Quality and Patient Safety Technology:
NC Health Connex (NC Health Information Exchange)

NC HealthConnex
Powering Health Care Outcomes

NORTH CAROLINA HEALTH INFORMATION EXCHANGE AUTHORITY

NC HealthConnex Training

Critical Access Hospital Meeting

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NC DIT NORTH CAROLINA DEPARTMENT OF INFORMATION TECHNOLOGY

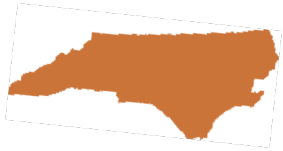
North Carolina Health Information Exchange Authority

Overview of Topics

- Overview of NC HealthConnex
- HIE Mandate
- Suite of Services
- Portal Overview & Demo
- Questions?

Who Are We?

We connect health care providers to safely and securely share health information through a trusted network to improve health care quality and outcomes for North Carolinians.



STATE DESIGNATED

SECURE

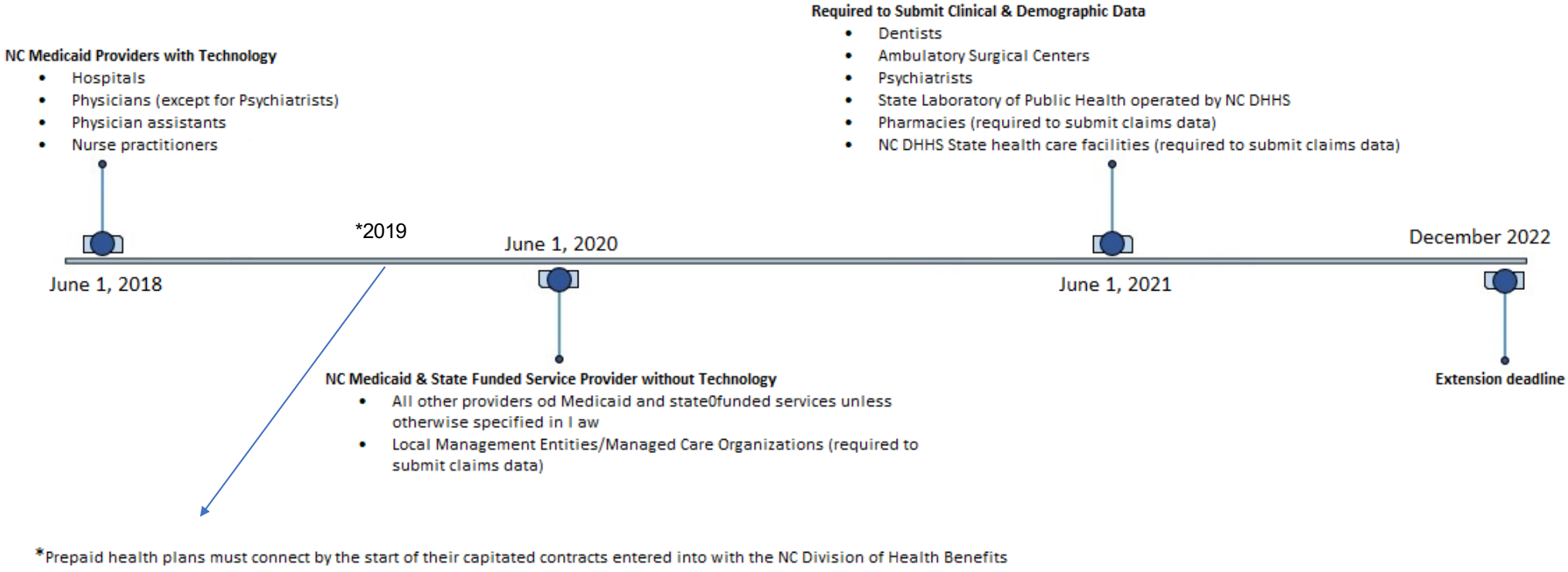
PARTNERSHIP

NC HealthConnex, By the Numbers:

- Over 40,000 providers with contributed records
- 4,500 plus health care facilities live submitting data, including 97 hospitals
- 5,000 plus health care facilities in onboarding
- 52 million+ continuity of care documents (CCDs)
- 7M+ unique patient records
- Over 150 unique EHRs engaged
- 6 border and intra-state HIEs connected

NC HealthConnex
Powering Health Care Outcomes

What Does the Law Mandate?



*Prepaid health plans must connect by the start of their capitated contracts entered into with the NC Division of Health Benefits

Patient Education & Opt-Out

Patient Education materials provided to organization via email (*welcome packet)*.

