

April 6, 2021

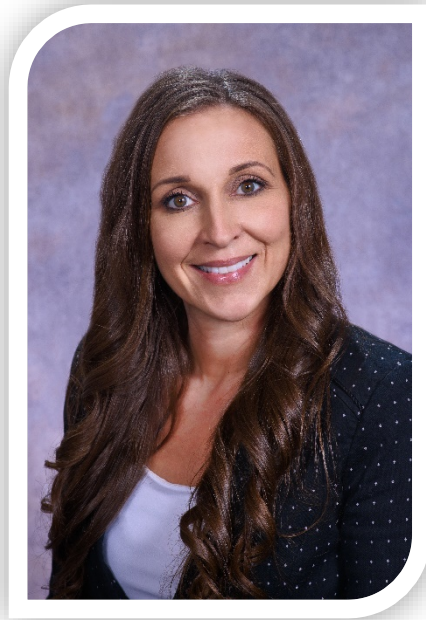
THE DOWNLOAD

A monthly webinar diving into the intersection of healthcare and technology





Katrina Gagne
Outreach Specialist
MiHIN



Tracy Webb
Outreach Manager
MiHIN

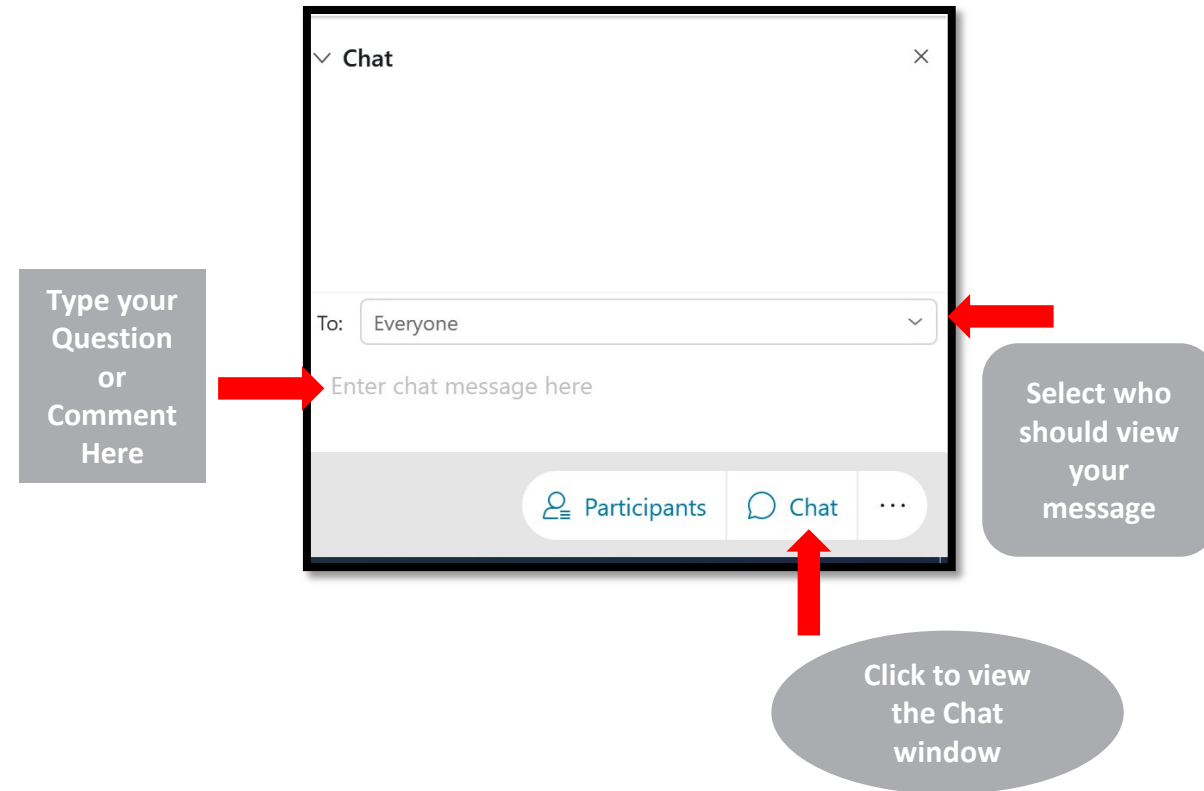
- **Katrina (Facilitator)**
- **Tracy (WebEx Chat Moderator)**

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
 - Presenters will answer your question via chat after each segment, or the moderator will read your question aloud towards the end of the webinar.
 - All unanswered questions today will be answered via email to all attendees.

