Virtual Update Meeting

April 22, 2020
1:30 – 2:00 pm

The presentation will begin shortly. All participants are in listen only mode.

Webex Link:
https://mihinsharedservices.webex.com/mihinsharedservices/j.php?MTID=m0af2469dd01b87c7f602b33c7d612615

Meeting Number: 288 314 341 **Meeting Password**: SVmFqXvm638
Join by Phone: 1-415-655-0003

Having connection issues, contact GLHC at events@gl-hc.org.

Creating Care Connected Communities

Welcome!

Brian Mack
Senior Marketing Strategist

Mary Graham
Manager

Agenda

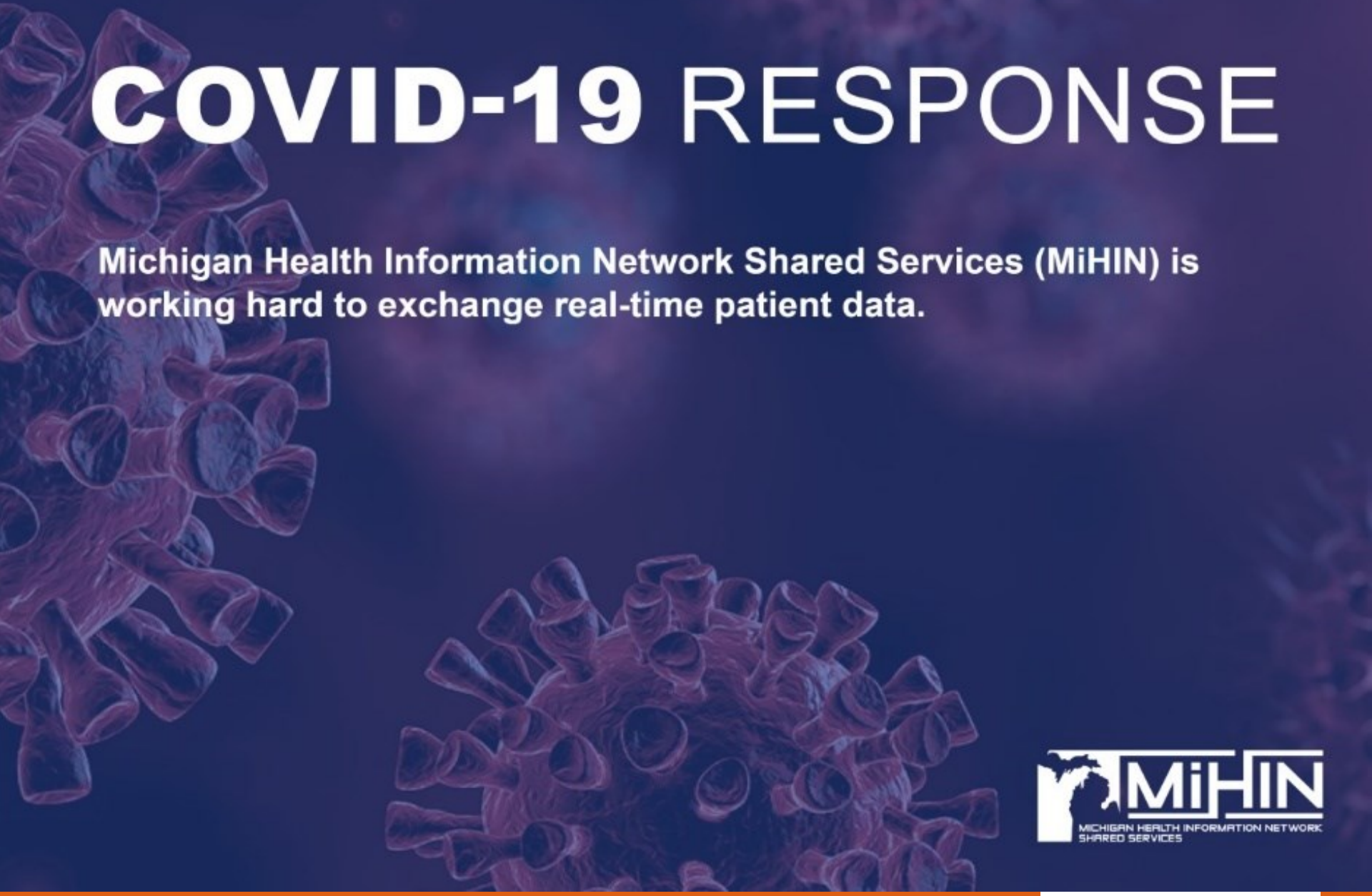
- MiHIN COVID19 Response
- 2020 Conference Update
- MiHIN/GLHC Integration Update
- Open Forum Q&A

