Colorado's Success with AIRA's Onboarding Consensus-Based Recommendations

August 2019





Recommendations



- ✓ Online Registration Tool
- ✓ HL7 Message Format/Structure Pretest
- ✓ Project Tracking Tool
- ✓ HL7 Message Content Validator
- ✓ HL7 Data Quality Analysis Testing
- ✓ HL7 Feed Monitoring





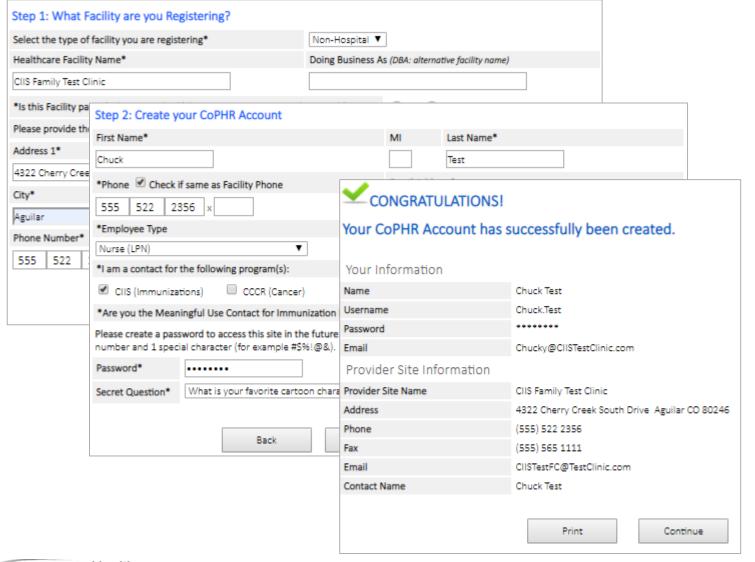
Online Registration Tool

Recommended Attributes: Registration Tool	iSIIS Vision™ Meets Recommendation
Should provide an interface that is accessible externally to providers/vendors	⊻
Captures facility details (facility name, address, etc.)	~
Captures facility/org contacts (names, phone number, email, etc.)	✓
Captures EHR details (vendor, product/version, vendor contact info, etc.)	~
Includes electronic signing of required forms if applicable or as allowed by jurisdictional law/policies	⊻
Includes questionnaire-type questions (system capabilities, type of interface requested, connection method, type of practice, number of doses administered, facility client profile, ability to capture required fields, etc.)	~
Should be stored in a searchable format	~
Should have the capability for electronically transferring the information into other IIS/onboarding tools (tracking tool, provider profile, etc.)	✓
Could utilize appropriate triggers in the registration workflow to improve efficiencies and automate other onboarding actions (e.g., welcome email, creating a ticket in the tracking tool, etc.)	~
Tool should be integrated into each IIS's individual onboarding workflows	~





Online Registration Tool





Dedicated to protecting and improving the health and environment of the people of Colorado

Colorado Immunization Information System Participating Clinic Letter of Agreement

Date: 08/07/2019

Clinic Name: DTest Family Test Practice Address: 4300 Cherry Creek South Drive City: Aguilar State: CO Zip Code: 80246

Pursuant to C.R.S. §25-4-2401 et seq., the Colorado Department of Public Health and Environment (CDPHE) operates a web-based state immunization registry, the Colorado Immunization Information System (CIIS). The CIIS mission is to establish and maintain a population-based, confidential, fully functional, and sustainable immunization information system that facilitates the timely and complete immunization for all Coloradans to prevent disease and reduce health care costs to individuals and that State.

