

# Keys to a Successful Partnership with your HIE

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# Background



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# NDIIS Background

- The North Dakota Immunization Information System (NDIIS) is a confidential, population-based, computerized information system that attempts to collect vaccination data for all North Dakotans.
- Established in 1988 as a modem, dial-up system
- The North Dakota Department of Health (NDDoH) contracted with Noridian Mutual Insurance Company (NMIC), formally Blue Cross/Blue Shield of North Dakota (BCBSND), in 1996 to develop the current web-based system.
- In May 2013, the NDIIS went through a technical upgrade that moved the system to dot net technology.
- ND Century Code requires North Dakota providers enter all childhood (under 18 years of age) immunizations into the NDIIS within 4 weeks of administration.



# NDIIS Interoperability Overview

- In 2011, North Dakota received American Recovery and Reinvestment Act (ARRA) grant funds to establish interoperability between provider electronic health record (EHR) systems and the NDIIS.
- In 2012, North Dakota received interoperability grant funding through the Prevention and Public Health Fund (PPHF).
- In 2014, North Dakota received additional PPHF interoperability grant funding.
- As of February 2015 the NDIIS is interoperable with 203 individual provider locations and the North Dakota Health Information Network (NDHIN).
- The NDIIS/NDHIN connection is SOAP/HTTPS.

