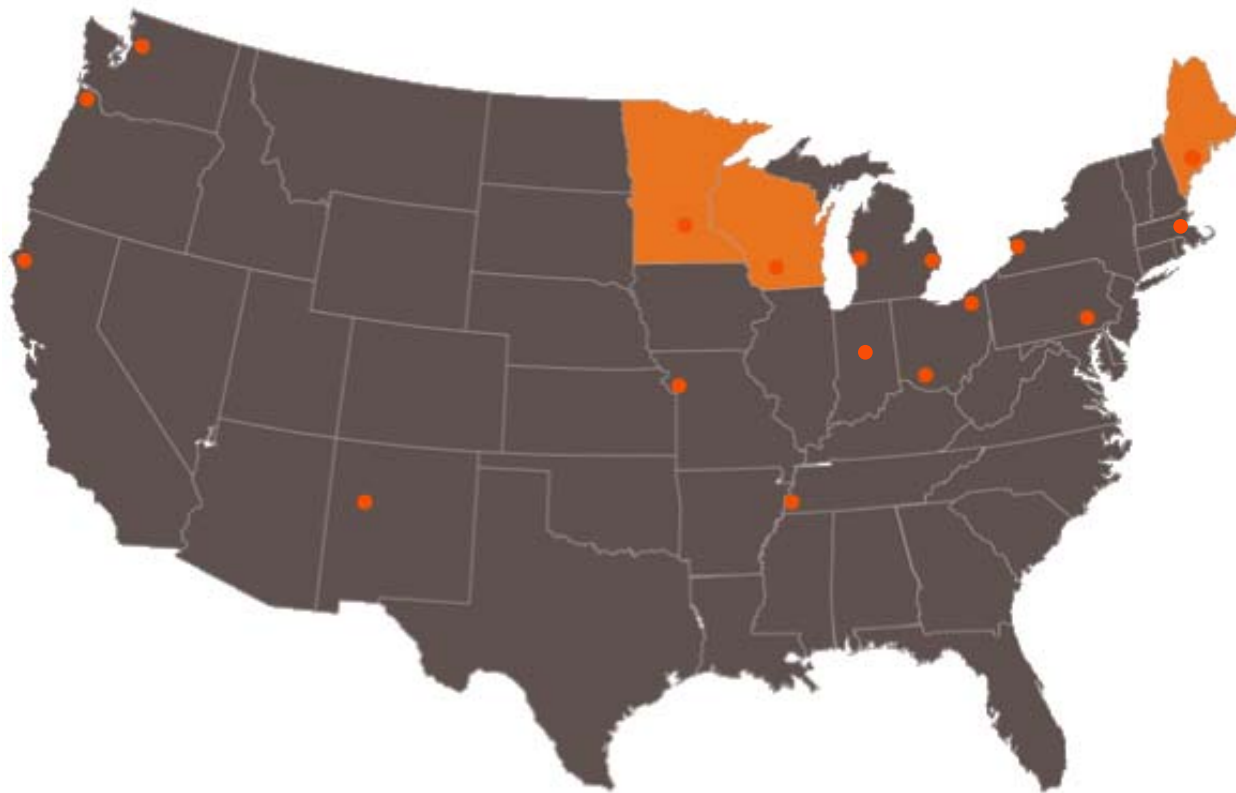


AF4Q Beacon Community Participants

- Central Indiana (Indiana Health Information Exchange, Inc)
- Maine (Eastern Maine Healthcare Systems)
- Western New York (Western New York Clinical Information Exchange, Inc)

Health Information Exchanges

All AF4Q communities reside in locales for which ONC provided funding for state HIE efforts



NCQA Crosswalk

CMS Criteria for Meaningful Use, NCQA 2006 Physician Practice Connections® (PPC®) and NCQA Physician Practice Connections®—Patient-Centered Medical Home™ (PPC®-PCMH™)

