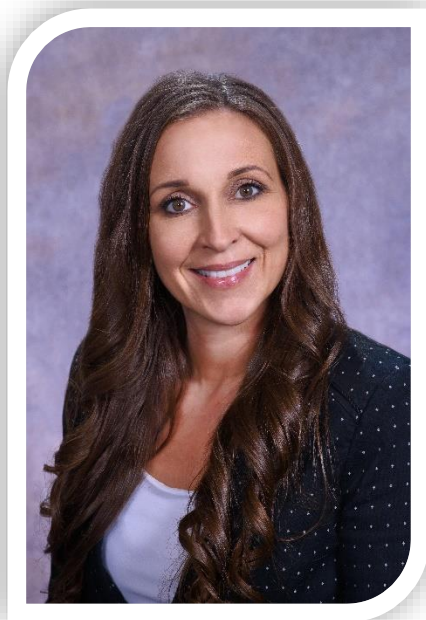**February 2, 2021**
11:00 a.m. – 11:45 a.m.

THE DOWNLOAD

A monthly webinar diving into the intersection of healthcare and technology

MiHIN
MICHIGAN HEALTH INFORMATION NETWORK
SHARED SERVICES

Downloading

Tracy Webb
Outreach Manager
MiHIN

Brian Mack
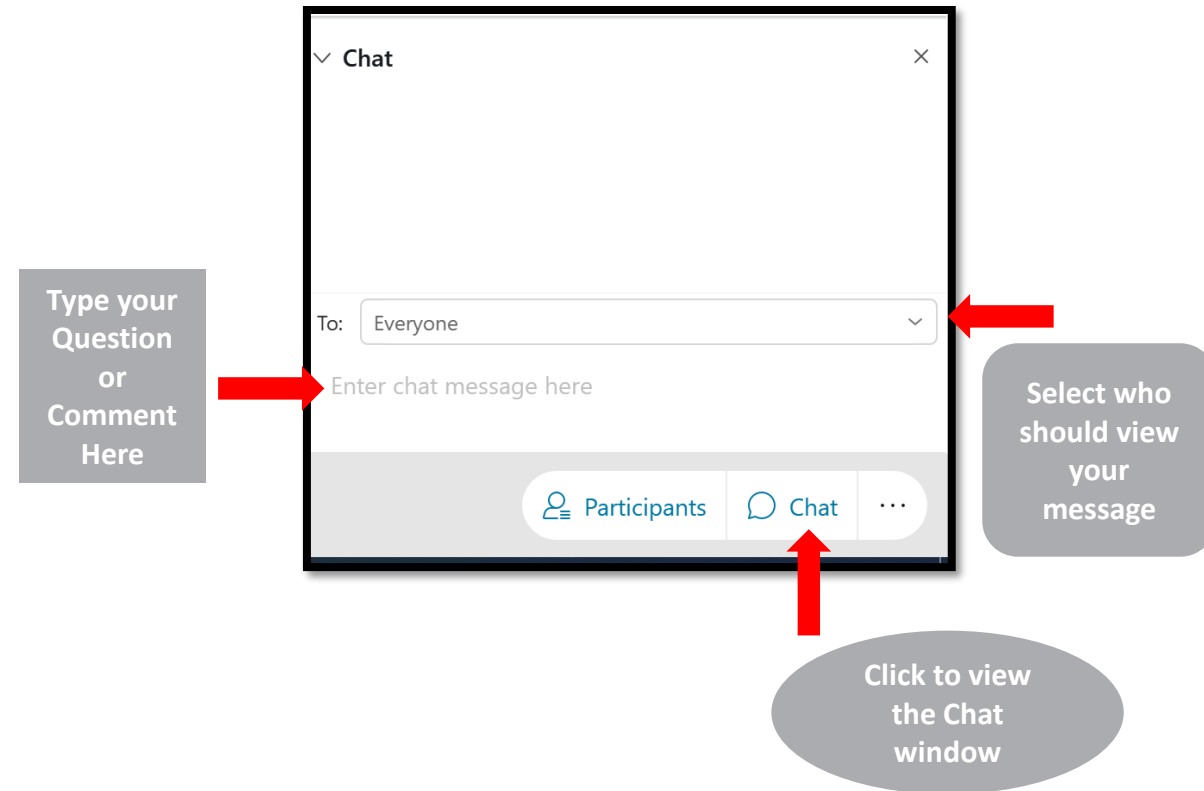*Senior Marketing Strategist*
MiHIN

