



Use Case Summary

Use Case Name:	Transcribed Document Delivery
Sponsor:	None
Date:	May 6, 2020

Executive Summary

This brief section highlights the purpose for the use case and its value. The executive summary gives a description of the use case's importance while highlighting expected positive impact.

Transcribed documents (also referred to as transcribed results) are used across the healthcare continuum to assist providers and other healthcare professionals deliver quality patient care. Providers, Participating Organizations (POs), and other healthcare professionals have a critical need to easily send and find transcribed documents to help with clinical decision support, trending analysis, population health management, medication management, and numerous other care activities.

The coordination of transcribed document delivery across organizations can be very challenging which may have a negative impact on patient care as well as healthcare costs. Transcribed documents must be presented in a timely manner and in a usable, actionable format so recipients can deliver efficient and effective patient care.

An electronic, statewide exchange of transcribed documents through an interconnected network of POs overseen by Michigan Health Information Network (MiHIN) helps improve the quality, efficiency, and lower the cost of healthcare.

Purpose of Use Case: The Transcribed Document Delivery use case supports provider workflow improvements by helping to send, find, receive, and use transcribed documents for tests and other services performed at the point of care.

Overview

This overview goes into more details about the use case.

Transcribed documents are a crucial component of caring for a patient yet are often not shared when transitioning a patient to other members of their care team. This sometimes results in adverse events from uninformed clinical decisions or duplicative tests and/or services being ordered, both of which are costly, burdensome to the provider, and can be harmful to the patient.

Factors contributing to the challenges of sharing transcribed documents with other care team members include:

- Accurate matching of the patient with their health information based on the demographic information contained in the transcribed document message
- Ability to identify the patient's care team
- Providers working at multiple locations

The Transcribed Document Delivery use case helps POs electronically send and receive transcribed documents via statewide health information network (HIN) overseen by MiHIN.

Healthcare stakeholder's electronic health record (EHR), electronic medical record (EMR), electronic document system, etc., may require information technology architecture enhancements and upgrades to consume a standard incoming HL7 message.

The intended audience for this use case includes healthcare organizations and professionals that want to send and/or receive electronic transcribed documents to healthcare entities. These may include but are not limited to:

- Hospitals
- Ambulatory clinics
- Health departments
- Physician offices
- Medical practices

Persona Story

To explain this use case, this section follows a persona example from start to finish.

Millie Bryant



For most of her life, Millie Bryant has never thought much about her health. There was always enough to do with her family and farm. Life was very busy then. Doctor visits were usually postponed or missed without a second thought until reality finally caught up with her.

It began with problems around obesity, which led to diabetes and increasing issues with mobility, especially with her hips and knees. Now 72 years old, Millie is battling an increasing number of health problems and everything regarding her healthcare feels hard. From getting to the doctor's office to finding the food for her special diet and managing her medications.

Recently, Millie was admitted to the local hospital with chest pains. She was diagnosed with coronary artery disease which led to congestive heart failure. Millie received a stent placement and had some of her medications adjusted. Now that she's ready to be discharged home, she's worried she will forget something important from her recent hospitalization.

As overwhelmed as Millie is about what to do next, the follow-up appointment with her primary care provider will be well organized and informational because of the transcribed document known as the discharge summary will be delivered directly and electronically to her care team. This will allow the care team in the office to call and set up a follow-up appointment quickly after discharge and will provide a detailed summary of her hospitalization to her provider. With the Transcribed Document Delivery use case, Millie is more assured that her care team is informed and that they can provide the right care for her conditions.

Diagram

This diagram shows the information flow for this use case.



Figure 1. Data Flow for Transcribed Document Delivery

1. The PO (where the transcribed study was completed) sends the transcribed document to the HIN.
2. HIN matches the transcribed study to the patient's Electronic Health Record and sends the transcribed document to the patient's Active Care Team.

Regulation

This section describes whether this use case is being developed in response to a federal regulation, state legislation or state level administrative rule or directive.

Legislation/Administrative Rule/Directive:

- Yes
- No
- Unknown

Meaningful Use:

- Yes
- No
- Unknown

Cost and Revenue

This section provides an estimate of the investment of time and money needed or currently secured for this use case.

Costs

The project financially covers the following components:

- HL7 message development based on the national standard
- Development of the implementation guide
- Technical development and maintenance at MiHIN
- Partnering with certified electronic health record (EHR) systems to identify message content and send standard message types
- Participant development and implementation to onboard for this use case

Revenue

Significant cost savings for the sender are anticipated based on the economics of scale that will allow for faster, more efficient processing of transcribed documents with improved care for patients. Receivers will receive transcribed documents in a consistent manner across the State of Michigan.

Implementation Challenges

This section describes the challenges that may be faced to implement this use case.

Implementation challenges associated with this use case include conformance to standards and the consistency of data elements within the standard structure. There are often limits to the amount and consistency of patient data entered by the source system.

Even if data fields are populated as required by this use case's implementation guide and the source system sends the correct event types, certain data elements may be omitted.

Providers who work at multiple locations provide an additional challenge when trying to deliver to the appropriate office.

Organizations contributing data for this use case are also required to onboard to the following use cases: Health Directory, Active Care Relationship Service, Common Key Service, and Results Delivery.

Vendor Community Preparedness

This section addresses the vendor community preparedness to readily participate in the implementation of this use case.

The transcribed document will be routed to the participating organizations based on declared active care relationships. These participating organizations may require integration of these messages into their appropriate systems and/or workflow.

Support Information

This section provides known information on this support for this use case.

Political Support:

- Governor
- Michigan Legislature
- Health Information Technology Commission
- Michigan Department of Health and Human Services or other State of Michigan department
- CMS/ONC
- CDC
- MiHIN Board

Sponsor(s) of Use Case

This section lists the sponsor(s) of the use case

- None

Metrics of Use Case

This section defines the target metrics identified to track the success of the use case.

- The number of transcribed documents received

Other Information

This section is provided to give the sponsor(s) an opportunity to address any additional information with regard to this use case that may be pertinent to assessing its potential impact.

- None