Meeting Information

- Recording and slides will be shared after the meeting.
- Attendees muted
- No video necessary
- Q&A – thank you to all who sent in questions on your registration

COVID-19 RESPONSE

Michigan Health Information Network Shared Services (MiHIN) is working hard to exchange real-time patient data.



MiHIN
MICHIGAN HEALTH INFORMATION NETWORK SHARED SERVICES

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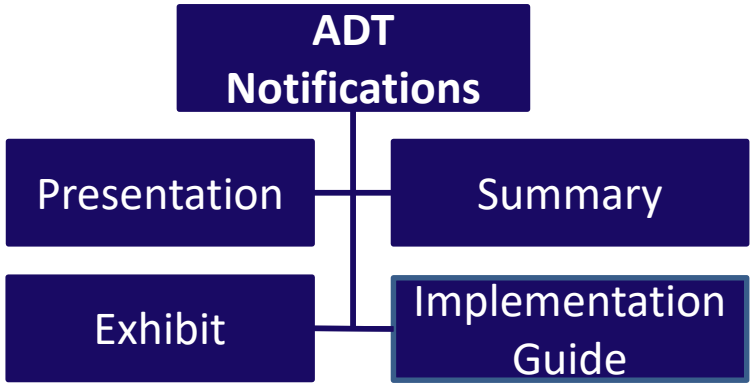
Use Cases

