AIRA Conference 2013

Meeting Stage 2 Meaningful Use Challenges with Automated Solutions

Atlantic Management Center Inc.

October, 2013

A Look Back

2011 – National Immunization Conference *Washington, DC*

AMCI & Ohio ImpactSIIS presented: **IIS Project and Contact Management Systems (CMS):** *An Efficient Comprehensive Management Approach to IIS Recruitment, Training and EMR Integration*

Introduced concept of centralized provider management and IIS based self-serve monitored Pre-Certification

2012 – AIRA Conference *St. Paul, MN*

1. AMCI & Massachusetts' MIIS presented: **Streamlining IIS Provider Registration and Roll-Out:** *Massachusetts' Automated Workflow Enhancements*

Presented positive impact of automated workflows and online registration based on Massachusetts' success

2. AMCI presented: **Automating Electronic Health Record Integration**

Presented results of implemented approach introduced at 2011 NIC based on Ohio's success

Approach

Information Data Exchange (IDx) Management System vMU2

Who uses it?

EH, CAH, EP, EHR, IDNs

On-boarding Provider Interface

- Online MU2 Registration

- Next Step Onscreen Instruction

- Downloadable Confirmations and Acknowledgements

- IIS Based Self-Serve HL7 Testing

- Downloadable MU2 Report Card

- User Support

INTEGRATED SYSTEM

Who uses it?

IIS Staff and MU Coordinator

On-boarding Provider Management

- Provider-Centric Searchable Database

- Registration Monitoring

- Interactive Provider Queuing

- Monitored IIS Based Pre-Testing

- On-boarding Project Management

- Action Request/Response Monitoring

- MU2 Reporting Period Status Monitoring

Stage 2 MU and IIS
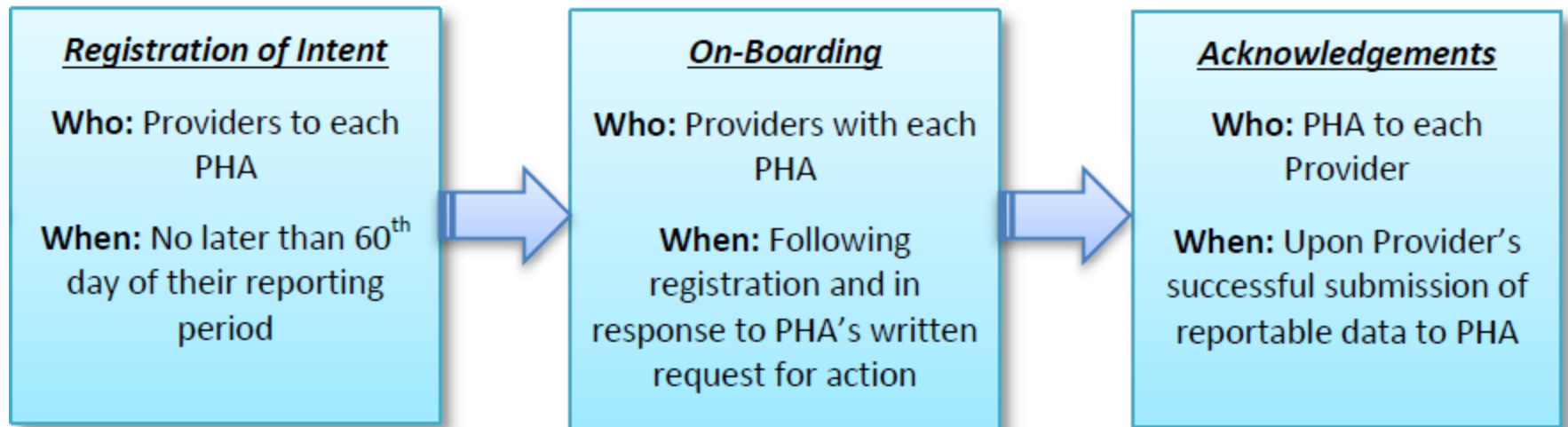
Immunization Registries Data Submission

Objective
Capability to submit electronic data to immunization registries or immunization information management systems except where prohibited, and in accordance with applicable law and practice.