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





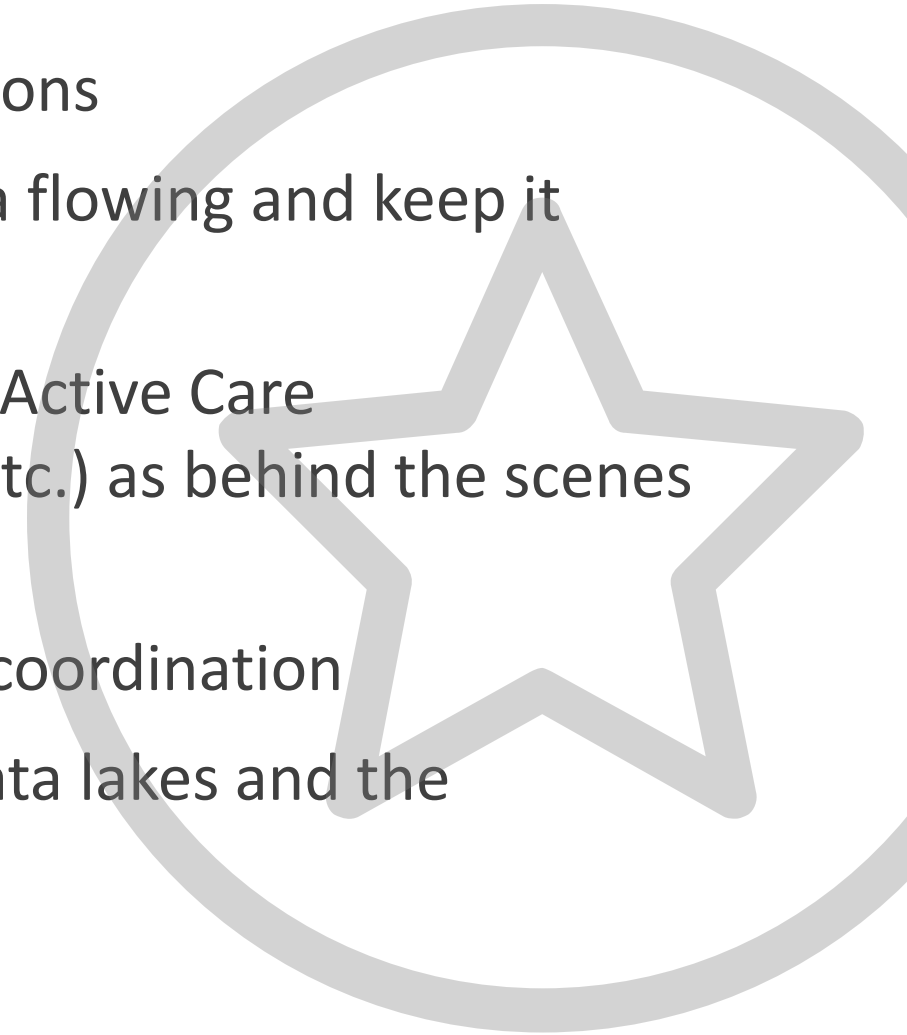
Michigan Health Information Network Shared Services (MiHIN)

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

Katrina Gagne

02

ReferralsPlus Upgrade

Katrina Gagne

03

MiHIN's Guide to CoP Compliance

Shreya Patel

04

Q&A

All – facilitated by Tracy Webb

05

Announcements

Katrina Gagne

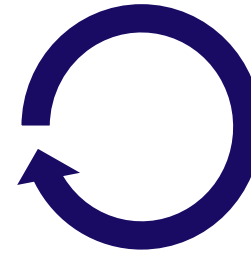


ReferralsPlus™ Upgrade

Katrina Gagne
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Referral Solutions