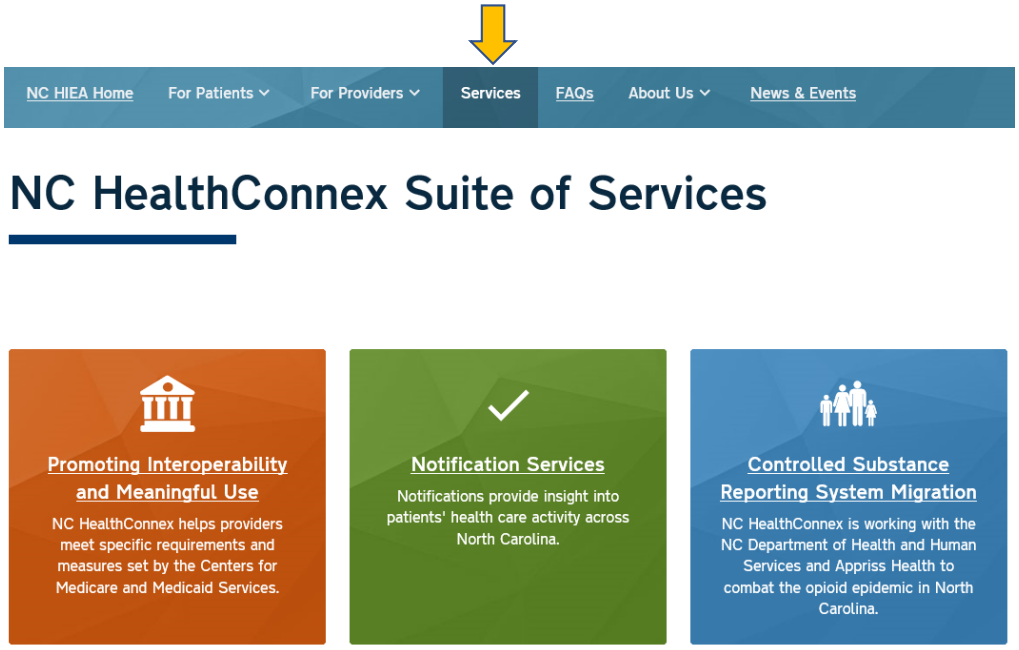
Includes:

- Sample Notice of Privacy Practices
- Fact Sheet
- Tri-fold Brochure Order Form
- Talking Points
- FAQs
- Employee Education Materials
  - Employee Newsletter
  - Leadership Emails

*Patients have the right to opt out of having their information shared between providers through NC HealthConnex.

All NC HIEA Policies are posted on our website, nchealthconnex.gov.

NC HealthConnex Services



Foundation

Exchange

- Clinical Portal
- DSM
- CSRS
- NCIR
- ELR

Notifications

- NC*Notify

Pop Health & Analytics

- Diabetes Registry

Exchange

Expanding Exchange Reach & Capabilities

Access a Patient's Clinical Record

- Clinical Portal
- EHR Integration

Communicate PHI Securely

- DIRECT Secure Messaging

Neighboring Connections via eHealth Exchange

- ETHIN (East Tennessee)
- GaHIN (Georgia's state-designated HIE)
- MedVirginia (Richmond, Va.)
- SCHIEX (South Carolina)
- Veterans Administration (VA HIE)
- Dept. of Defense (*2019*)

Integrations

- CSRS
- Recovery Platform
- Patient Centered Data Home (PCDH)