- **Tracy (Facilitator)**

- **Brian (WebEx Chat Moderator)**

Welcome to THE **DOWNLOAD**

Let's Get Started...

- This session is being recorded and will be available after the meeting on the MiHIN website.

- All attendees are muted

- Participating in the forum
  - Ask questions and make comments using the WebEx Chat
  - A moderator will read your question aloud or respond via chat at the end of the section.

- Chat Controls
  - On the right-side of your screen

Type your Question or Comment Here

Select who should view your message

Click to view the Chat window

Michigan Health Information Network Shared Services (MiHIN)

MiHIN is Michigan's initiative to continuously improve healthcare quality, efficiency, and patient safety by promoting secure, electronic exchange of health information. MiHIN represents a growing network of public and private organizations working to overcome data sharing barriers, reduce costs, and ultimately advance the health of Michigan's population.

MiHIN is a

network for sharing health information statewide for Michigan

MiHIN's Five Focus Areas

1. **Convening** people to figure out functional solutions

2. Champion Statewide **Use Cases** to fairly get data flowing and keep it moving securely among all legitimate parties

3. Operate as a **Shared Services** (Health Directory, Active Care Relationships, Security, Legal, Client Matching, etc.) as behind the scenes infrastructure

4. **Providing tools** to support daily workflows and coordination

5. **Reporting, Conformance**, and **Analytics** from data lakes and the longitudinal health record
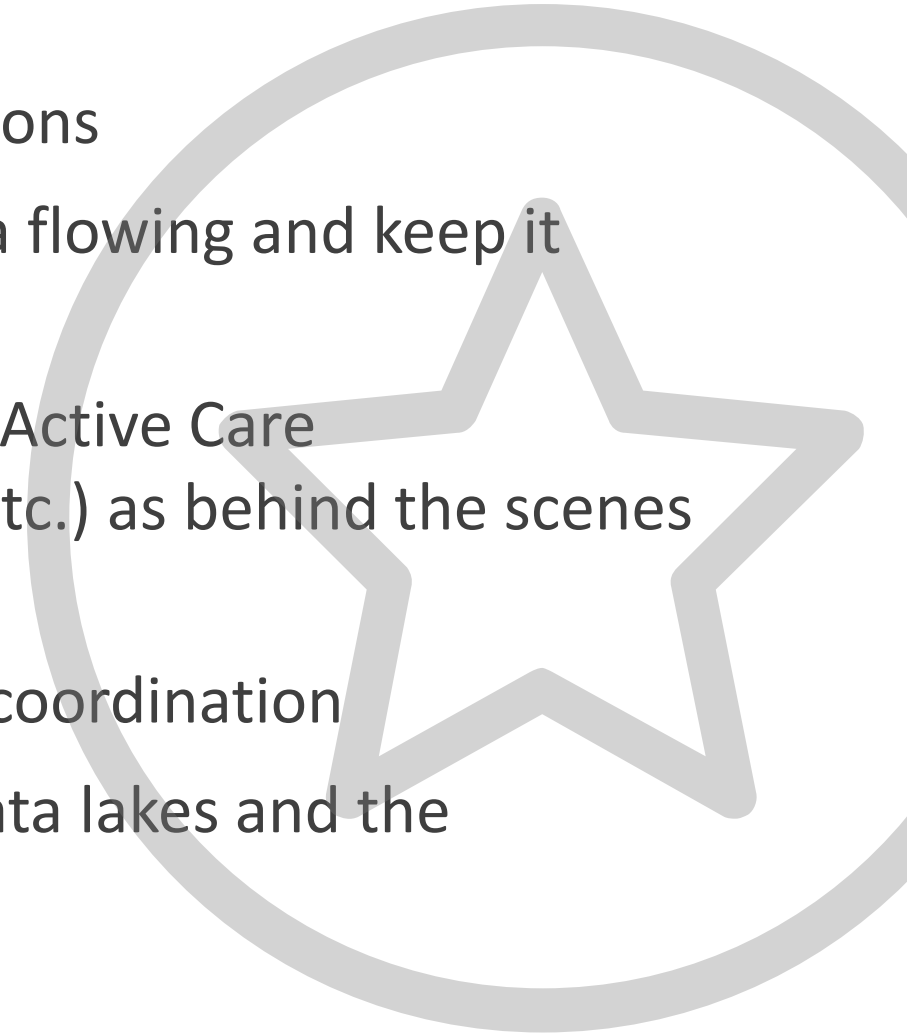
Today's Agenda