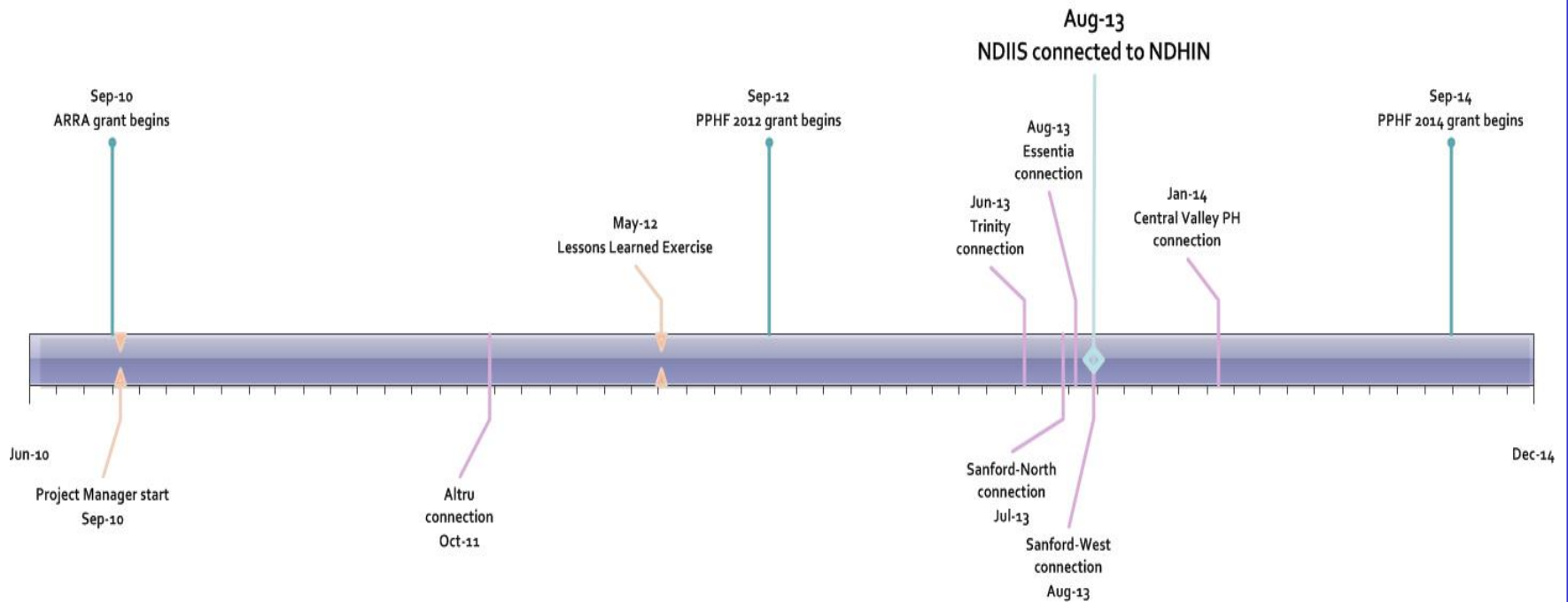


# NDHIN Project Overview

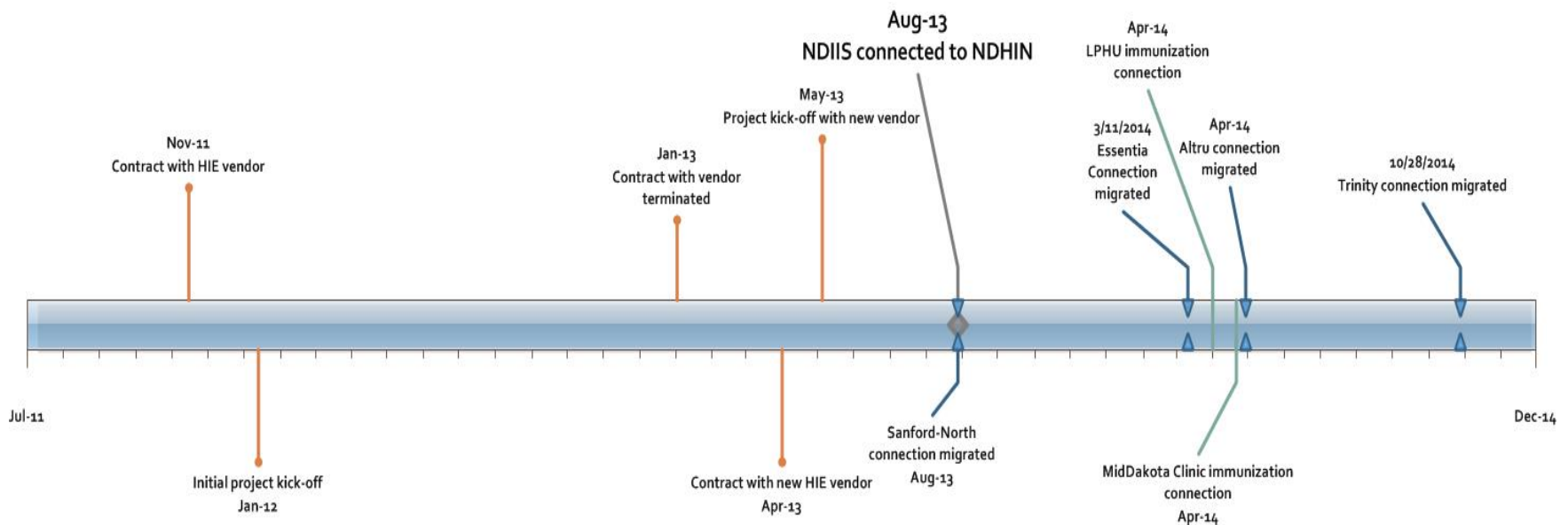
- North Dakota has one, statewide health information exchange (HIE).
- Contract negotiations with the original vendor for the HIE were conducted from August – December 2011.
- Major project kick-off with initial vendor, Axolotl, was held in January 2012 and included HIE public and private partners.
- The contract with Axolotl was terminated in January 2013.
- After a limited request for procurement (RFP) process, a new HIE contract was awarded to Orion in April 2013.
- New project kick-off with Orion health and HIE partners was held in May 2013.
- The NDHIN supports SOAP web services and TCP/VPN connections with provider EHRs



# Project Timelines



# Project Timelines



# Project Collaboration



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# Start of Partnership

- Both projects had a shared interest in the other's success.
- NDIIS interest in NDHIN:
  - NDIIS team wanted to be able to rely on the NDHIN and their resources for project sustainability.
    - NDHIN has more resources available to manage multiple provider connections using both VPN and SOAP.
    - NDIIS would only have to manage a single connection to NDHIN.
    - Cost saving for NDIIS team not having to pay for licenses for VPN connections



# Partnership continued...

- NDHIN interest in NDIIS:
  - NDHIN wanted to use the NDIIS connection to recruit providers.
    - Providers wanting to exchange immunization information could do this easily through their connection to the NDHIN, since the two were already connected.
  - Needs of NDIIS project were written into RFP for HIE vendors



# Representation

- There was representation from each project on the other's team to make sure the interests of each were communicated and addressed at every stage.
- The NDIIS project team included representation from NDHIN starting in 2010, prior to start of the initial HIE contract.
  - Included in all executive steering committee meetings
  - Included in all bi-monthly project status meetings
- Representation from the NDIIS project team included when writing the RFP for HIE vendors.
- The NDHIN project team included representation from NDIIS starting in 2012, at HIE project kick-off.



# Connection

- NDHIN acts as a pass-through for immunization messages.
- No immunization information is stored in the NDHIN.
- NDHIN has query capabilities built in for HIE Direct users.
  - Users who log directly in to the NDHIN user interface can query the NDIIS for patient immunization information without having to log in to the NDIIS separately.



# Education, Communication and Referrals

- Each team knows and fully understands the on-boarding process of the other project.
- NDIIS refers providers to the NDHIN who express initial interest in immunization interoperability.
- Once NDHIN has provider participation agreement signed and test connection is up and running, they refer the provider to the NDIIS team.