The term "Participating Clinic" refers to the entity identified at the top of this Letter of Agreement (LOA). By returning a signed copy of this LOA you acknowledge and confirm that: 1) you are authorized to disclose information to and receive information from Clis under the immunization affects participating Clinic is an entity subcrized to disclose information to and receive information from Clis under the immunization affects participating Clinic will only permit access to the disclosed information reclinical, quality improvement and school entry law purposes, 4) if entering data manually into the Clis web application, the Participating Clinic must enter their clients' non-historical immunization services into Clis with a days of the respective vaccine administration dates, or if subminication dates, 5) the Participating Clinic must sent otheir clients' non-historical immunization services to Clis within 7 days of the respective vaccine administration dates, 5) the Participating Clinic will provide feedback and take necessary action when Clis provides ongoing data quality reports to ensure the continued integrity of the system, 6) the Participating Clinic will treat all information in Clis as confidential, 7) if the Participating Clinic discloses information to Clis, this provided notice to individuals, parents or guardians as required by CRS. § 25.4-2-403(7) stating that the individual, parent or guardian can choose to have their (or their child's) immunization information excluded from Clis, 8) the Participating Clinic is responsible for the provision and maintenance of any necessary complete hardware, network connections, telecommunication lines, internet access and data uploads/downloads from existing electronic health record systems which may be necessary for the clinic's participation in Clis, and 9) the Participating Clinic is responsible for ensuring that all persons or entities (including providers, staff, contractors and agents) who access information through Clis are authorized to receive access t

CIIS agrees to: 1) provide and maintain a secure and functional immunization registry, 2) provide ongoing technical assistance and support to facilitate access to and use of the system, and 3) notify the Participating Clinic of any potentially incorrect information in CIIS attributable to one of its patients so that it may promptly correct the information, if necessary. We also sak that the Participating Clinic perform regular quality assurance audits of information concerning its patients to ensure the continued intentity of the system.

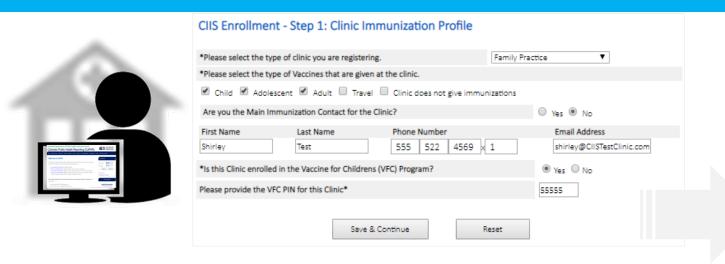
To terminate your access to and participation in the CIIS program, please email us at CDPHE.CIIS@state.co.us at least 30 days prior to your planned termination date. Please note that CDPHE will not delete any data sent to CIIS by any Participating Clinic prior to a clinic's termination of participation.

By: Participating Clinic Representative Printed Name Charlie Tester	Date: 08/07/2019
By: Participating Clinic Representative I agree to the above terms and conditions as set forth by the Public Health Agency	L
By: Heather Roth, MA Colorado Immunization Information System Program Manager	Date
SUBMIT PRINT CLOSE	August 2014

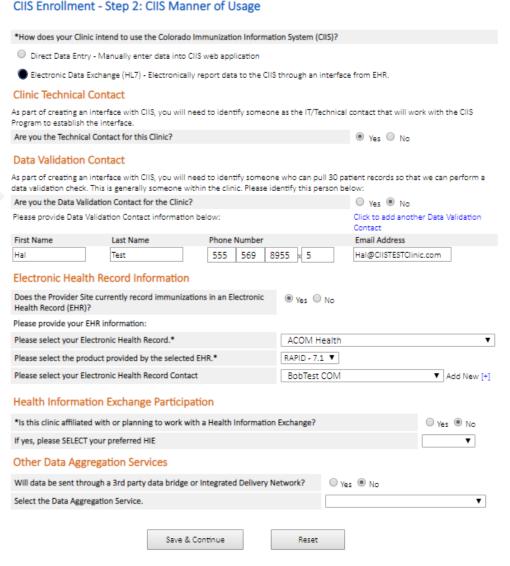




CIIS Online Registration Tool



- ✓ Creates Searchable Profile
- ✓ Links Site to EHR Vendor
- ✓ Identifies EHR-S and Contact
- ✓ Links Site to HIE (if applicable)
- ✓ Links Site to other Reporting Hub (if applicable)







Online Registration Tool

- ✓ Online Form Submission
- ✓ Electronic Signature
- ✓ Stored as PDF with Profile
- ✓ Easily accessible by Site and IIS
- ✓ Initiates site IIS Approval
- ✓ Initiates onboarding workflow





Dedicated to protecting and improving the health and environment of the people of Colorado