01 ● **Welcome**
Tracy Webb

02 ● **Overview of Coordinating the Care Coordinators ID Progress**
Sammie Madson-Olson

03 ● **Re-Cap of Imaging Workshop Series – Session 1**
Jason Vismara

05 ● **Closing**
Tracy Webb

Overview of Coordinating the Care Coordinators ID Progress

Sammie Madson-Olson
Project Manager I
Samantha.madson-olson@mihin.org

Agenda

01 — What is CCC?

Who can participate? — **02**

03 — Value of CCC

How to participate — **04**

Coordination of Care

Multi-Stakeholder Definition*

1. Monitoring a person's goals, needs, and preferences.

2. Acting as the communication link between two or more participants concerned with a person's health and wellness.

3. Organizing and facilitating care activities and promoting self-management by advocating for, empowering, and educating a person.

4. Ensuring safe, appropriate, non-duplicative, and effective integrated care.

*Workshop Series Stakeholders changed the definition of "Care Coordination" to also include "Coordination of Care" on January 23, 2018

Value of Onboarding Care Coordinator's

Consider the below value adds for identifying your staff specifically as "care coordinators"

✓ Supports the ability for resources who previously could not participate in MiHIN services (due to not having an NPI) to register within our Health Directory and declare their own Active Care Relationships (ACRs)

✓ Supports the ability for resources who have NPI's to clarify their role on their patients care teams.
   ✓ Ex: They previously may have been misinterpreted as a "provider" for a patient when really their role was to be a Care/Case Manager who addresses short term needs and manages care transitions for their patients.

Coordinating the Care Coordinators

What can you do?

- ✓ **Health Directory will now show individuals as "care coordinators"** who may not be considered a traditional "provider" with a National Provider Identifier (NPI)
  - ✓ Health Directory will also capture supporting details to help **clarify the care coordinators specific roles and functions** they play on their patient's care teams

- ✓ **Active Care Relationship Service (ACRS) will now allow care coordinators to declare their own ACRS**, again, without requiring a NPI for the individual

Care Coordinator Criteria

*A person should be classified as a "Care Coordinator" in MiHIN's Health Directory if they meet <u>any</u> of the below criteria: **(even if they have an NPI)***

01

They identify their "role" on a patient's care team as any of the below:
- Care/Case Manager
- Patient Navigator
- Health Coach
- Community Health Worker
- Peer Support Specialist

02

They identify their "Function" on a patient's care team as any of the below:
- Complete Needs Assessment
- Address Long Term Needs
- Address Immediate Needs
- Manage Care Transitions
- Public Health Emergency Coordination