# Education, Communication and Referrals continued...

- In addition to new provider connections, all previous direct connections to the NDIIS were migrated to the NDHIN.
  - This included all of the state's major health systems.
  - Provides a lot of messaging traffic through the NDHIN.
    - Average of 14,128 electronic immunization messages per week
    - Average of 156,112 electronic query messages per week
  - Established connection for immunization messaging allows for easier start for the exchange of other electronic health messages (i.e. electronic lab reporting, syndromic surveillance).



# Education, Communication and Referrals continued...

- NDIIS and NDHIN have an agreed upon process for providers to report connection issues.
  - Provider technical contact reports issue to NDHIN help desk.
  - NDHIN team researches issue to see if it is between the provider and the NDHIN.
  - If issue is not part of the connection to the NDHIN or cannot be solely resolved by the NDHIN, it is reported to the NDIIS project technical contact.



# Education, Communication and Referrals continued...

- Both teams rely on continued open communication in order to ensure continued success.
- Work together to draft communication to providers.
- Technical staff work closely to monitor and resolve any connection or messaging issues.
- When connection issues are being worked on between NDHIN and provider or NDIIS and provider, the other team is included in all communication.





# Project Success



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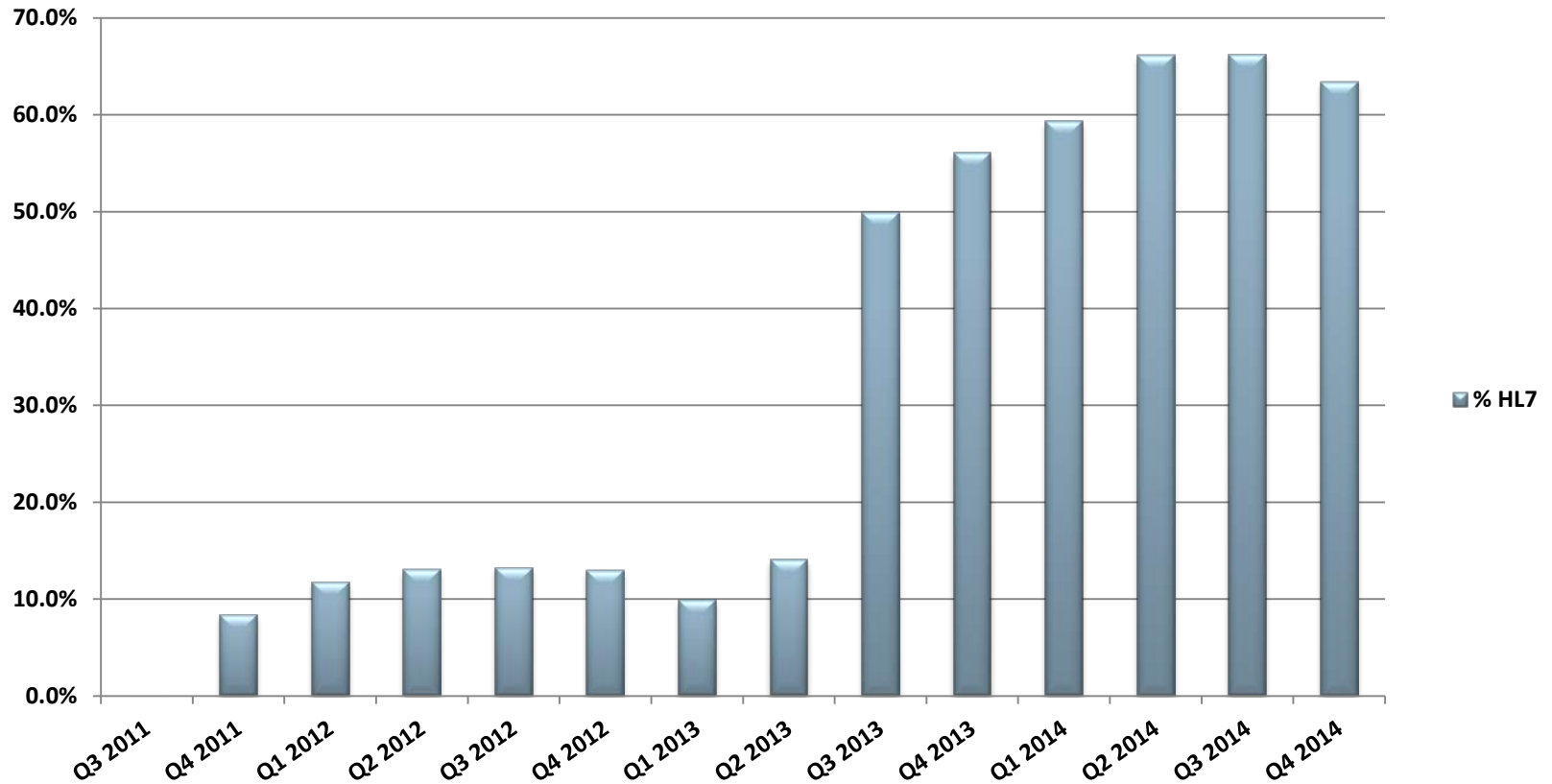
# NDIIS Interoperability Success