Measure
Successful ongoing submissions of electronic immunization data to from CEHRT to an immunization registry or immunization information management system for the entire EHR reporting period.

PHA MU2 Administrative Tasks

Registration of Intent

Who: Providers to each PHA

When: No later than 60th day of their reporting period

On-Boarding

Who: Providers with each PHA

When: Following registration and in response to PHA's written request for action

Acknowledgements

Who: PHA to each Provider

When: Upon Provider's successful submission of reportable data to PHA

Increase PHA Capacity

Administrative Capacity

- **Register Providers** that plan to submit public health data to a PHA for MU2 objectives *(Registration of Intent process),*

- **Test and validate** on-going data submissions from Providers *(On-Boarding process),*

- **Provide written communications** (which may be in electronic format) to Providers that have achieved ongoing submission of data relevant to public health for MU2 objectives. *(Acknowledgements process).*

Proven Administrative Capacity

2012 - AIRA Conference

AMCI & Massachusetts' MIIS presented: "Streamlining IIS Provider Registration and Roll-Out: **Massachusetts' Automated Workflow Enhancements"**

Before iSIIS Vision implementation

Paper-driven/email-based processes using Excel for status tracking

- 39 registrations **took over 2 months** to receive and process

After implementing iSIIS Vision

Online Registration with automated processing and status tracking

- 992 Registrations received and processed in **first 11 months**
  - **Averaging 90 registrations processed per month**

As of AIRA 2013 (1 year later) gsfsfawrgaasvsdfvfvfvvevvvvve

- 4040 Total Registrations received and processed

  Over 3000 since AIRA 2012 – Averaging 250 per month

Automated
MU2 Provider Registration

Provider Registers Intent

Administrative Capacity

Register Providers that plan to submit public health data to a PHA for MU2 objectives *(Registration of Intent process)*

Registration of Intent – Task Flow
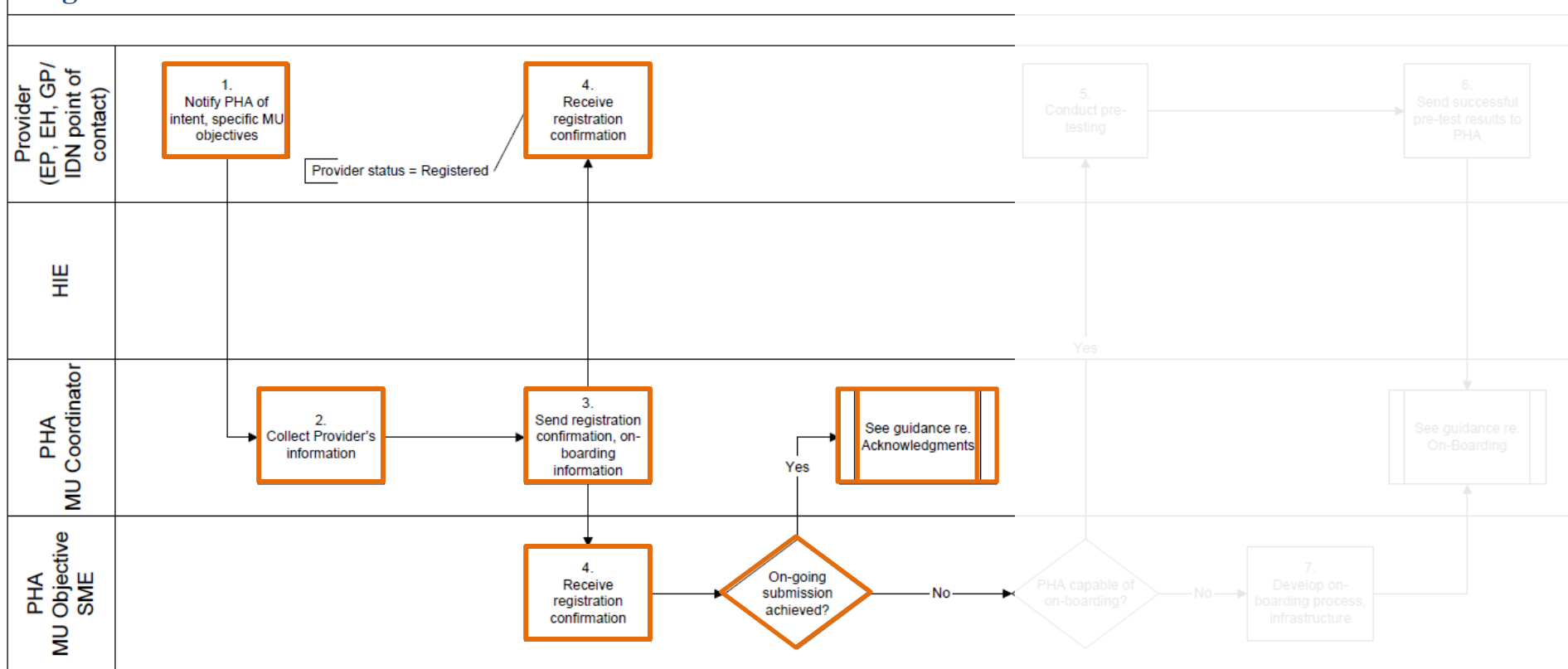
Provider Registers Intent