Public Health Reporting

- ELR
- NCIR

Exchange

Patient Data Exchange

Access a Patient's Clinical Record

- Clinical Portal
- EHR Integration

Foundation

Exchange

Notifications

Pop Health & Analytics

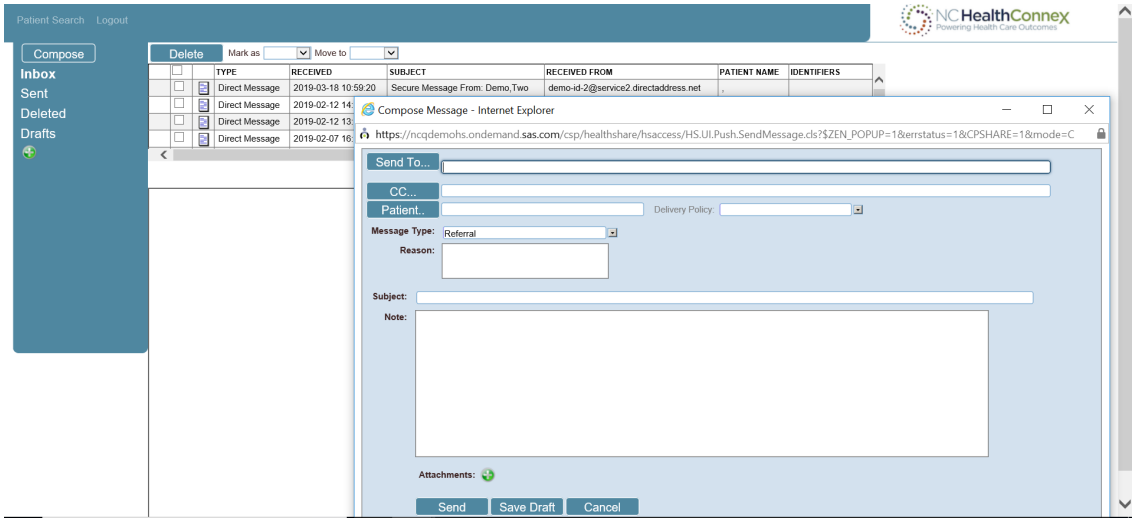
Exchange

Direct Secure Message

Improves coordination of care between health care providers and their patients by providing the ability to communicate with other health care providers securely.

Messaging can be used:

- Transitions of Care
  - CCD
  - CCD-A documents
- Lab Tests/Results
- Referrals
- Reports



Exchange

Controlled Substance Reporting System

- NC HealthConnex will help providers meet the STOP act requirement
- **Single sign-on** to the NC HealthConnex clinical portal will query the Appriss/CSRS database
- Create an additional pathway for providers to access the state's prescription drug monitoring program

Exchange

Project OBOT

North Carolina Medical Society FOUNDATION
Opening Doors to Quality Health Care

PROJECT OBOT

DOB
Date of Visit
Visit Location
Patient Name
Referrals
Reason for Visit
Care Plans
Problems
Medications
Lab Results
Procedures
Vital Sign

Foundation

Exchange

Notifications

Pop Health & Analytics

Exchange

Public Health Reporting

- ELR
- NCIR

Exchange

Electronic Lab Reporting

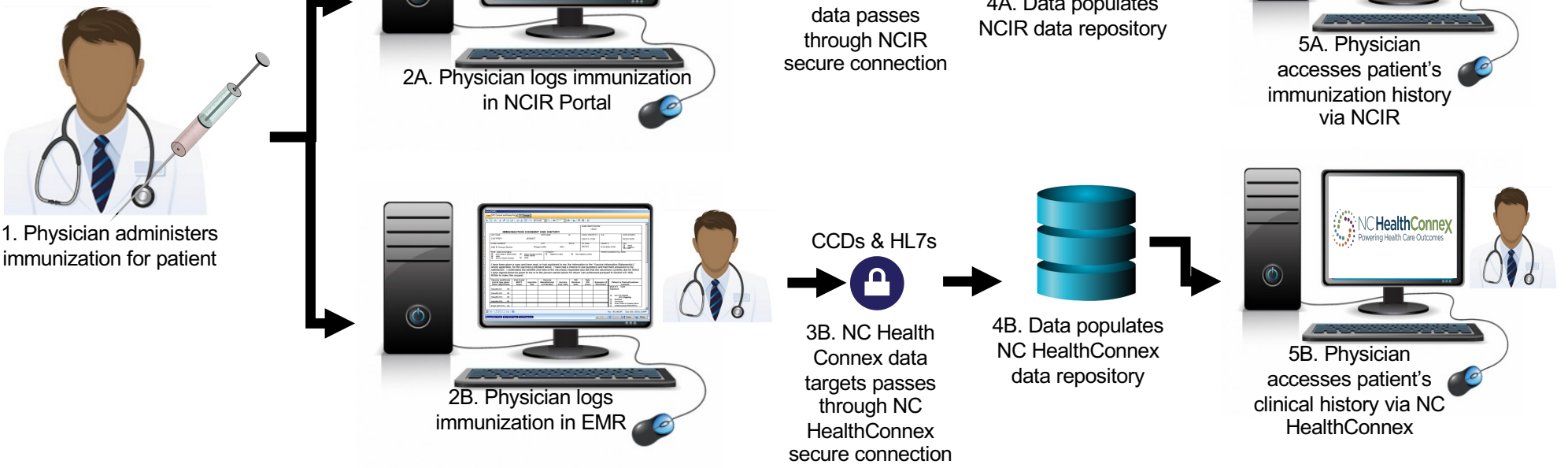
- Electronic reporting from laboratories to the NC DPH of laboratory reports which identify required reportable communicable diseases and conditions.