03

If they do not identify with the criteria from options 1 & 2 above, but still provide some element of "Care Coordination" to their patients.
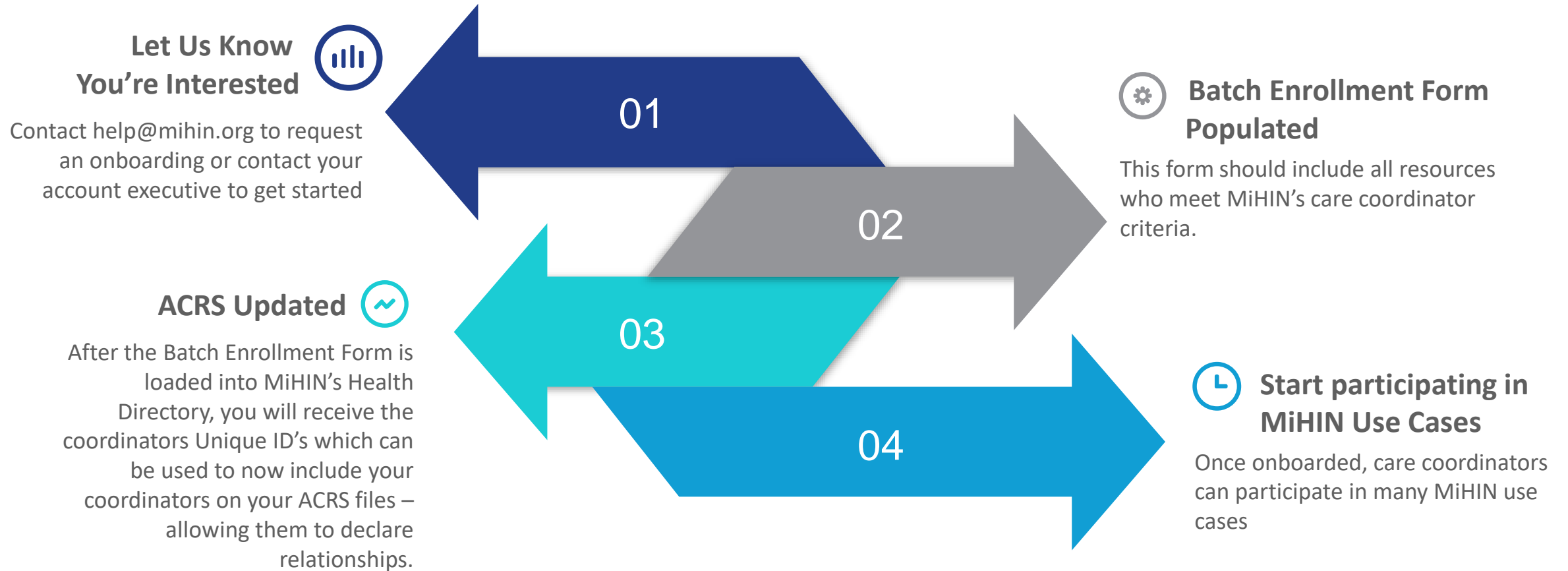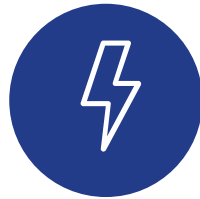- Refer to the multi-stakeholder definition on slide 4

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How to Participate

Technical Onboarding

Let Us Know You're Interested

Contact help@mihin.org to request an onboarding or contact your account executive to get started

01

02

Batch Enrollment Form Populated

This form should include all resources who meet MiHIN's care coordinator criteria.

ACRS Updated

After the Batch Enrollment Form is loaded into MiHIN's Health Directory, you will receive the coordinators Unique ID's which can be used to now include your coordinators on your ACRS files – allowing them to declare relationships.