Administrative Capacity

Register Providers that plan to submit public health data to a PHA for MU2 objectives
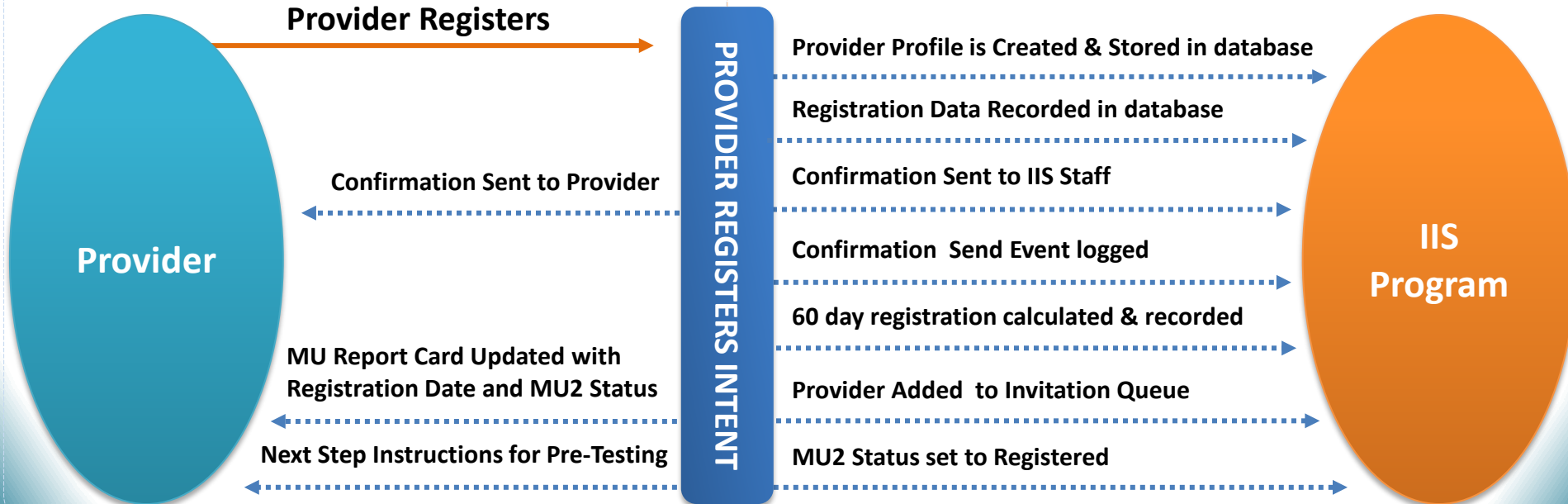
Registration of Intent process completed!