Register with DPH

6. **Set Up Secure Message Transport Connectivity**
   - N.C. DPH can accept ELR messages sent through NC HealthConnex.

Exchange

Pre NCIR – NC HealthConnex Integration



Exchange

Post NCIR – NC HealthConnex Integration

1. Provider administers immunization for patient

2. Provider logs immunization in EHR

HL7s

3. Immunization data passes through NC HealthConnex secure connection

4. Data populates NCIR data repository

***NOTE:** This workflow is applicable to provider's and/or healthcare organizations who have a bi-directional data connection to the NC HealthConnex. Providers/healthcare organizations leveraging a unidirectional connection must access NCIR via the NCIR web portal.

Notifications

NC*Notify (Event Notifications) – How

Step 1

Participant Submits Patient File for NC HealthConnex to Monitor

Technical Details

- Flat file with patient demographics
- Sent via sFTP/DSM

Step 2

Other Participants Submit Admission & Discharge Messages (ADT)

Step 3

Participant Receives Notification File

Technical Details

- Flat file with patient. Demographics and visit details
- Sent via sFTP/DSM
- Participant defines delivery schedule

Notifications

Advancing Notification Services

Roadmap

Help Meet Tier 3 Requirement

	V1.0 v 1.0 Oct 2018	V2.0 v 2.0 April 2019	V3.0 v 3.0 April 2020	V4.0 v 4.0 Oct 2020
Frequency of Notifications	Daily		Realtime	
Format/method	File via sFTP	DSM SMS Text Notification	EHR via HL7	FHIR API
Triggers Generating Notifications	ED, Inpatient, Ambulatory Admissions & Discharges		Immunization administered; Patient monitored by another organization	Disease registry addition; Critical lab value received
Panel Details	Participant defined; Multiple files per panel		Use health plan member file	Computed real time via message flow and attribution methodology
Subscription Configuration				Defined in Panel; Self-service portal
Content	Basic visit details (date, visit type, location)	Chief complaint and diagnosis	Provider details (admitting, attending, etc.); Immunization gaps	CCD Social data Disease state data CIE data

Notifications

Benefits - NC*Notify

- Providers are notified when their patients have received care in other care settings
- Schedule follow up appointments with patients
- Follow up on medications prescribed or other discharge instructions
- Insight to provide continuity in care to **reduce avoidable readmissions**
- Insight to **achieve financial goals** under value-based care contracts
- Utilize for compliance with state and federal quality initiatives, including Meaningful Use/Promoting Interoperability

Pop Health & Analytics

Classify & Measure Patient Populations

- Clinical Intelligence Engine
  - Abnormal Lab Reporting
  - Immunization Gaps
  - Controlled Substance Reporting System (CSRS)
- Population Registries
  - Diabetes
  - Future Possibilities: Stroke, Asthma
- Quality Measurement
  - Future Possibilities: eCQM