Marty Woodruff
Chief Operating Officer
MiHIN

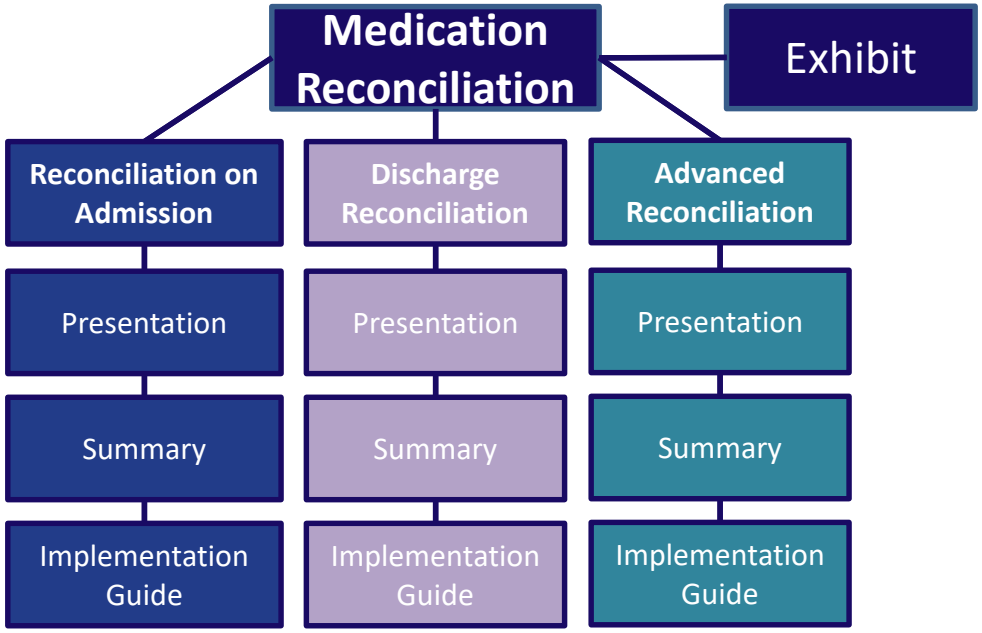
MiHIN's Use Case/Scenario Structure

Master Use Case Agreement (MUCA) Covers All Use Cases

Use case without additional scenarios



Use case with additional scenarios



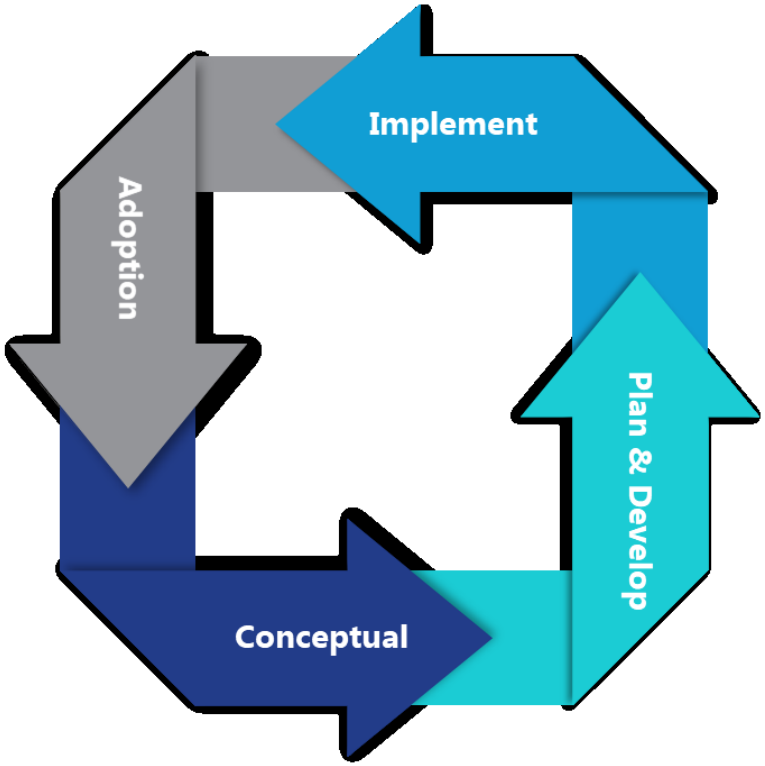
Use Case Factory

Adoption
- Critical mass

Continuous improvement. Bringing us back to..