03

04

Start participating in MiHIN Use Cases

Once onboarded, care coordinators can participate in many MiHIN use cases

Legal Onboarding

General MiHIN requirements for Use Case participation:
- Master Use Case Agreement (MUCA)
- Simple Data Sharing Organization Agreement (SDSOA)

Requirements to onboard care coordinators:
- Health Directory (HD) Use Case Exhibit (UCE)
- Active Care Relationship Service (ACRS) UCE
- Admit, Discharge, Transfer notifications (ADTs) UCE

Batch Enrollment Form

Guidelines

First Name	Last Name	Email	Direct Email (DSM)	Organization Name	Organizational OID	Profession	Area of Medicine
REQUIRED	REQUIRED	ENCOURAGED	REQUIRED IF AVAILABLE	REQUIRED	REQUIRED	ENCOURAGED	ENCOURAGED - MUL

Healthcare Field	Healthcare Setting	Care Coordinator Role(s)	Care Coordinator Functions	Record Type ID
ENCOURAGED - O	ENCOURAGED - ONE	ENCOURAGED - MULTIPLE	ENCOURAGED - MULTIPLE VAL	INTERNAL MiHIN

- ✓ Each column indicates
  - ✓ What values are required vs encouraged
  - ✓ What columns will accept multiple values vs a single value (**multiple values must be separated by a semi-colon ";" and a space " "**)

Batch Enrollment Form

Example

First Name	Last Name	NPI/Coordinator Unique ID	Email	Direct Email (DSM)	Organization Name	Organizational OID	Profession	Area of Medicine	Healthcare Field	Healthcare Setting	Care Coordinator Role(s)	Care Coordinator Functions
Sharon	Smith	19999999999	ssmith@sunnyside.org	sharon.smith@direct.mihin.net	Sunnyside Physicians	1.13.832.2.195888.3.5472.1.9074	Nurse Practitioner	Adult; Pediatrics	Medical Specialty Care	Office/Clinic	Care Manager/Case Manager	Address Immediate Needs
Jessica	West		Jwest@sunnyside.org	jessica.west@direct.mihin.net	Sunnyside Physicians	1.13.832.2.195888.3.5472.1.9074	Registered Nurse; Certified Nurse Midwife; Community Health Worker	Adult	Long term Services and Support	Office/Clinic	Community Health Worker; Peer Support	Address Long Term Needs; Complete Needs Assessment

Care Coordinator Unique IDs

Assigning/Finding Unique IDs

- ✓ After submitting your Batch Enrollment Form, you can expect an email which will provide you with the information you provided and the newly generated Unique ID's (if needed) for your coordinators.

Full Name	Unique Identifier	Email	DIRECT Email	Organization Name: Organization Name
Sharon Smith	NPI 1999999999	ssmith@sunnyside.org	sharon.smith@direct.mihin.net	Sunnyside Physicians
Jessica West	Care Coordinator ID CC2090000004238	Jwest@sunnyside.org	jessica.west@direct.mihin.net	Sunnyside Physicians
Grand Totals (2 records)				

- ✓ If the resource did not have an NPI, you can now use the Unique ID to support your care coordinators declaring their own patient relationships within your current ACRS files

Updating ACRS Files

Including Care Coordinator's Unique IDs

✓ ACRS Delivery File: Include the Unique ID in Column A "Provider NPI" for your care coordinators; populate the remaining fields as normal

A	B	C
Provider NPI	Provider First Name	Provider Last Name
1999999999	Shannon	Smith
CC2090000004238	Jessica	West

✓ ACRS Attribution File: Include the Unique ID in Column Q "Attributed Physician NPI" for your care coordinators; populate the remaining fields as normal

Q	R	S
Attributed Physician NPI	Attributed Physician First Name	Attributed Physician Last Name
1999999999	Shannon	Smith
CC2090000004238	Jessica	West

QUESTIONS?