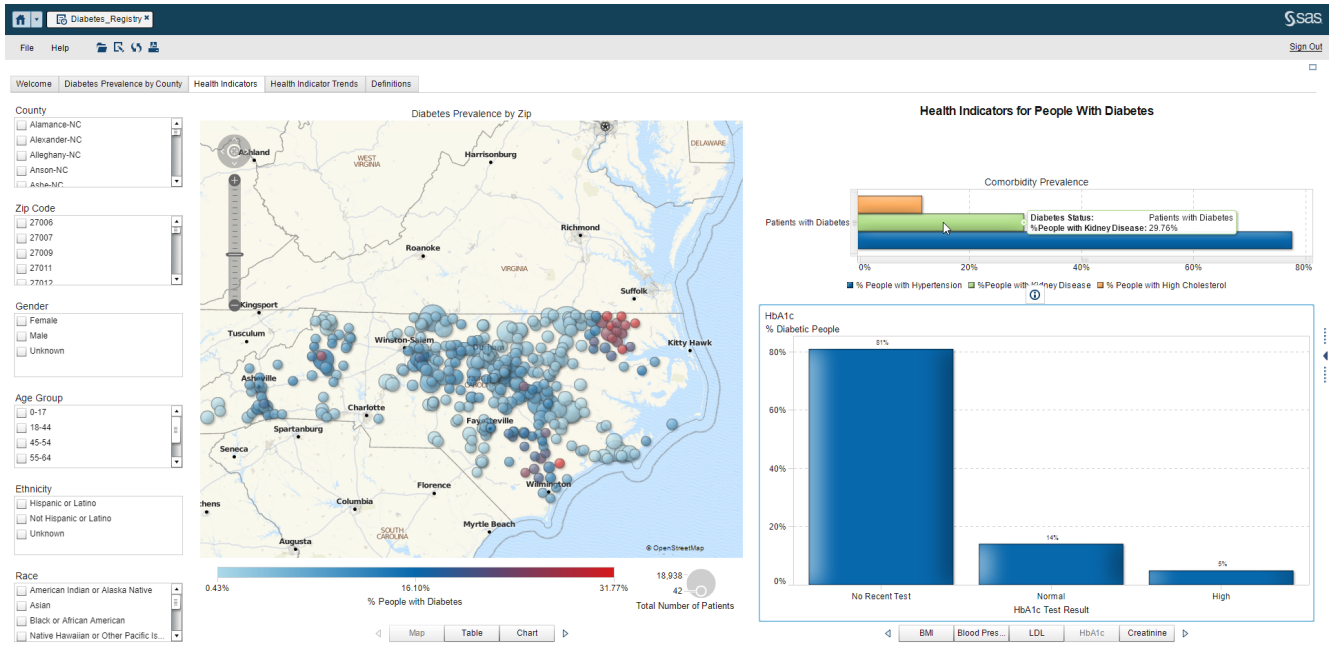
Pop Health & Analytics

Diabetes Registry

- Tool for tracking the clinical care and outcomes of the patient population in North Carolina.
- Electronic submission to the Diabetes Registry via the NC HealthConnex interface supports your organization's Meaningful Use attestation for Meaningful Use Stage 3 and Modified Stage 2.

Pop Health & Analytics

Diabetes Registry



Foundation

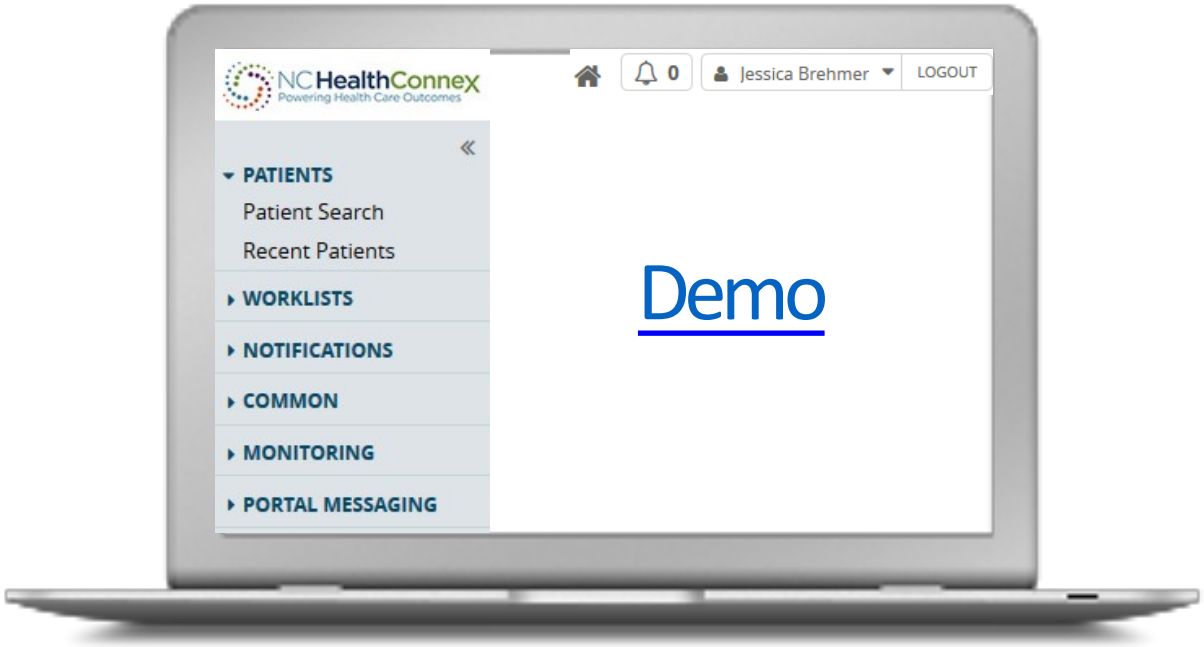
Exchange

Notifications

Pop Health & Analytics

*Electronic submission to the Diabetes Registry via the NC HealthConnex interface supports attestation for Meaningful Use Stage 3 and Modified Stage 2.

Portal Demo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Jessica Brehmer
LOGOUT
PATIENTS
Patient Search
Recent Patients
WORKLISTS
NOTIFICATIONS
COMMON
MONITORING
PORTAL MESSAGING
Demo

Questions?

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