



# M E T A S T A R

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# Wisconsin Immunization Registry(WIR) Meaningful Use Onboarding Processes and Best Practices

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# MetaStar Mission and Vision

- **Vision**

Optimal health for all.

- **Mission**

To effect positive change in the quality, efficiency, and effectiveness of health care.



# Who is MetaStar?

- **Professionals**

MetaStar employs more than 80 employees including nurses, physicians, social workers, performance measurement specialists, and more.

- **Experts**

We have experts in clinical topics, continuous quality improvement, managed care, health information technology, data analysis, and more.



# MetaStar/Wisconsin Department of Health Services Background

- CMS special immunization information systems project grant
  - Improve and increase data exchange rates for adult immunizations
- Medicaid Health IT Extension Program
  - MetaStar assists with meaningful use onboarding assistance to Medicaid enrolled health care providers.

# MUS3 Query by Parameter(QBP) Onboarding

- Onboarding Kickoff Questionnaire
- Onboarding Process Workflow
- Roles and Responsibilities
- Swim Lane Documentation
- Project Tracking and Acknowledgements

# Onboarding Kickoff Questionnaire

- Establish:
  - Recurring meeting time
  - Best communication methods for all parties
  - Contact information for all parties
- Evaluate
  - Providers workflow
  - Vendor triggering of messages
  - Vendor immunization reconciliation process
  - Vendor immunization recommendation process
  - Vendor handling of match scenarios
  - Vendor search criteria



# Onboarding Process Workflow

1. Update PHREDS registration
2. Initiate onboarding process
3. Confirmed security and confidentiality agreements are signed.
4. Validate QBP message format
5. Selection of message transport
6. Send variety of test messages
7. Determine production date
8. Go live
9. Post go live support
10. Meaningful use acknowledgement



# Roles and Responsibilities Documentation

- Provider (10)
- Department of Public Health (2)
- WIR Data Exchange Staff (9)
- Vendor (6)
- WIR Technical Team (1)
- Clinical Staff (2)

# Swim Lane Documentation

| <b>Roles</b>                | <b>Update PHREDS Registration</b> | <b>Initiate Onboarding Process</b> | <b>Security and Confidentiality Agreement</b> | <b>Validate QBP Message Format</b> | <b>Selection of Message Transport</b> |
|-----------------------------|-----------------------------------|------------------------------------|---|------------------------------------|---------------------------------------|
| Provider                    | <b>X</b>                          | <b>X</b>                           | <b>X</b>                                      | <b>X</b>                           | <b>X</b>                              |
| Department of Public Health | <b>X</b>                          |                                    |   |                                    |                                       |
| WIR Data Exchange Staff     |                                   | <b>X</b>                           | <b>X</b>                                      | <b>X</b>                           | <b>X</b>                              |
| Vendor                      |                                   |                                    | <b>X</b>                                      | <b>X</b>                           | <b>X</b>                              |
| WIR Technical Team          |                                   |                                    |   |                                    | <b>X</b>                              |
| Clinical Staff              |                                   |                                    |   |                                    |                                       |

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# Swim Lane Documentation

| Roles                       | Send Variety of Test Messages | Determine Production Go Live | Go Live | Post Go Live Support | Meaningful Use Acknowledgement |
|-----------------------------|-------------------------------|------------------------------|---------|----------------------|--------------------------------|
| Provider                    | X                             | X                            | X       | X                    | X                              |
| Department of Public Health |                               |                              |         |                      | X                              |
| WIR Data Exchange Staff     | X                             | X                            | X       | X                    | X                              |
| Vendor                      | X                             | X                            | X       |                      |                                |
| WIR Technical Team          |                               |                              |         |                      |                                |
| Clinical Staff              | X                             | X                            |         |                      |                                |

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# Project Tracking and Acknowledgements

- PHREDS(Public Health Registration for Electronic Data Submission System)
  - Microsoft Project, One Note, Excel
- Project Queue Prioritization
  - Large volume providers
  - Meaningful use participants
  - VFC providers
  - State legislation
  - Data exchange deduction from inventory

# Guidelines and Best Practices when evaluating QBP Messaging Onboarding

- Test data vs. Production data
- System response evaluation
- Query messaging optimization
- System monitoring
- EHR immunization reconciliation and incorporation

# Test Data vs. Production Data

- PHI/PII
- EHR/EMR version differences
- Code base differences
- Patient match scenarios
- Patient recommendations
- Patient immunization reconciliations
- SSL certificate

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# System Response Evaluation

- Expected response time
- Message volume increase
- Message storage volume increase
- Patient batch querying
- User interface impacts
- Outage impacts

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# Query Messaging Optimization

- Research HL7 2.4 match scenarios volume
- Optimize matching algorithm
- Implement multiple layers of matching
- Provide optimal search criteria to vendors
- Provide more than a single point of service

# System Monitoring

- Resolve record merge in a timely manner
- Research multiple match scenarios for possible record merging
- Research not found scenarios for additions to the system.
- Contact lists
- Data quality report cards
- Post-Live support

# System Monitoring

- WIR morning validation process
- WIR processes monitoring
- WIR provider report cards
- WIR watch tool

# EHR Immunization Reconciliation and Incorporation

- Query based response information
  - Display
  - Storage
- Query based recommendations
  - Registry
  - CDSI
- Outbound Data Exchange

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