Sammie Madson-Olson
Project Manager I
Samantha.madson-olson@mihin.org

Re-Cap of Imaging Workshop Series Session 1

Jason Vismara
Product Marketing Manager
Jason.vismara@mihin.org

Imaging Workshop Goals

Help frame a Statewide Data Sharing Opportunity for exchanging medical images
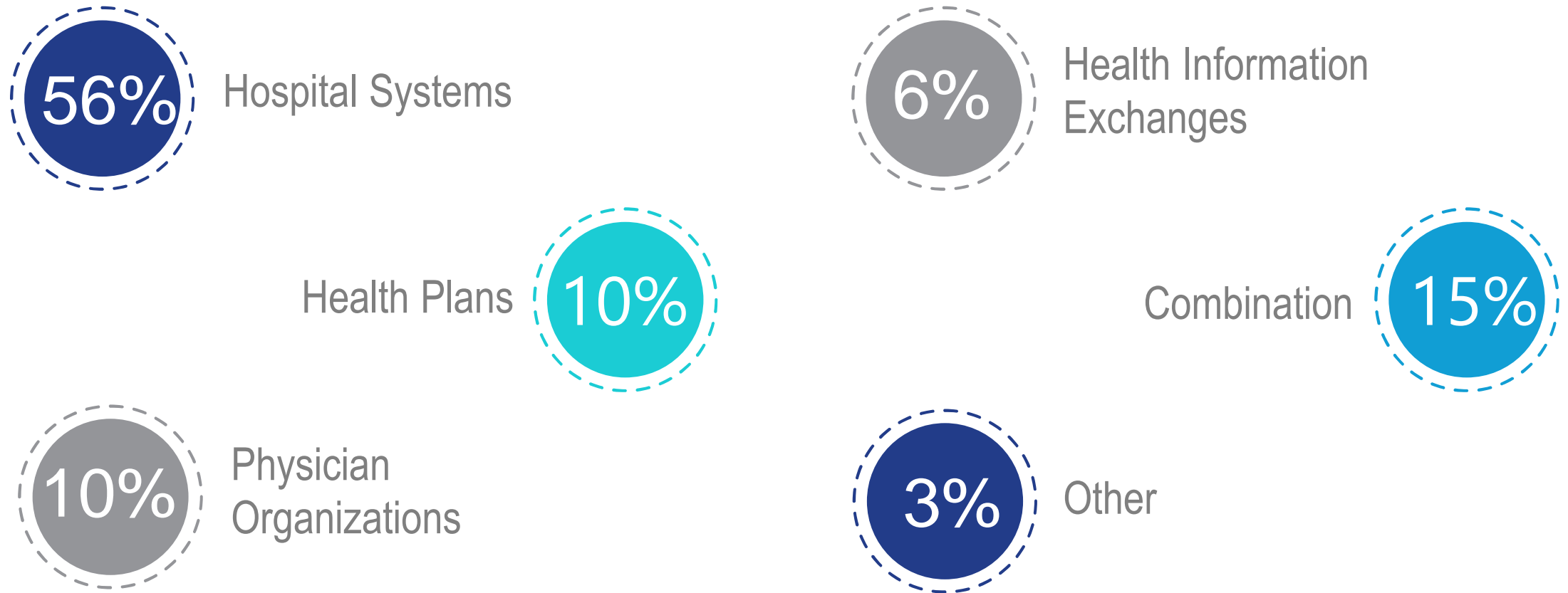
Identify Key Barriers to Image Sharing

Prioritize Data Sharing Scenarios

Create a whitepaper to frame the data sharing opportunity & associated issues

Enhance Existing Image-Related Use Cases

Workshop #1 Audience

56% Hospital Systems

6% Health Information Exchanges

Health Plans **10%**

Combination **15%**

10% Physician Organizations

3% Other

Session Highlights

01   **Interactive Polls**

02   **Current Imaging Use Case**

03   **Affiliate Image Transfer – Michigan Medicine**

04   **Vendor Models for Interoperability:** *eHealth Technologies & Philips*

Audience Poll #1

What are the biggest challenges you face as it relates to sharing images?