Effectively and efficiently coordinates care by ensuring safe and timely services for patients who are in need of medical or social services

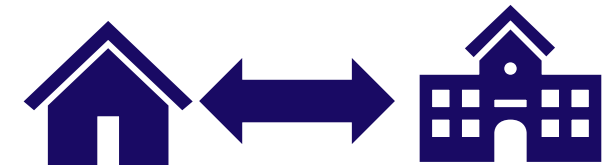


ReferralsPlus™

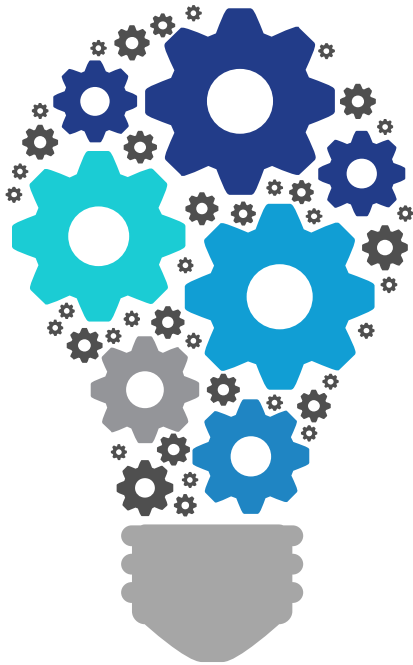
Closed-loop electronic tool for facilitating seamless transitions across the care continuum

Interoperable Referrals

Use Case supports the creation of standard data payloads to drive interoperability between siloed systems and bridge the gap between medical and social care services



ReferralsPlus™



Secure communication in real time



Statewide network of participating organizations



Customizable to meet specific workflow requirements



Eliminates unnecessary faxing & phoning

9 Year Track Record

- **Over 1 million referrals sent/managed**
 - 1,500+ new referrals created daily
 - 41,000 referral related activities performed daily
 - 3,350 clinical documents uploaded daily
 - 2 days to accept a new referral and 6 days to schedule on average
- **Largest Closed Loop Referral system nation-wide**