NO ACTION REQUIRED by the IIS

On-boarding Provider Interface

On-boarding Provider Management

IDx MU2

Provider

Provider Registers

Confirmation Sent to Provider

MU Report Card Updated with Registration Date and MU2 Status

Next Step Instructions for Pre-Testing

PROVIDER REGISTERS INTENT

Provider Profile is Created & Stored in database

Registration Data Recorded in database

Confirmation Sent to IIS Staff

Confirmation Send Event logged

60 day registration calculated & recorded

Provider Added to Invitation Queue

MU2 Status set to Registered

IIS Program

Self-Serve Monitored Pre-Testing

Pre-Testing

Provider Registers Intent ✔	Provider Conducts Pre-testing	PHA Invites Provider	PHA On-boards Provider	PHA Acknowledges Provider's Ongoing Submission
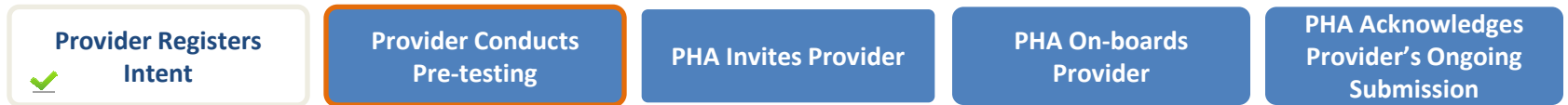
Common Pre-Testing Approach

Direct Providers to NIST or MQF tool.

- Only test based on National Standards

- Validation doesn't fit your IIS

Result

EHR Configuration that should have been completed to create a clean message for your IIS consumes resources and drags out the On-boarding process.

Pre-Testing

An Alternative Beneficial Approach

Adopt Self-Serve Monitored Pre-Certification Model

Benefits

1. IIS based validation
   - Emulates the IIS' HL7 Interface Engine
   - Validates based on IIS required code set, formatting and required data elements
   - Provides instant actionable errors with how to fix instructions
   - Eliminates waiting for error correction requests

2. No IIS connectivity required to get started

3. Hundreds of Providers can be validated simultaneously

4. Tells you who is ready to on-board.

Pre-Testing (Make it Meaningful)

Provider Registers Intent ✔	Provider Conducts Pre-testing	PHA Invites Provider	PHA On-boards Provider	PHA Acknowledges Provider's Ongoing Submission

1. *Give Provider the tools to configure their EHR*
2. *Tells IIS who is ready to on-board!*

NO ACTION REQUIRED by the IIS

On-boarding Provider Interface

On-boarding Provider Management

Provider

PRE-TESTING

IIS Program

Submits HL7 file to IDx

🚫 **IIS based Validation Result**

Invite Queue Updated to Pre-Testing in Progress 🔄

Instructions to Correct Errors

Validation Result and Date Recorded

Submits Corrected HL7 file

✔ **Passing Validation Result**

Successful Validation sent to IIS

Pre-Test Status set to PASS ✔

Status set to Awaiting Invitation

Provider Status set to Eligible for Invite

Prioritizing Providers

Registered Intent Date	Met 60 Day Registration Requirement	Report Period	Days left in Reporting Period	MU Type	Provider Site	Group	Est. Imm Volume	VFC	DSA on file	Already Submitting	Pre-Test Status	Invite to On-board	Invite Date	Invite Status	Response Rec'd	Response Date
10/1/2013	✔	Q4 - 2013	59	EH	General Hospital	Big HSP System	100				✔	☐	10/7/2013	⚠	☐	📅
10/3/2013	✔	Q4 - 2013	90	CAH	County Hospital	CAH Network	80	✔	✔		✔	☐		🌐	☐	📅
3/12/2014	🚩	Q1 - 2014	90	EP	Elegant Pediactrics	Health Partners	5	✔	✔		🔄	☐			☐	📅

Interactive Provider Queue

1. Provides key determining elements

2. Pre-Testing status tells you who is . . .

READY to Work.

