



GLHC
GREAT LAKES HEALTH CONNECT

VIPR 2019
User Training
Web Access / URL

Great Lakes Health Connect
March 2019

Creating Care Connected Communities

3/18/2019 | 2

Welcome!

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Zoom!

- Attendees muted
- No video necessary
- Q&A
 - Any question or comments you have!



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Agenda

- GLHC Overview
- VIPR Overview
- VIPR 2019 Training
- Questions + Answers

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The GLHC Network

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Coverage & Volume

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- 129 Hospitals (85% of Acute Beds)
- 4,000 Ambulatory and Allied Care Organizations
- More than 10 million patients
- Over 1 Billion messages per year

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Privacy + Security

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HITRUST
CSF Certified

Gold-Standard for Health IT Security & Regulatory Compliance

Certified in 2017

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Service types working with GLHC (1 of 2)

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COUNTIES WITH LONG-TERM / POST-ACUTE CARE AGENCIES CONNECTED TO GLHC
February 2019

Map Key

- Home Health
- ▲ Skilled Nursing Facility
- Rehab Facility

HEALTH DEPARTMENTS CONNECTED TO GLHC
February 2019

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Service types working with GLHC (2 of 2)

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Federally Qualified Health Centers (FQHCs) Connected to GLHC February 2019

Community Mental Health Agencies Connected to GLHC February 2019

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Collaborations + Partnerships

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MHA Michigan Health & Hospital Association

MCIR Michigan Care Improvement Registry

LeadingAge Michigan

MPRO Michigan Primary Care - 2018

MDHHS Michigan Department of Health & Human Services

HIMSS Healthcare Information and Management Systems Society

mahp Michigan Association of Health Plans

FLINTREGISTRY

ANSWER HEALTH

GIFT OF LIFE Michigan

Medical Advantage Group

Primary Care Association

Home Care & Hospice

YOUR LOGO HERE

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Virtual Integrated Patient Record (VIPIR)

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Health Systems

SNF/PAC/LTC

Health Plans

Behavioral Health Services

Medical Practices

Virtual Integrated Patient Record (VIPIR)

Clinical Community Viewer

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The Most Complete + Real Time Record of Patient History

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10.3 Million Patients

> 85% Acute Care Encounters in Michigan

> 2.9 Billion Results

> 200 Orgs Contributing

13 States Connected

www.

SSO

SEARCH

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VIPR 2019 Benefits

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- Improved patient search and navigation within the tool
- Laboratory results shown as a trend
- Patient demographics details on one page
- Patient consolidation temporary view
- More robust allergy information
- Easy access to high-usage documents
- Faster, more responsive interface
- VIPR Admins manage users


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Training Outline

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- Logging in
- Patient Search
- Navigation + Finding Data
- Managing your account


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VIPR Administrators

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- Manage users
 - add, edit, disable
- Share training materials and updates from GLHC


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First time login to VIPR 2019 (URL Access)

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Option 1

- User has an email address in VIPR
- VIPR Admin sends you a "reset password token email"
 - Valid for 24 hours during the transition period.
 - Valid for 30 minutes after April 1, 2019.

Username:
MichiganUser

New Password:
.....

Confirm Password:
.....

Submit


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First time login to VIPR 2019 (URL Access)

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Option 2

- User does not have an email address in VIPR
 - OR the timeframe for valid link is not practical timeframe
- VIPR Admin provides temporary password

Username:
MichiganUser

New Password:

Confirm Password:

Submit

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Password Requirements (URL Access)

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- Passwords must be at least eight characters AND contain at least three of the following four types of characters ...
 - Upper Case Letter(s) ... ABC
 - Lower Case Letter(s) ... abc
 - Number(s) ... 123
 - Non-Alphanumeric(s) ... \$&!
- Five consecutive incorrect login attempts means you must reset your password.

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VIPR Login (URL Access)

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VIPR Login

Username:
MichiganUser

Password:

Login

Forgot Password?

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My Account (URL Access)

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- Challenge Question and Answer is mandatory for VIPR support assistance from GLHC **and to reset your password**
- Click on "My Account" to create a Challenge Question/Answer

Update Account

You have not yet set up a Challenge Question, Challenge Answer and/or E-mail Address. You will not be able to reset your password if you forget it. Click the My Account link to set up your Challenge Question, Challenge Answer and E-mail address.