Community Wide Membership



Unlimited as a care community is more than just a doctor and a specialist

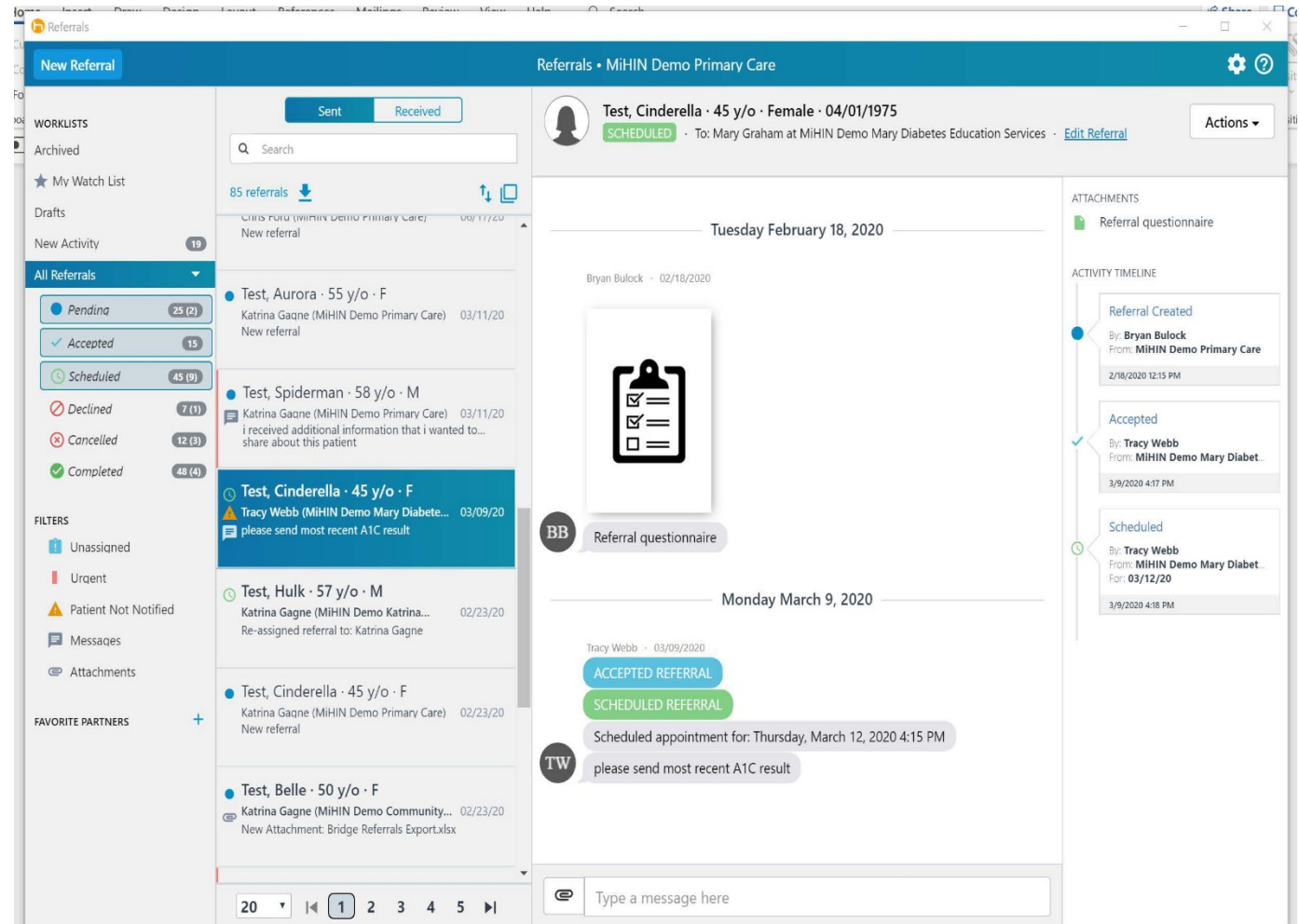


This means that **all** of the members of a patient's care team can use ReferralsPlus™