A single click invites and logs On-boarding Invitation.

Automated
MU2 Provider Invites

Invitation to On-board
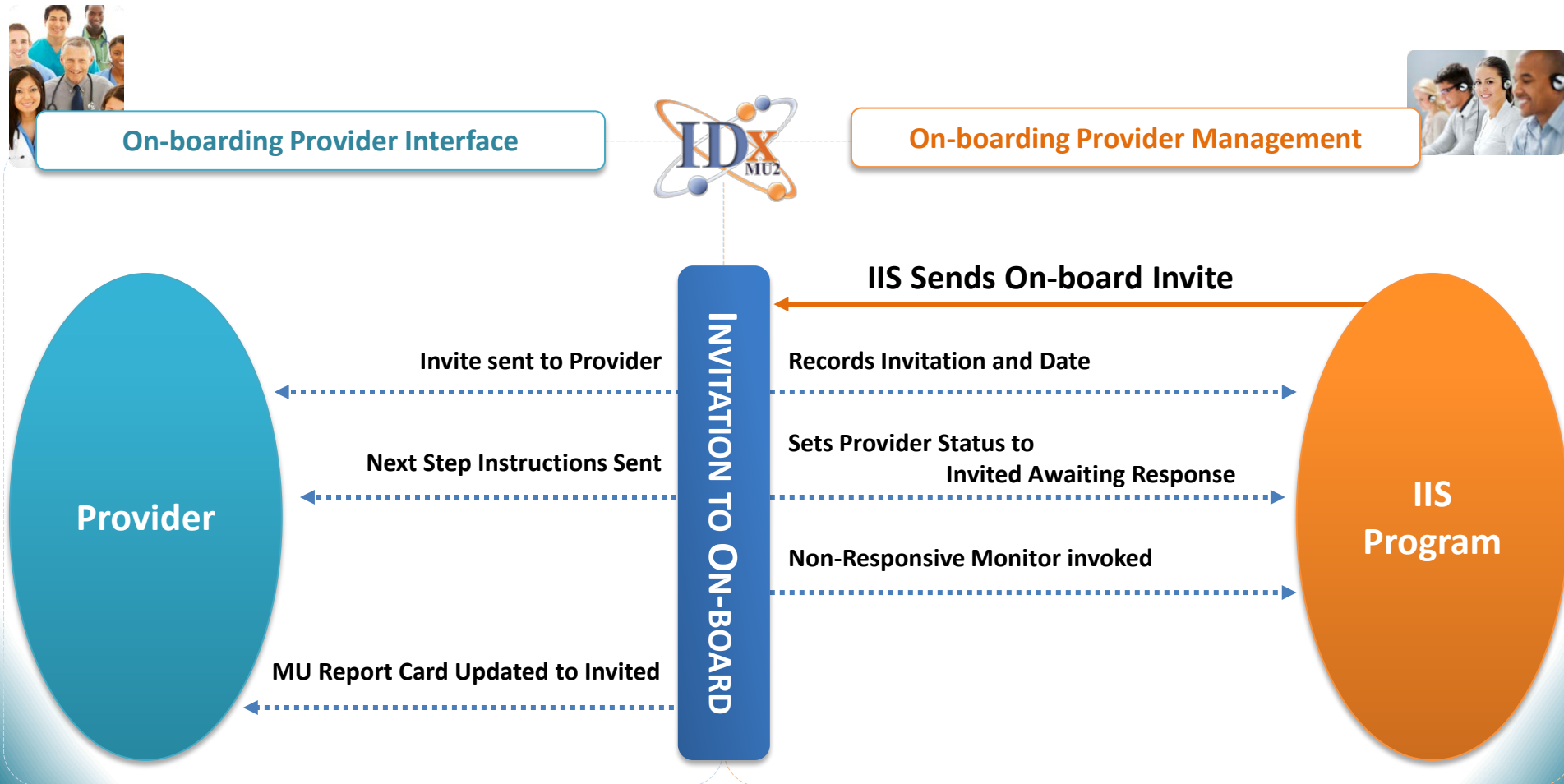
| Provider Registers Intent ✔ | Provider Conducts Pre-testing ✔ | PHA Invites Provider | PHA On-boards Provider | PHA Acknowledges Provider's Ongoing Submission |