Health Outcomes Policy Priority	Stage 1 Objectives Eligible Professionals (EP)	Stage 1 Measures	NCQA PPC Standard	NCQA PPC-PCMH Standard	Degree of Alignment Comments
Improving quality, safety, efficiency, and reducing health disparities	Use CPOE (computerized physician order entry)	For EPs, CPOE (computerized physician order entry) is used for at least 80% of all orders	<p>PPC5: Electronic Prescribing Element A</p> <ul style="list-style-type: none"> Practice uses electronic Rx writer (100% = 75-100% of new prescriptions written in last 3 months written linked to patient information) <p>PPC6: Test Tracking Element B</p> <ul style="list-style-type: none"> Practice uses electronic system to: order lab tests; order imaging tests <p>PPC7: Referral Tracking Element A</p> <ul style="list-style-type: none"> Practice uses paper or electronic system to track referrals 	<p>PPC-PCMH5: Electronic Prescribing Element A</p> <ul style="list-style-type: none"> Practice uses electronic Rx writer (100% = ≥75% of new prescriptions written in last 3 months written linked to patient information) <p>PPC-PCMH6: Test Tracking Element B</p> <ul style="list-style-type: none"> Practice uses electronic system to: order lab tests; order imaging tests <p>PPC-PCMH7: Referral Tracking Element A</p> <ul style="list-style-type: none"> Practice uses paper or electronic system to track referrals 	High Referrals can be paper or electronic
	Implement drug-drug, drug-allergy, drug formulary checks	The EP has enabled this functionality	<p>PPC5: Electronic Prescribing Element B</p> <ul style="list-style-type: none"> System connects to pharmacies, pharmacy benefit manager and receives renewal requests electronically (100% = 2-3 of 3 items) <p>Element C</p> <ul style="list-style-type: none"> Electronic system has general and/or patient specific information and alerts at the point of care: drug-drug interactions, drug-disease interactions, drug-allergy alerts (100% = 8 or more alerts) <p>Element D</p> <ul style="list-style-type: none"> Electronic system has generic and formulary checks (100% = both checks) 	<p>PPC5: Electronic Prescribing Element B</p> <ul style="list-style-type: none"> System has general and/or patient specific information and alerts at the point of care: drug-drug interactions, drug-disease interactions, drug-allergy alerts (100% = 8 or more alerts) <p>Element C</p> <ul style="list-style-type: none"> Electronic system has generic and formulary checks (100% = both checks) 	High
	Maintain an up-to-date problem list of current and active diagnoses based on ICD-9-CM or SNOMED CT®	At least 80% of all unique patients seen by the EP have at least one entry or an indication of none recorded as structured data	<p>PPC2: Patient Tracking and Registry Element A</p> <ul style="list-style-type: none"> Uses electronic data to document current and past diagnoses (100% = 12-15 items entered for 75% of patients) 	<p>PPC2: Patient Tracking and Registry Element A</p> <ul style="list-style-type: none"> Uses electronic data to document current and past diagnoses (100% = 12-18 items entered for 75% of patients) 	Medium ICD9 or SNOMED not specified Factor 13, "Current and past diagnoses" not required
	Generate and transmit permissible prescriptions electronically (eRx)	At least 75% of all Permissible prescriptions written by the EP are transmitted electronically using certified EHR technology	<p>PPC5: Electronic Prescribing Element A</p> <ul style="list-style-type: none"> Uses electronic system <p>Element B</p> <ul style="list-style-type: none"> System connects to pharmacies, pharmacy benefit manager and receives renewal requests electronically (100% = 2-3 of 3 items) 	<p>PPC5: Electronic Prescribing Element A</p> <ul style="list-style-type: none"> Uses electronic system 	High (PPC) Medium (PCMH) PCMH does not require transmittal

Developed by NCQA, 2010

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Presenters

- **Shelley Hirshberg, MA**
Executive Director
P2 Collaborative of Western New York
- **Pat Montoya, MPA, BSN**
Project Director
Albuquerque Coalition for Health Care Quality
- **Lisa Letourneau, MD, MPH**
Executive Director
Quality Counts, Maine

P2 Collaborative of Western NY and HEALTHeLINK

Working Collaboratively to Support Our Primary Care Physician Community
Draft as of May 5, 2010

Performance Measures:

- Achieve Level 3 NCQA designation for PCMH by (date TBD)
- Achieve meaningful use standards (MU to be finalized and a date TBD)
- Achieve Improvement in Quality Performance (Metrics to be defined and aligned with AF4Q, NYS Prevention Agenda, NQF)

Approach:

Secure External Funding to Assist Primary Care Physicians in Achieving Their Performance Goals

	Physician Cat. A	Physician Cat. B	Physician Cat. C
Financial support per physician	\$	\$	\$
Financial support per practice	\$	\$	\$

TECHNOLOGY
Assist physician in selection of EHR
Assist with implementation of EHR
Provide staff training
Assist with interoperability

QUALITY IMPROVEMENT INCLUDING MEANINGFUL USE
Develop quality improvement initiatives in clinical and practice management
Support organizational redesign
Facilitate culture change

CONSUMER ENGAGEMENT
Provide self-management techniques and educational resources

Funding:

HEAL 10	\$5.5 Million (HEALTHeLINK)	\$1,123,000 * (P ²)	\$439,000 (P ²)
REC	\$600,000 (HEALTHeLINK)	\$1.4 Million (P ²)	
COMMUNITY EMR	\$5 Million (HEALTHeLINK)		
BEACON	\$12,677,000 (HEALTHeLINK)		
		\$3,423,000 (P ²)	