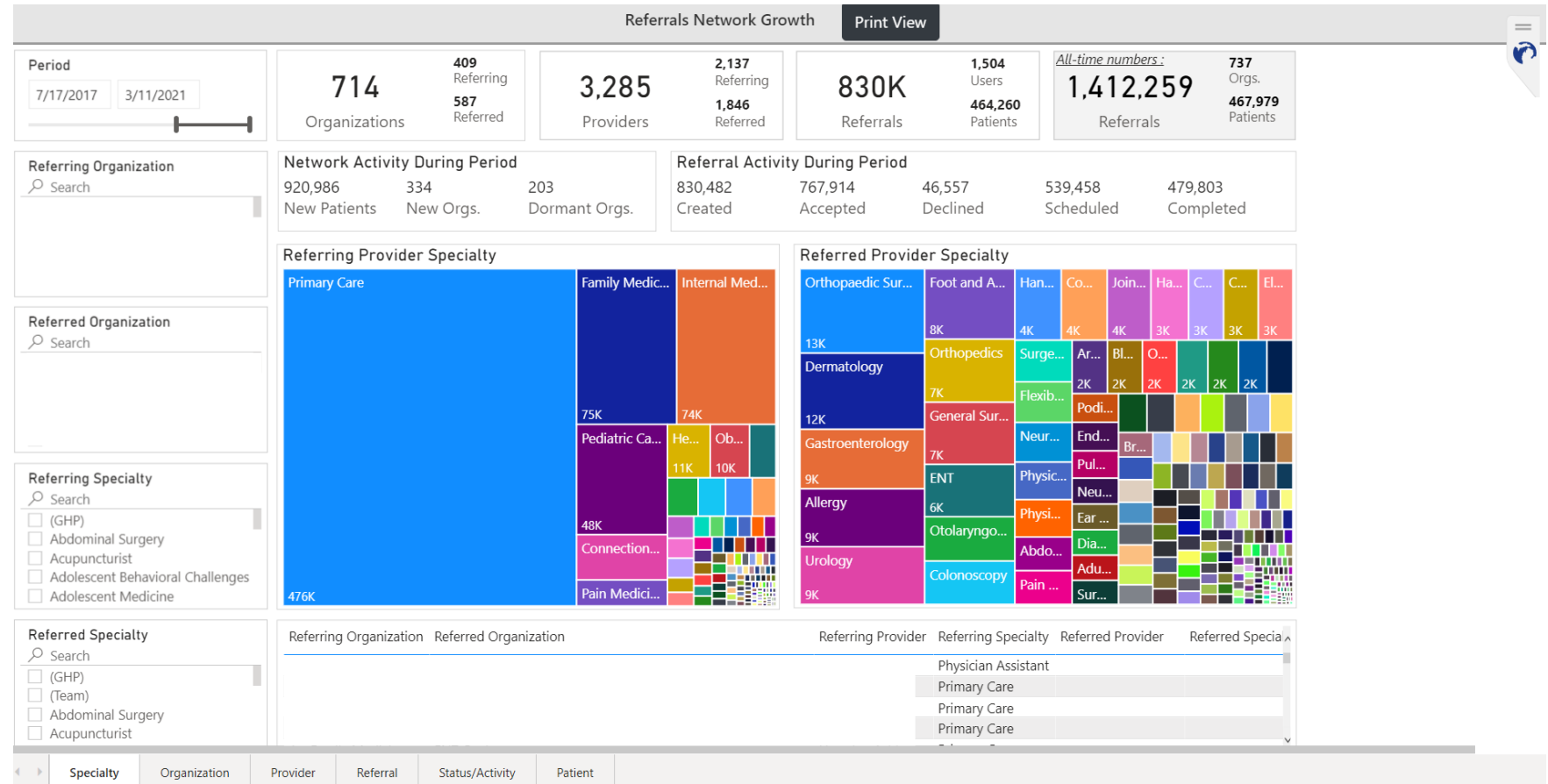
- ✓ Doctors
- ✓ Nurses
- ✓ Mid-level practitioners
- ✓ Behavioral Health
- ✓ Care Coordinators
- ✓ Human services
- ✓ Social workers
- ✓ Pharmacists
- ✓ Community resources
- ✓ Shelters
- ✓ Food banks
- ✓ Physical Therapy
- ✓ Dental

Key Features

- ✓ Custom content
- ✓ Real-time status changes
- ✓ Efficiently manage referrals
- ✓ Time stamped messaging
- ✓ Searchable provider directory
- ✓ Configurable email alerts
- ✓ No more phone and fax