My Account

OK

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Advanced Search (URL Access)

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Current VIPR

- Must click "Advanced Search"
- Advanced search fields are Last Name, First Name, SSN, MRN, and DOB

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- Advanced Search is default search mechanism
- More search criteria: MRN, Full Name, Gender, DOB



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Advanced Search (URL Access)

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- After logging in ... the first screen is the "Patient Search" screen
- Enter one or more criteria and click **Search**.
 - Medical Record Number (MRN)
 - Name (Last, First, Middle)
 - Gender
 - Date of Birth
 - Address
 - Phone



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Search Results (URL Access)

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View Selected Patient Records

Identifiers	Name	Gender/DOB	Address	Info Types
102062410	TEST, ANOTHA	F 01/01/2000	12345 TEST AVE, LZ MI 49302	
100475204	TEST, BERTHA	F 09/09/1985	123 TEST TEST PATIENT MI 00000	
101876509	TESTER, TESTER	F 01/01/1954	123 TEST MUSKIEGON MI 49442	
102102402	TEST, TEST	M 02/01/2017	123 TEST LANSDALE PA 19446-0000	

- Best results first
- Other Information
 - Identifiers - GLHC MPI and last 4 of SSN, if available
 - Address
 - Info Type icons

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NEW FEATURE - Info Types

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- Info Types column in search results shows which data types are present within the patient's record



- Hover over each icon to see which data types are represented (Labs, Radiology, Results, etc...)



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NEW FEATURE – Patient Consolidation Temporary View

- Temporarily combine two records if two records are returned on the same patient
- Allows side-by-side comparison without permanently combining the records

Identifiers	Name	Gender/DOB	Address
100543261...5589	TEST, TEST	Female 01/01/1950	4125 DOVE STREET, PORT HARBOUR, MI 48556
1200544762...6589	TEST, TEST	Female 01/01/1950	4125 DOVE STREET, PORT HARBOUR, MI 48556



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Patient Consolidation Temporary View

- Search for patient. On results page, click the boxes to the left of the patient's identifiers
- Click "View Selected Patient Records" button
- A warning will display. If you are certain that the records belong to the same patient, click OK

WARNING: You have selected patients that have different Master Patient IDs. Click [OK] if you are sure they are the same person.

OK
Cancel



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Accessing the Patient's Record

Options

- Consolidate Patient Temporary View feature
- Click on patient name

View Selected Patient Records

Identifiers	Name	Gender/DOB	Address	Info Types
102062410	TEST, ANOTMA	F 01/01/2000	12345 TEST AVE, LZ, MI 49302	
100476204	TEST, BERTHA	F 09/09/1985	123 TEST, TEST PATIENT MI 00000	
101076509	TESTER, TESTER	F 01/01/1954	123 TEST, MUSKEGON MI 49442	
102102402	TEST, TEST	M 02/01/2017	123 TEST, LANSDALE PA 19446-0000	

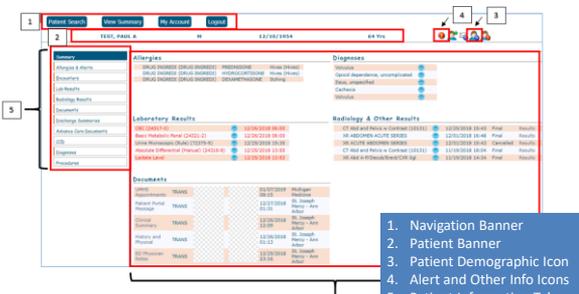


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Patient Summary



1. Navigation Banner
2. Patient Banner
3. Patient Demographic Icon
4. Alert and Other Info Icons
5. Patient Information Tabs
6. Summary Snapshot



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Key Changes: Viewing Patient Profile & Demographics

- Current VIPR:** View demographics by clicking "Profile & Face Sheets"

Profile & Face Sheets
- VIPR 2019:** View demographics by clicking on the patient icon in the upper right hand corner of the landing page within the patient chart

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Viewing Patient Profile & Demographics

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NEW FEATURE - Alerts

- Alerts icons display when applicable within the patient's record.

- Includes Alias Names, Other Addresses, Allergies, Abnormal Results, Advance Directives
- Hover over the icon for the Type description
- Click on the icon to display further information (with the exception of Abnormal Results)

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Abnormal Results

- Abnormal value indicator present on landing page
- Abnormal values displayed in red text within each section
- Panic level results also highlighted with red text
- Hover, not click

50 Yrs

Abnormal Results: ER Gas Lytes; Venous B/C, CBC, and DFF (CBCPD_56); Comp. Metabolic Panel (COMP_56); CBC With Platelet No Differential (CBC_56); Metabolic Panel (BASIC_56); CBC Component (88742-5); Basic Metabolic Panel (B4321-2); Comprehensive Metabolic Panel (24323-R); Iron Binding Transferrin; CBC (24317-0); Vancomycin Resistant Enterococci Culture (VRE_56)

SELECT ALL

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Allergy indicators

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- Allergy icon in upper right hand corner indicates a patient has allergies
- Includes Environmental Allergies/Testing

Summary	Allergies and Adverse Reactions						
Encounters & Alerts	Category	Allergen	Nature of Reaction	Severity	Onset Date and Onset/Off	Status	Last Updated
Encounters	Drug Class	SOCIETAL/COGNITIVE/COGNITIVE/COGNITIVE	Unknown	Severe	12/16/2004	Active	02/02/2018 08:35
Lab Results	Drug Class	SULFA (SULFONAMIDE ANTIBIOTICS)	Unknown (Unknown_S2)	Severe	12/16/2004	Active	01/06/2016 16:35

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Advance Care Directives

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- Contains new tab specific to Advance Care Documents
- Star icon also appears in patient search results indicating Advance Care Documents are present
- Plus the new ACD Tab!