A single click sends and logs invite!

On-boarding Provider Interface

IDx MU2

On-boarding Provider Management

IIS Sends On-board Invite

INVITATION TO ON-BOARD

Provider

IIS Program

Invite sent to Provider — Records Invitation and Date

Next Step Instructions Sent — Sets Provider Status to Invited Awaiting Response

Non-Responsive Monitor invoked

MU Report Card Updated to Invited

Invitation Response

Provider Registers Intent ✔	Provider Conducts Pre-testing ✔	⚠️ PHA Invites Provider	PHA On-boards Provider	PHA Acknowledges Provider's Ongoing Submission

Invitation Responses are automatically logged!

NO ACTION REQUIRED by the IIS

On-boarding Provider Interface

IDx MU2

On-boarding Provider Management

Provider Responds to Invite

Provider

INVITATION RESPONSE

Response Sent to IIS

Next Step Instructions Sent

Response Recorded Date and Time

Non-Responsive Monitor Turned off

Provider moved to On-boarding Project

Provider Status set to On-boarding

MU Report Card Updated to On-boarding

IIS Program

Integrated On-boarding Project Management

On-boarding Project

Centralized Project Management

Tracks Key contacts and Milestones

- Kick Off Meeting
- Configuration/Connection
- Testing/Review
- Duplicate/Data Cleansing
- Go Live