- The number of different apps utilized by outside facilities
- The various vendors and protocols required to share with each health system
- The disparate PACs systems
- Providers utilizing the image exchange service not having enough knowledge on how to use the service

Audience Poll #2

What are some points of feedback you hear from patients or providers as it relates to sharing images?

- The current system is believed to be too complex
- Not all hospitals are currently connected to a central service that would make their images available
- Patients would like more control of their image transfer and have the ability to direct transfers

Other Highlights
Imaging Workshop #1

- The ability to exchange images between multiple vendors will be a key value add for connected facilities

- The need to focus on metadata elements of the image, including the anatomical region of the study

- There is a potential to develop a statewide index of imaging facilities and the types of images they have available

- There is a desire to continue investigating the use of FHIR as an option for querying images and radiology reports

Upcoming Imaging Workshops

02

February 25, 2021: 2:30 PM – 5:00 PM
Provider Needs, Patient Benefit, and Voices from Clinicians

03

April 1, 2021*
Health Plan Benefits and Technical Interoperability Approaches

04

April 29, 2021*
Review White Paper Outline and White Paper Draft

05

May 25, 2021*
Final White Paper Review

*The dates for workshop 3, 4, and 5 are tentative

QUESTIONS?

Jason Vismara
Product Marketing Manager
Jason.vismara@mihin.org

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The Interface
Remember to check out our monthly newsletter, The Interface, at: mihin.org/the-interface

Next edition of The Download
March 2, 2021 at 11am

Imaging Workshop Session 2: Provider Needs, Patient Benefit, and Voices from Clinicians – *February 25, 2021*. Please reach out to Tracy Webb (tracy.webb@mihin.org) if you'd like to learn more

Announcements

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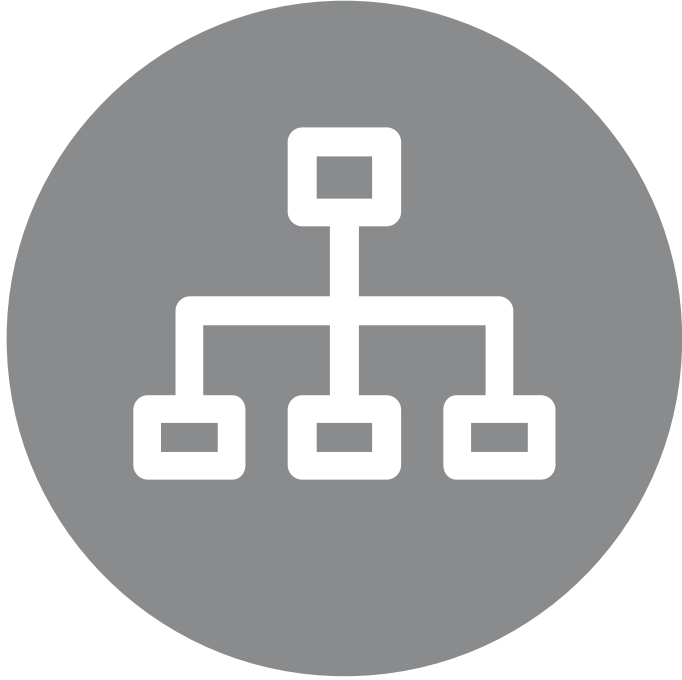
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MICHIGAN HEALTH INFORMATION NETWORK
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Central Michigan	🟩	Brian Bulock
Eastern Michigan	🟪	Greg Cavanaugh
Upper Peninsula	🟨	Managed through UPHIE

MUNSON

MID-MICHIGAN

SPECTRUM
PINE REST
MARY FREE BED

TRINITY
McLAREN
HURLEY
SPARROW
BEAUMONT
DMC
HENRY FORD
MI MEDICINE

BRONSON

ASCENSION

PROMEDICA

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Join us for the next **DOWNLOAD** on

March 2, 2021

THANK YOU!

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