Conceptual
- Define purpose
- Evaluation

Idea with champion/sponsor



Implement
- Production status
- Metrics
- ***Mass marketing & outreach***

Successful adoption

Plan & Develop
- Technical planning
- Pilot and refine

Functional data-sharing widget

…on to the MiHIN Board

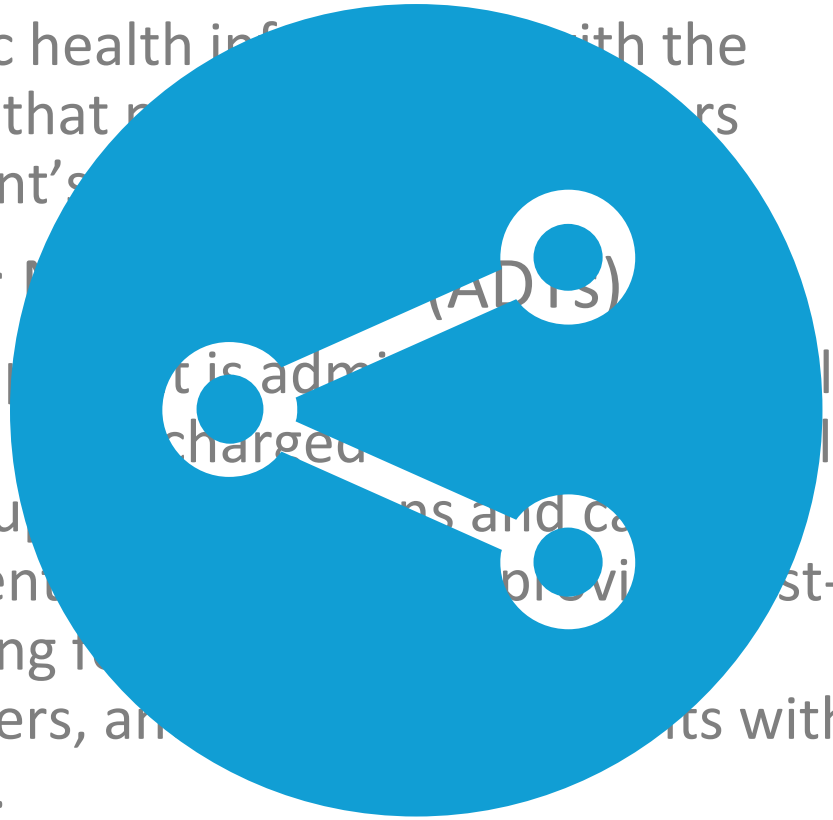
Current Core Use Cases

Active Care Relationship Service® (ACRS)

- Connects a patient's electronic health in ith the providers "actively caring" for that p rs covering the cost of that patient's

Admission, Discharge, Transfer (ADT)

- Notifications are sent when a p t is adm l, transferred to another facility, charged l. Notifications are then sent to u ns and c management teams on a patient pr vi st-discharge transitions, prompting f communication among providers, a its with multiple or chronic conditions.



Current Core Use Cases

Common Key Service (CKS)

- Improves improve patient identificati and care coordination through the use of a ribute, a "common key." This common ke e patient, stored in our statewid with all participating organizations n their own electronic medical systems.

Health Directory

- Directory for healthcare provid tracking of all kinds from demog addresses, to MiHIN use case part sharing data, to following a potentia like practice locations, admitting privileges, ips, network affiliations, and more.

New Use Cases

Advanced Care Documents (ACD)

- ACD are stored in a specific folder within the LR designated only for those documents. Documents are easily accessible and can be retrieved when needed by those providing care to the patient at any point of care.

Longitudinal Health Record

- A single comprehensive patient record comprised of data from numerous disparate data sources across the healthcare continuum. It is designed to be one record per patient by using comprehensive patient matching logic wrapped in a consent management model. Common Key Service (CKS)

Referrals

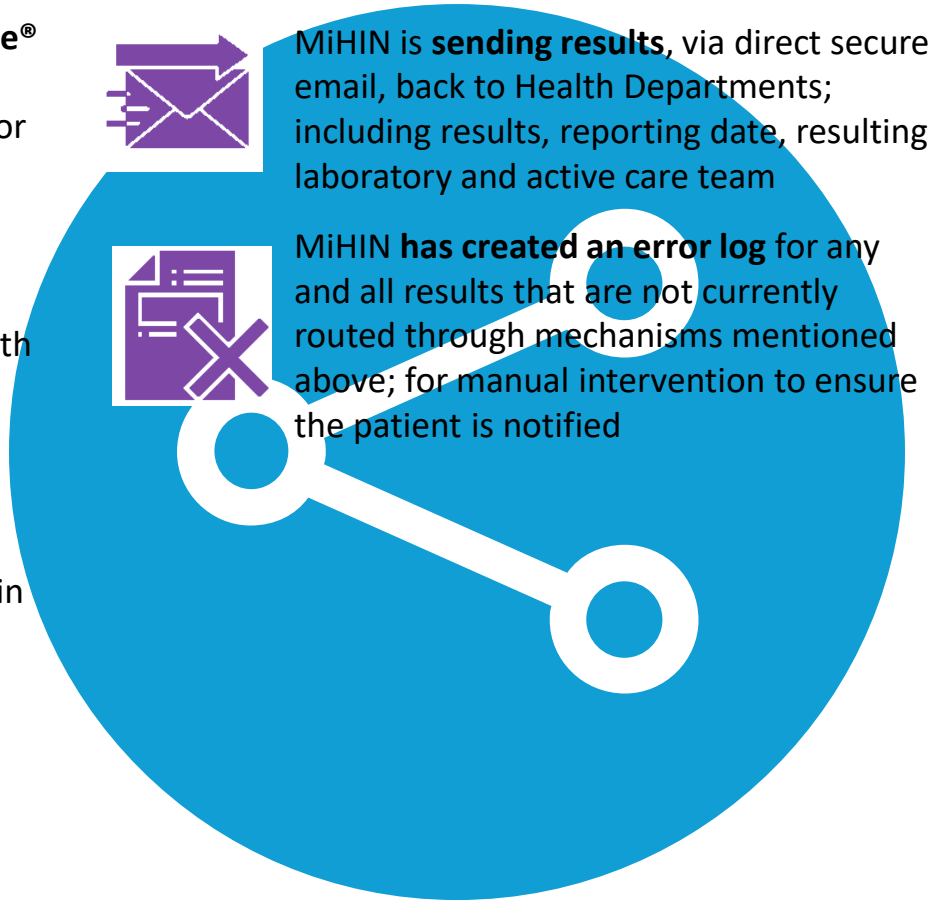
- The data exchange in the referral may include, but is not limited to selected and relevant Protected Health Information (PHI) and supporting documentation to expedite the referral process for the individual.