On-boarding

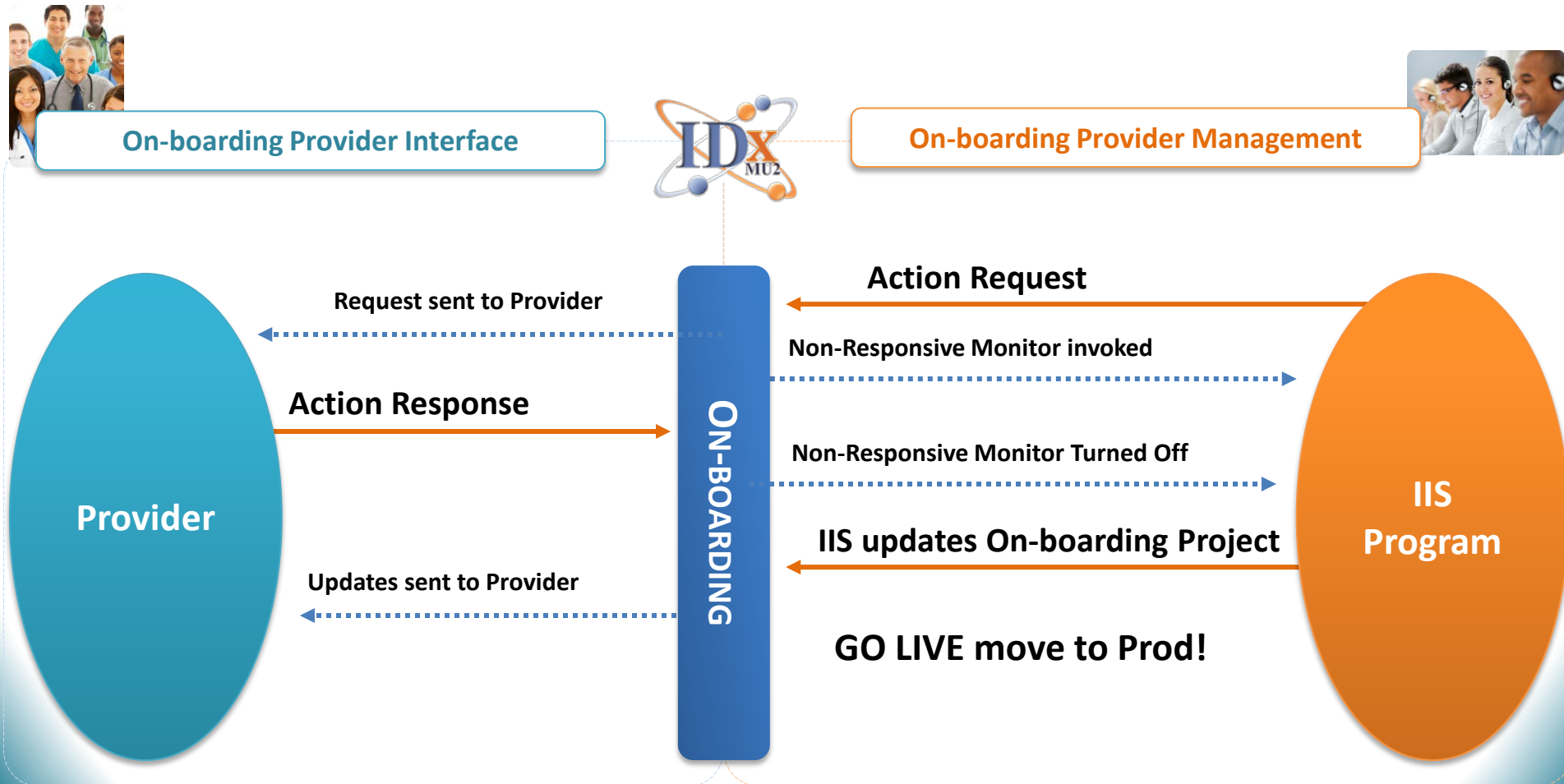| Provider Registers Intent ✓ | Provider Conducts Pre-testing ✓ | PHA Invites Provider ✓ | PHA On-boards Provider | PHA Acknowledges Provider's Ongoing Submission |

On-boarding status updates are automatically shared with Providers.
IIS Staff just enters Status Updates and sends Action Requests.

On-boarding Provider Interface

On-boarding Provider Management

IDx MU2

Provider

ON-BOARDING

IIS Program

Request sent to Provider

Action Request

Non-Responsive Monitor invoked

Action Response

Non-Responsive Monitor Turned Off

IIS updates On-boarding Project

Updates sent to Provider

GO LIVE move to Prod!

Automated Acknowledgements

IIS Acknowledges On-going Submission

| Provider Registers Intent ✔ | Provider Conducts Pre-testing ✔ | PHA Invites Provider ✔ | PHA On-boards Provider ✔ | PHA Acknowledges Provider's Ongoing Submission |

On-boarding Provider Interface

IDx MU2

On-boarding Provider Management

Provider

ONGOING SUBMISSION ACK

IIS Program

IIS updates Status to Ongoing Submissions

Acknowledgement Sent to Provider

Acknowledgment and Date Recorded

IIS Monitors On-going Submission

MU Report Card Updated for future download

Scalability

IDx is Scalable

- **Scalable to future MU Stages**

- **Scalable across the PHA Enterprise**
  - Immunization Reporting
  - Electronic Lab Reporting
  - Syndromic Surveillance Reporting
  - Cancer Registry Reporting

Contact:

Darrin Rosebrook

Managing Director

Public Health Information Management Systems

Atlantic Management Center, INC.

6797 North High Street, Suite 104

Worthington, OH 43805

614-390-4808

drosebrook@amciweb.com