Summary	Advance Care Documents						
Encounters & Alerts	Document	Doc Type	Document Number	Created	Activity Data	Entered At	Export PDF
Encounters	Disurable Power of Attorney for Healthcare	ACD			06/19/2013 09:03	SNPP - Geriatrics - Prof	

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NEW FEATURE - Available Information Indicator

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Current VIPR

- No visual indication of what kind of information is available for the patient
- Can only tell if information exists by viewing the summary or section

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- Visual indicator allows you to quickly see which sections contain data
- Red bar appears on the left side of the menu section when data is present

Summary
Allergies & Alerts
Encounters
Lab Results
Radiology & Other Results
Documents
Discharge Summaries
Advance Care Documents
CCD
Diagnoses
Procedures

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Additional Data Descriptions

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Current VIPR

- Laboratory results, radiology results, transcribed documents, and pathology results are all in a single "Results" section

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- Data is separated more precisely allowing quicker access to information
- Individual sections for Laboratory results, radiology results, advance care documents, etc...

Summary
Allergies & Alerts
Encounters
Lab Results
Radiology & Other Results
Documents
Discharge Summaries
Advance Care Documents
CCD
Diagnoses
Procedures

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NEW FEATURE – Cumulative View for Labs

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Current VIPR

- No option for viewing results as a group or trend

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- Cumulative results indicator

Laboratory Results - Tabular View		Cumulative	Result 1	Result 2	Result 3
Order Items	Urinalysis with Microscopic Automatic (57020-0_1389)	02/27/2018			
Lab Results	Urinalysis Microscopic (Full) (72375-9_1389)	02/27/2018			
Radiology & Other Results	Automated 6-Part Differential w Absolute (69738-3_1389)	02/27/2018	02/24/2018		
Encounters	CRCP Component (69742-5_1389)	02/27/2018	02/24/2018		
Discharge Summaries	Comprehensive Metabolic Panel (24323-0_1389)	02/27/2018	02/24/2018		
Advance Care Documents	Ulipase (3040-3_1389)	02/27/2018	02/24/2018		
ICD	Magnesium Level (24123-9_1389)	02/27/2018	02/24/2018		
Diagnoses					
Procedures					



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NEW FEATURE – Cumulative View for Labs

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Laboratory Results - Cumulative View					
Cumulative Graph					
Test Items	Reference Range	Units	17376103275 12/26/2018 06:00	17375200781 12/25/2018 15:26	
BUN	6 - 23	mg/dL	8	1	
Calcium Total	8.5 - 10.1	mg/dL	8.2	8.2	
Carbon Dioxide Level	20 - 30	mEq/L	22	20	
Chloride Level	98 - 112	mEq/L	102	104	
Creatinine	0.44 - 1.03	mg/dL	0.59	0.49	
Potassium Level	3.5 - 5.3	mEq/L	3.8	2.6	
Sodium Level	135 - 144	mEq/L	133	135	
Glucose Level	70 - 100	mg/dL	78	88	
GFR Estimated Non African American	>60	mL/min/1.73 m2	108	134	
GFR Estimated African American	>60	mL/min/1.73 m2	131	162	



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Account Settings

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Current VIPR

- Users view/manage their account settings by clicking on their name, then clicking "Account Settings"

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- Users view/manage their account settings by clicking "My Account" button at the top center of the landing page.

Account | Preferences

First Name *	State	Telephone:	Current Password:
Last Name *	Speller	Unit:	New Password:
Description:		Hobby:	Confirm Password:
Street:		Fax:	Challenge Question:
City:		Pager:	Challenge Answer:

(Preferences tab – For Future Use)



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Training Outline Summary

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- Logging in
- Patient Search
- Navigation + Finding Data
- Filtering + Displaying Data
- Managing your own account



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First time login to VIPR 2019

Option 1

- Users have an email address
- VIPR Admin sends you a "reset password token email"
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 - Valid for 30 minutes after April 1, 2019.

Option 2

- Users don't have an email address
 - OR timeframe for link is not practical timeframe
- VIPR Admin provides temporary password

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Training Resources

Your VIPR Admins

- Manage user access
- Change roles
- Share resources and information about how your organization uses VIPR

GLHC Website

www.gl-hc.org/vipr-training-guides

- Training Webinars
- Step-by-step guides

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Audience Questions

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Thank you for joining!



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