Infrastructure Supporting COVID-19

MiHIN's **Active Care Relationship Service® (ACRS®)** has been turned on for all hospitals across the state of Michigan; for result routing back to the hospitals

In conjunction with the Lab Datalake, MiHIN is placing indicators on the ACRS files marking COVID-19 results, along with reporting date and resulting laboratory

MiHIN is **routing all COVID-19 lab results** to the State of Michigan registry and will route results to all participants in the Statewide Lab Use Case

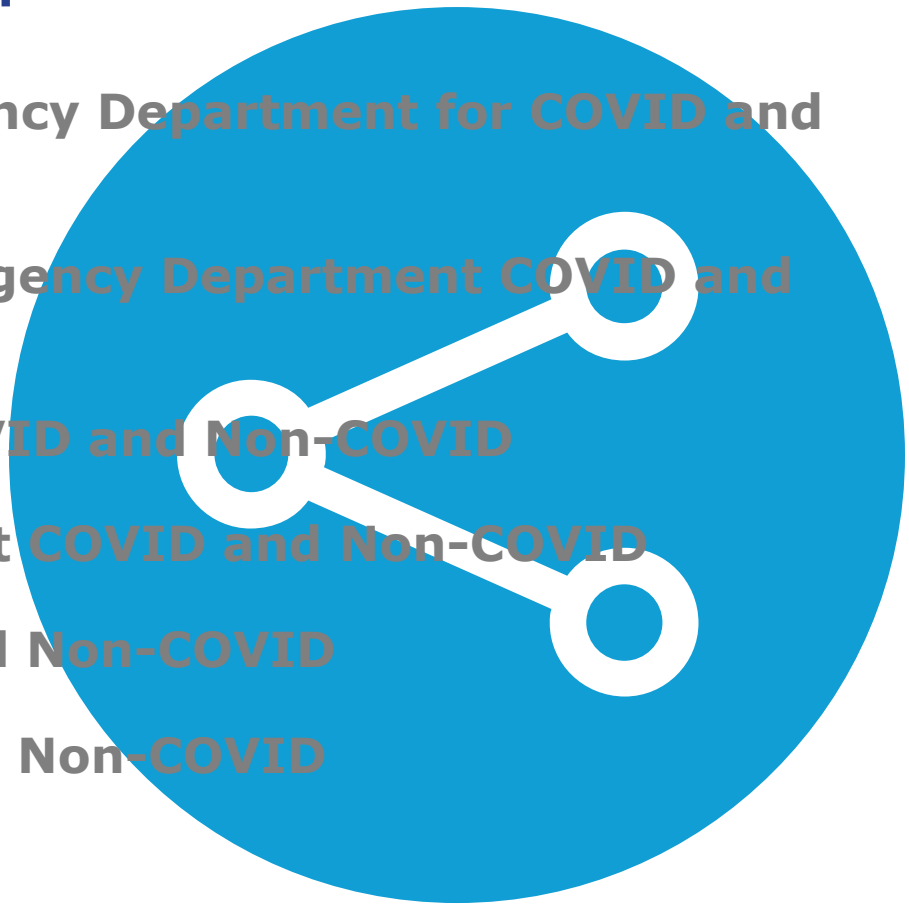


MiHIN is **sending results**, via direct secure email, back to Health Departments; including results, reporting date, resulting laboratory and active care team