Benefits of HIE/HIT

- Coordination of care between various health care providers, specialists, and facilities
 - Each individual or location has knowledge of previous tests or diagnoses
- Reduction in duplicated services
 - With each individual and facility knowing prior tests and results, services are less likely to be duplicated
- Increased efficiency of services
 - With fewer duplicated services, time and funding are used more effectively and efficiently



Challenges of HIE/HIT

- Implementing an electronic system compatible with multiple health care systems
 - With many systems - hospitals, physician offices and ancillary services in a community there is a need for interfaces and a common platform
- Increasing health care provider use of the electronic system and achieving meaningful use
 - Some providers see this as an additional item on an already overburdened system; others see it as valuable but do not use it effectively
- HIPPA and other privacy and legal issues
 - Maintaining security of patient information when so many facilities and providers have access to the data

Maine AF4Q Social Media

- Started w/ AF4Q Communications Mini-Grant
- Initially managed by contracted staff
- Social Media Subcommittee for input
- Phase 1:

facebook

twitter

- Use consistent name “HealthyME”
- Connected with, use syndicated content from CDC



Social Media Messaging Strategy

- Dedicated staff – est. 2-3hrs/wk (total)
- Planned messaging schedule echoing key QC/AF4Q messages:
 - Mon: Quality matters, varies, you have a choice
 - Tues & Thurs: Wellness / prevention
 - Wed & Fri: Chronic disease
 - Wed: diabetes, asthma
 - Fri: CVD, depression
- Link into established content – e.g. CDC

May 2010 Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3 What are Maine's goals to improve healthcare quality? Find out at the QC7 wrap up: http://www.mainequalitycounts.org/about-qc-7-wrapup.html	4 Women's Health Week starts in 5 days! Learn more: http://www.womenshealth.gov/whw/about/	5 FDA approves a new device for treating asthma using radiofrequency energy: http://www.medpagetoday.com/AllergyImmunology/Asthma/19805?utm_content=GroupCL&utm_medium=email&impressionId=1272523584255&utm_campaign=DailyHeadlines&utm_source=mSpoke&userid=147712	6 Spring is a great time to start a walking program. Find a route near you: http://www.healthymainewalks.com/findawalk.php	7 May is Mental Health Awareness Month. You can find good information about mental health here: http://www.mentalhealthamerica.net/	8
9 Mother's Day	10 All health is local! A recent study reported on health in Maine's 16 counties. Check it out at: [County Health Rankings - ME Report]	11 The fruit of the month is: limes! Use this CDC guide 4 recipes & other info on fruits & veggies: http://www.fruitsandveggiesmatter.gov/	12 2 of 10 Mainers may have pre-diabetes. Find out how you can help prevent diabetes: http://ndep.nih.gov/publications/PublicationDetail.aspx?PubId=71	13 Questions are the answer! Use these tools to help talk with your providers. http://www.mainequalitycounts.org/quality-counts-for-me/questions-are-the-answer/	14 Heart disease is the #1 killer of US women. Use the Simple Seven to lower your risk: http://mylfecheck.heart.org/	15
16	17 How much will that CT scan cost? Find out here: http://www.healthweb.maine.gov/claims/healthcost/default.aspx	18 ZZZZ - getting enough sleep is important to your overall health. If you're not getting enough, ask for help @ your next appointment	19 Get daily air quality updates @MEAir_Portland, @MEAir_Lewiston, or @MEAir_Bangor	20 Start a healthy "cycle" - the Bicycle Coalition of ME is a great resource for cyclists of any level: www.bikeme.org	21 Be a StigmaBuster! Learn more about mental illness here: http://www.nami.org/template.cfm?section=flight_stigma	22
23	24 Top 10 Ways to Get Safer Care: Maine's own Dr. Erik Steele explains: http://www.aarp.org/states/me/news/articles/healthcare_safety_dont.html	25 Get a running start: If you live in the midcoast area, check out this running program: http://www.midcoasthealth.com/fitness/default.aspx	26 You can do it! Maine AF4Q's diabetes pathway can help you get on the path to better health: http://www.mainequalitycounts.org/images/stories/PDFs/af4q%20diabetes_pathway_maine_web_08-09.pdf	27 Get connected! ME's 211 guide can help you find local resources: http://211maineportal.communityos.org/	28 Don't break the chain: read how the Chain of Survival saved Julie's life: http://www.americanheart.org/presenter.jhtml?identifier=3039666	29



Are you on Facebook? Twitter? *Quality Counts* is now online!