ReferralsPlus™ - Version 5 Upgrade



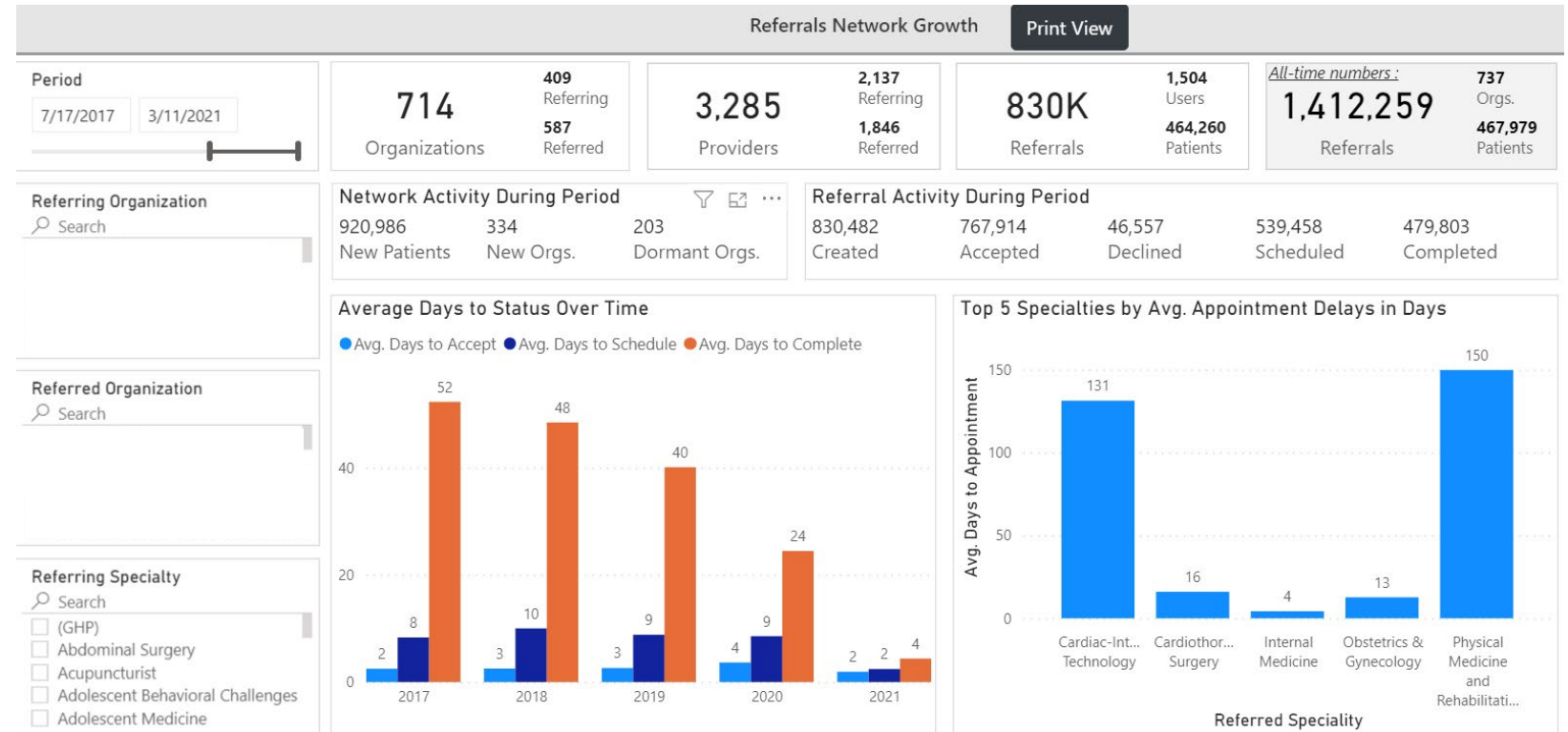
New reporting capabilities

Enables users to analyze referral patterns by organization and specialty type

Version 5 Upgrade

New reporting capabilities

Identify trends in referral status and opportunities to improve access to care



Next Steps

- Developing User Guide for Reporting Module
- Plan to offer webinar demo opportunity
- Goal to begin upgrade on 4/20



QUESTIONS?