MiHIN **has created an error log** for any and all results that are not currently routed through mechanisms mentioned above; for manual intervention to ensure the patient is notified

Reports

- Admissions to an Emergency Department for COVID and Non-COVID
- Discharges from an Emergency Department COVID and Non-COVID
- Admission In-Patient COVID and Non-COVID
- Discharge from In-Patient COVID and Non-COVID
- ICU Admission COVID and Non-COVID
- ICU Discharge COVID and Non-COVID



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Telehealth

Kim Bachelder
Senior Product Marketing Manager
MiHIN

MiHIN Telehealth Design

- Health Information Exchange plan and infrastructure to support:
  - Care Coordination
  - Transitions of Care
  - Improved Outcomes
  - Communities of Care
  - Public Health
  - Provider initiatives and needs

- HIE now includes Telemedicine modality

Telehealth: The Use Case

Purpose:

- Incorporate telehealth providers and telehealth modalities into Michigan's healthcare delivery ecosystem by utilizing the state's health information network shared services. D
- Drive access, care coordination, increase patient engagement, transition of care, coordinate, align patient initiated virtual visit requests, and support public health priorities

Enable other telehealth platforms to more fully support and participate in:

- Care coordination
- Patient engagement
- Sending virtual visit information to EHR
- HIE statewide use cases
- Promote public health efforts and mandates

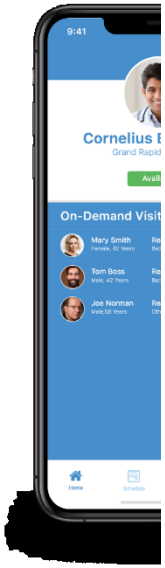
Service vs Use Case

Care Convene:

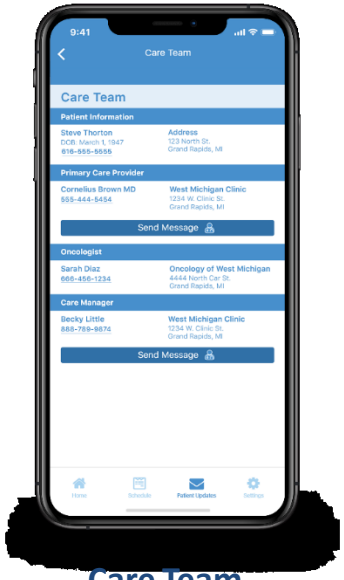
- Is a Service, not a Use Case. (VIPR/Midigate and Bridge will also be services)
- Is a transactional service (place to conduct business)
- Is new space for us! It is a provider and *patient*-facing app.
- Support will be include both Patient and Provider
- Development opportunity for agreement and registration improvements through automation

Provider / Practice Access: Web and/or Phone

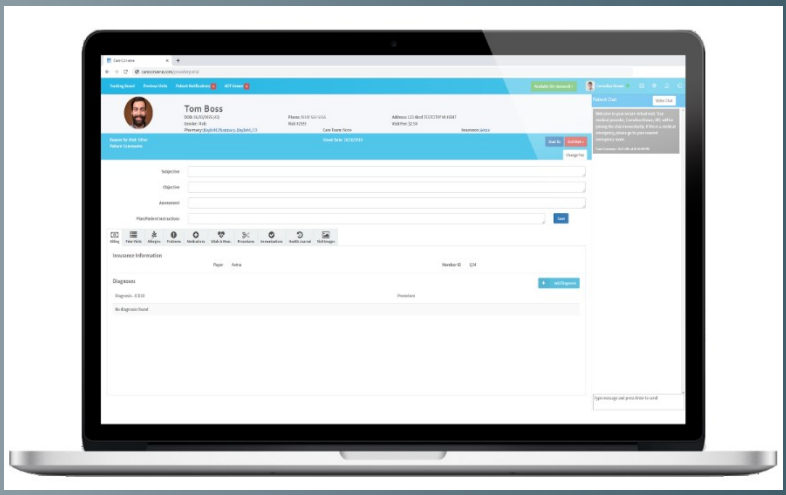
PROVIDER



Provider Tracking Board



Care Team Viewer



Provider Web Portal

HIPAA Compliant

care convene

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Virtual Practice Based Clinic Model