- The NDIIS is currently connected to 203 individual provider locations.
  - Represent more than 60% of all doses entered into the NDIIS
- 201 of the 203 connections are through the NDHIN.
- All planned, future non-pharmacy connections will be connected through the NDHIN.
  - 100% of planned, future connections have been referred to the NDIIS from the NDHIN.



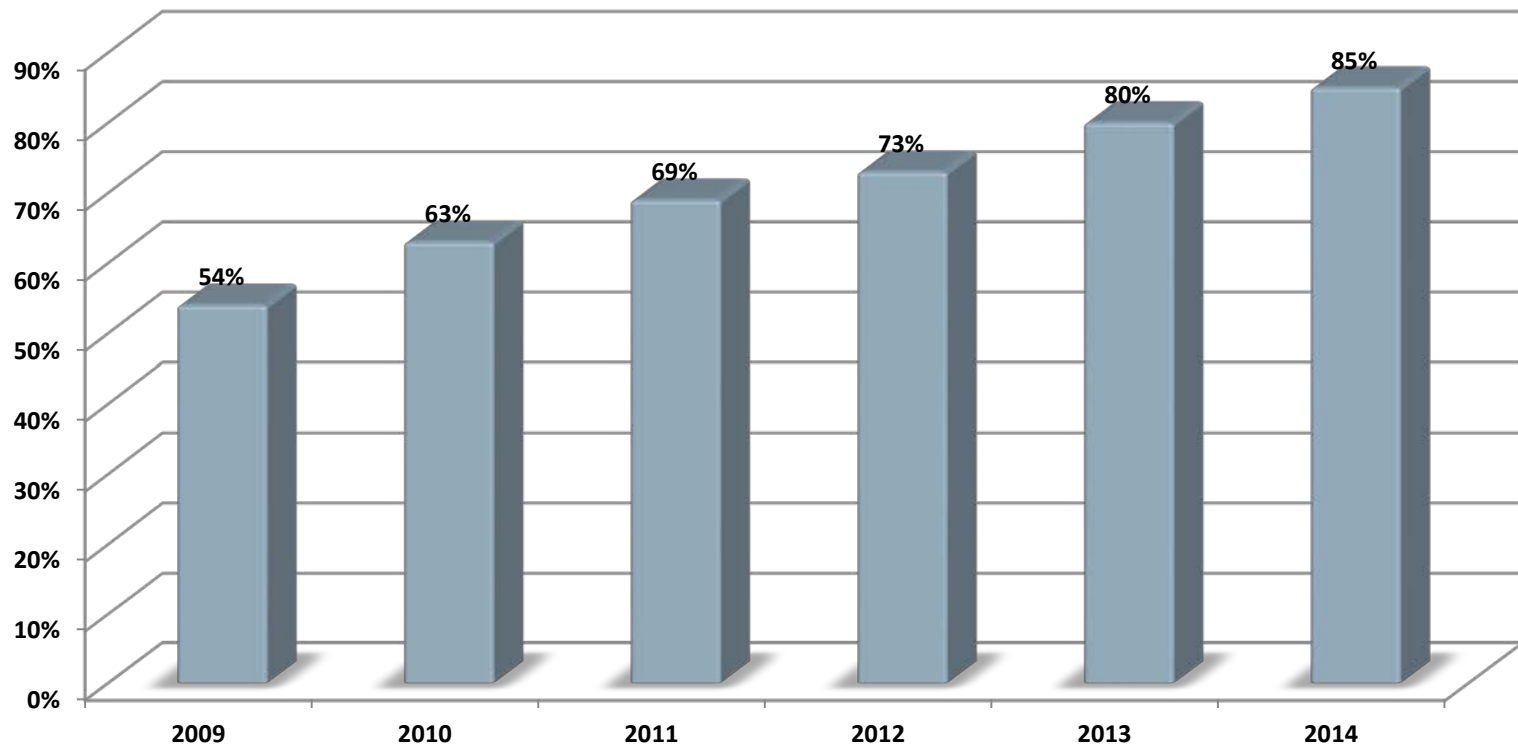
# Success continued...

% of doses added to NDIIS electronically



# Success continued...

**% of North Dakota adults with at least one dose of vaccine administered after age 19 in the NDIIS**



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# Questions?



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# Contact Information

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