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.
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.
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

- ADT Notifications
  - Presentation
  - Exhibit
  - Summary
  - Implementation Guide

Use case with additional scenarios

- Medication Reconciliation
  - Reconciliation on Admission
    - Presentation
    - Summary
    - Implementation Guide
  - Discharge Reconciliation
    - Presentation
    - Summary
    - Implementation Guide
  - Advanced Reconciliation
    - Presentation
    - Summary
    - Implementation Guide

Exhibit
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 information with the providers “actively caring” for that patient and with payers covering the cost of that patient’s care.

Admission, Discharge, Transfer Notifiers (ADTs)
• Notifications are sent when a patient is admitted to a hospital, transferred to another facility, or discharged from a hospital. Notifications are then sent to update physicians and care management teams on a patient’s status, providing post-discharge transitions, prompting follow-up, improving communication among providers, and supporting patients with multiple or chronic conditions.
Common Key Service (CKS)

- Improves patient identification, safety, and care coordination through the use of a not human readable attribute, a “common key.” This common key is attributed to each unique patient, stored in our statewide MPI service, and then shared with all participating organizations for an external identifier in their own electronic medical record systems.

Health Directory

- Directory for healthcare provider and organization tracking of all kinds from demographic data like phones and addresses, to MiHIN use case participation, to endpoints for sharing data, to following a potential web of relationships like practice locations, admitting privileges, membership types, 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.
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
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. 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
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Virtual Practice Based Clinic Model

Allows for greater access to quality care for more patients via a secure platform.

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

Align principles of PCMH and PDCM

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

Optimize Health Information Exchange

- Use real-time ADT/CCDA/Results (Problems/Diagnoses/Meds) to support high 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.
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Meeting Agenda

1. Introduction
   - Welcome
   - Agenda review

2. Current Health Updates
   - COVID-19 Symptom Check
     - Symptoms to look out for
     - Home testing procedures

3. Patient Engagement
   - Remote care strategies
   - Telehealth services

4. Future Planning
   - Scheduled visits
   - Follow-up meetings

5. Q&A
   - Addressing patient concerns
   -解答患者问题

6. Closing Remarks
   - Next steps
   - Contact information

Note: The meeting will be recorded for later access.
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

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

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