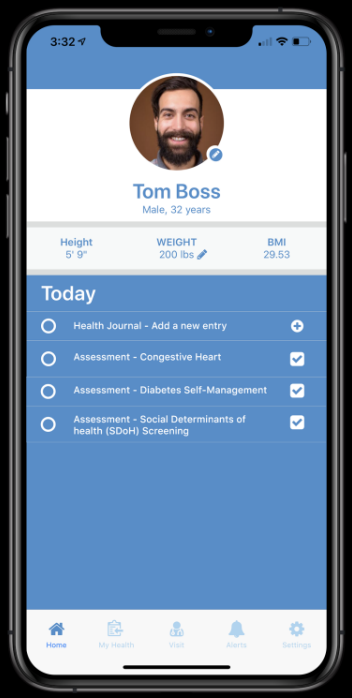
Allows fo **platform**

Align principles of PCMH and PDCM

- Closing Gaps in Care
- Patient Self-Management
- Care Management & Coordination
- Social Determinates of Health Repor

Optimize Health Information Exchange

- Use real-time ADT/CCDA/Results (Problems/Diagnoses/Meds) to suppo quality longitudinal care and risk stratification
- Chronic Care management, care coordination for high risk
- Post discharge follow-up



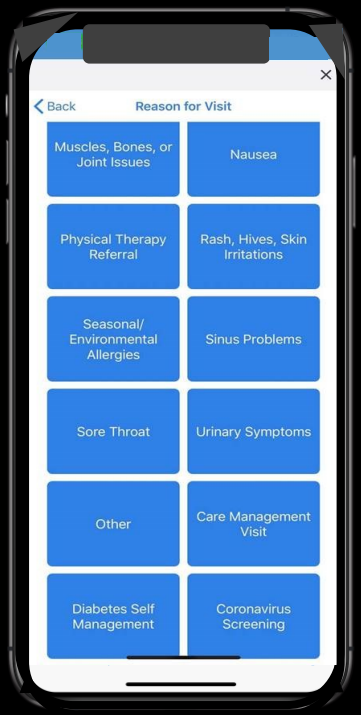
Support Greater Patient Health Literacy & Access

- Poly Chronic Symptom Management.
- Patient Activation using disease specific virtual assessments
- Targeted Patient Education

Platform Benefits

- Longitudinal and Episodic Care
- Scalable and Affordable Pricing
- REST API and FHIR Ready
- Integrated Relationship Health Solution
- Build Relationships over Large Distances
- No upfront platform, license, support, application or maintenance fees

with COVID Symptoms



General Support

- MiHIN Telehealth website: mihin.org/careconvene
- Care Convene Overview
- MiHIN Telehealth Phone:

  1-866-577-3450
- MiHIN Telehealth Technical Assistance:

  telehealth@mihin.org
- General Telehealth Assistance or Questions:

  Mary Graham
  mary.graham@mihin.org
- MiHIN Telehealth Use Case Contact:

  Kim Bachelder
  kimberly.bachelder@mihin.org

2020 Conferences Cancelled

CONNECTING MICHIGAN FOR HEALTH

GREAT LAKES HEALTH CONNECT SUMMIT SERIES

STAY TUNED FOR AN ALL NEW EVENT SERIES COMING IN 2021!

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GLHC
GREAT LAKES HEALTH CONNECT

BETTER TOGETHER UPDATE

THE
MiHIN
GROUP

VIRTUAL UPDATE MEETING

UPCOMING MEETINGS

- June 10
- August 19
- October 14
- December 9

Register at: https://mihin.org/events

Questions & Answers

Thank you for joining!

CONTACT US:

MiHIN Office
517.336.5714

MiHIN Help Desk
517.336.1430

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MICHIGAN HEALTH INFORMATION NETWORK SHARED SERVICES