“Like” (fan) us on **facebook**

www.facebook.com/HealthyME

(Search for HealthyME and choose “Like”)

Follow us on **twitter**

www.twitter.com/HealthyME2 or @HealthyME2

(Send text to “40404” with “follow HealthyME2”)

HealthyME on Facebook

The screenshot shows the Facebook page for HealthyME. At the top, the Facebook logo and navigation links (Home, Profile, Account) are visible. The page header includes the group name "HealthyME" and tabs for Wall, Info, Quality Cou..., Events, Discussions, and Photos. A post creation box with a "Write something..." prompt and a "Share" button is present. Below this, there are several posts:

- HealthyME + Others** section with tabs for HealthyME and Just Others.
- HealthyME** post: "The fruit of the month is: limes! Use this CDC guide 4 recipes & other info on fruits & veggies: <http://www.fruitsandveggiesmatter.gov/>" with an image of fruits and a link to "Fruits & Veggies Matter: Home: Eat a Colorful Variety of Fruits and Vegetables Every Day for Better." (www.fruitsandveggiesmatter.gov). Posted 4 hours ago.
- HealthyME** post: "All health is local! A recent study reported on health in Maine's 16 counties. Check it out at: <http://www.countyhealthrankings.org/maine>" with an image of oranges and a link to "Maine | County Health Rankings" (www.countyhealthrankings.org). Posted Yesterday at 11:34am.
- HealthyME** post: "May is Mental Health Awareness Month. You can find good information about mental health here: <http://www.mentalhealthamerica.net/>" with an image of a group of people and a link to "Mental Health America: Welcome to Mental Health America" (www.mentalhealthamerica.net). Posted May 7 at 11:55am.
- HealthyME** post: "Spring is a great time to start a walking program. Find a route near you: <http://www.healthymainewalks.com/findawalk.php>" with an image of a walking sign and a link to "Healthy Maine Walks Registry".

On the left side, there is a "Join this group" section, an "Information" section (Founded: 2010), and "Friends Like This" (Lee Chick, Lois Napier Skillings, Dee Kerry DeHaas). At the bottom, there is a "77 People Like This" section with profile pictures of Kathie Austin Paterno, Dora Anne Mills, Tara Thomas, Jenny, Quality, and Mark. A "Chat (0)" window is visible in the bottom right corner.

HealthyME2 on Twitter

twitter

Have an account? [Sign in](#)

Get short, timely messages from Quality Counts.

Twitter is a rich source of instantly updated information. It's easy to stay updated on an incredibly wide variety of topics. [Join today](#) and follow [@HealthyME2](#).

[Join Today](#)

Get updates via SMS by texting **follow HealthyME2 to 40404** in the United States
[Codes for other countries](#)

 **HealthyME2**

Name Quality Counts
Location Maine
Web <http://www.maineq...>
Bio Follow us to get info about staying healthy and to connect with local resources to manage your health.

73 following 62 followers 3 listed

Tweets 87

Favorites

Following

[View all...](#)

RSS feed of HealthyME2's tweets

The fruit of the month is: limes! Use this CDC guide 4 recipes & other info on fruits & veggies:...
<http://bit.ly/bGrHli>
about 11 hours ago via Facebook

All health is local! A recent study reported on health in Maine's 16 counties. Check it out at:... <http://bit.ly/a2NEDA>
8:34 AM May 10th via Facebook

May is Mental Health Awareness Month. You can find good information about mental health here:... <http://bit.ly/9NxIU>
8:55 AM May 7th via Facebook

RT @MEPublicHealth: Have you or someone you know had gestational (during pregnancy) diabetes? Find out what to do.
<http://bit.ly/bfNRCi>

(1 item remaining) Downloading picture <http://twitter.com/images/spinner.gif...>

Internet 100%



Just Getting Started...

- Facebook: 78 fans (“likers”?)
- Twitter: 63 followers
- Evidence of “viral” potential:
 - At QC7 conference April 16, reached 8848 people via 50 tweets (event hashtag: #QC7)



Lessons Learned

- Cast a wide net when developing site
- Know the process
- Think ahead
- Be flexible
- Have personality!
- Be approachable
- Encourage 2-way dialog
- Evaluate yourself



Discussion/Q&A

- What do you think are the priority areas for HIT in your community?
- What do you see as the potential HIT tools, resources and platforms for impacting CE, PM/PR, QI, Equity and their associated AF4Q dashboard goals and Q/E team indicators?
- How might HIT be disruptive? What are the potential unintended negative consequences that might ensue from its use?
- What are some of the challenges and opportunities in your community when leveraging federal, state and local HIT investments?