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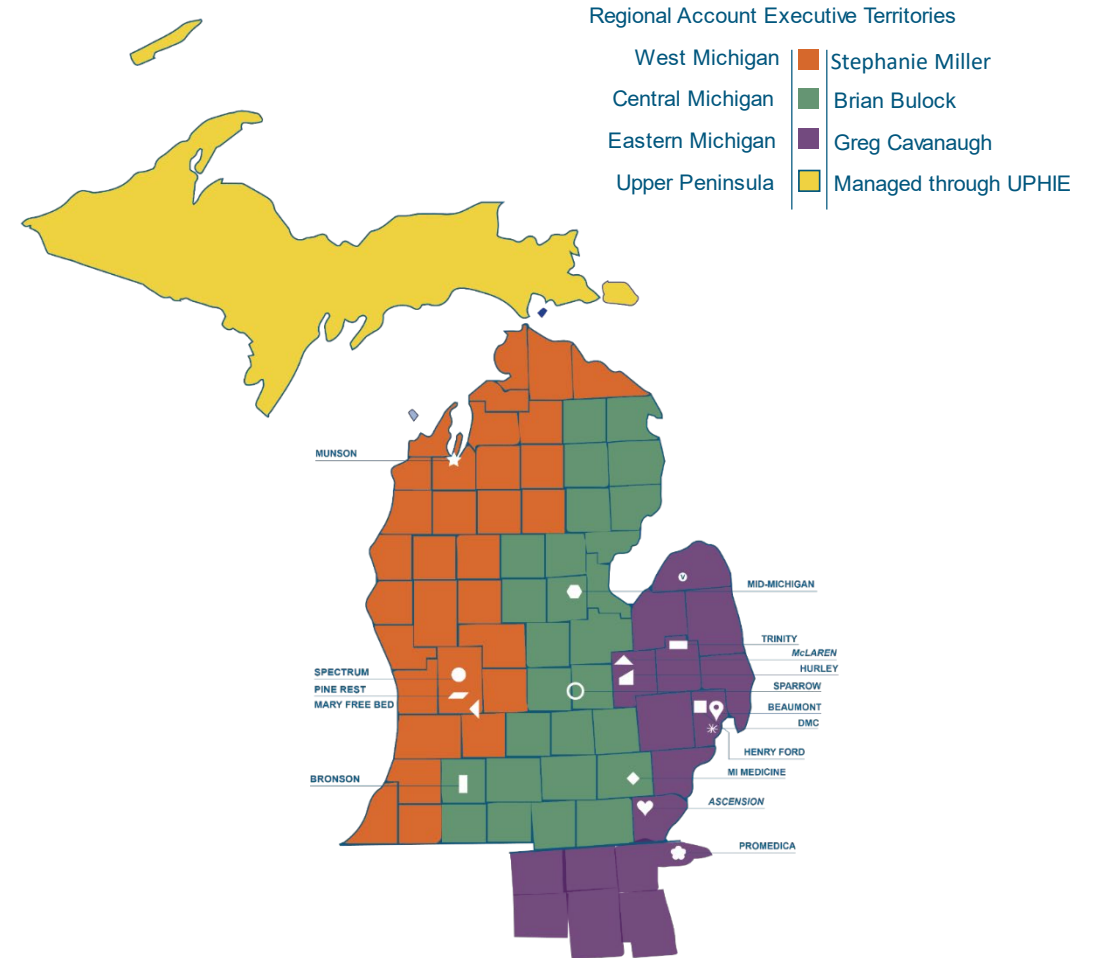
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MiHIN's Guide to CoP Compliance

Center for Medicare & Medicaid Services
(CMS) Conditions of Participation (CoP) for
Admissions, Discharge, and Transfer (ADT)
Messages

Shreya Patel
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Announcements



Connecting Michigan for Health and More

Theme: Exploring the new paradigm of Healthcare 3.0 and its implications for the ongoing evolution of healthcare delivery, experience, costs, and outcomes. 2020 has been a “perfect storm” across the healthcare continuum. Many of the issues and topics that have been top of mind in healthcare for the last few years will still be pertinent in 2021 but must now be viewed in the context of all that transpired in the previous year.

Upcoming virtual events:

- **April 8** – Social Determinants of Health Workshop
- **June 24** – Virtual Care (Telehealth & Patient Reported Outcomes) Workshop
- **October 12** – Sharing Psychiatric ADT and Treatment Center Notifications Workshop
- **November 9** – Summary of Healthcare Technology 3.0 – Exploring the New Paradigm

Welcome Kathleen LeBeau



- **Experience:**
 - B.S. from Northern Michigan University and RN from Bay College
 - Focus in Palliative Care and other End of Life issues
 - Previously worked as Organizational Faculty in First and Advanced Steps of the Respecting Choices Program
 - Assisted in leading efforts in the Upper Peninsula and portions of Lower Michigan to bring Advance Care Planning to communities, residential settings, and healthcare systems
 - Contributed to the creation of the MiPOST and the corresponding legislation needed to enact its use in Michigan
 - Intensive Care Unit RN
- **New title at MiHIN:**
 - Community Organizer
 - Making Choices Michigan, Advance Care Planning
- **New responsibilities:**
 - Growing MiHIN's advance care planning network
 - Convening community champions to help ensure MiHIN/MCM statewide efforts resonate with local communities
 - Partner with the product management team to modernize our advance directive offerings to ensure accessibility

Join us for the next **DOWNLOAD** on



May 4, 2021



THANK YOU!

Katrina Gagne

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