Colorado Immunization Information System Participating Clinic Letter of Agreement

Date: 08/07/2019

Clinic Name: DTest Family Test Practice Address: 4300 Cherry Creek South Drive City: Aguilar State: CO Zip Code: 80246

Pursuant to C.R.S. §25-4-2401 et seq., the Colorado Department of Public Health and Environment (CDPHE) operates a web-based state immunization registry, the Colorado Immunization Information System (CIIS). The CIIS mission is to establish and maintain a population-based, confidential, fully functional, and sustainable immunization information system that facilitates the timely and complete immunization for all Coloradans to prevent disease and reduce health care costs to individuals and the State.

The term "Participating Clinic" refers to the entity identified at the top of this Letter of Agreement (LOA). By returning a signed copy of this LOA you acknowledge and confirm that: 1) you are authorized to sign this LOA on behalf of the Participating Clinic, 2) the Participating Clinic is an entity authorized to disclose information to and receive information from Clis under the Immunization Registry Act, 3) the Participating Clinic will only permit access to the disclosed information for clinical, quality improvement and school entry law purposes, 4) if entering data manually into the Clis web application, the Participating Clinic must enter their clients' non-historical immunization services into Clis within 14 days of the respective vaccine administration dates, or is flusting data electronically to Clis, the Participating Clinic will provide feedback and take necessary action when Clis provides ongoing data quality reports to ensure the continued integrity of the system, 6) the Participating Clinic will treat all information in Clis as confidential, 7) if the Participating Clinic discloses information to Clis, it has provided notice to individuals, parents or guardians as required by C.R.S. § 25-4-2403(7) stating that the individual, parent or guardian can choose to have their (or their childis) immunization information evoluded from Clis, 8) the Participating Clinic is responsible for the provision and maintenance of any necessary computer hardware, network connections, telecommunication lines, internet access and data uploads/downloads from existing electronic health record systems which may be necessary for the clinic's perticipation in Clis, and 9) the Participating Clinic is responsible for ensuring that all persons or entities (including providers, staff, contractors and agents) who access information through Clis are authorized to receive access to such information and will comply with all applicable laws, regulations and Clis Policies, including the Clis Confidentiality Policy and the Clis Securit

CIIS agrees to: 1) provide and maintain a secure and functional immunization registry, 2) provide ongoing technical assistance and support to facilitate access to and use of the system, and 3) notify the Participating Clinic of any potentially incorrect information in CIIS attributable to one of its patients so that it may promptly correct the information, if necessary. We also ask that the Participating Clinic perform regular quality assurance audits of information concerning its patients to ensure the continued integrity of the system.

To terminate your access to and participation in the CIIS program, please email us at COPHE.CIIS@state.co.us at least 30 days prior to your planned termination date. Please note that COPHE will not delete any data sent to CIIS by any Participating Clinic prior to a clinic's termination of participation.

By: Participating Clinic Representative Printed Name Charlie Tester					Date: 08/07/2019
By: Participating Clinic Representati		et forth by the Pub	olic H	Health Agency.	
By: Heather Roth, MA Colorado Immunization Information	ı System Program	n Manager			Date
					August 2
	SUBMIT	PRINT		CLOSE	





Online Registration Tool



#	Enrollment Type	LOA Submitted For	Person Completing Enrolln	nent		LOA Submission Date	View and Approve	Status	Remov
	Practice	CIIS Family Test Clinic	Chuck Test	(555) 522 2356	Chucky@CIISTestClinic.com	08 07 2019	<u>Go to</u> <u>LOA</u>	<u> </u>	×
2.	Practice	<u>DTest Family Test Practice</u>	Charlie Tester	(555) 553 3333 Extn. 3	Charlie@FakeTestClinic.com	08 07 2019	<u>Go to</u> <u>LOA</u>	1	×
3.	Practice	TestClinicCode Gen 1	Darrin TestCodeGen	(555) 555 5555	dtestCodeGen@Fakemail.com	07 30 2019	Go to LOA	1	×
1.	Practice	Test CIIS Code Clinic	Kim Gulliver	(123) 456 5123 Extn. 156	kgtest@test24.com	07 08 2019	Go to LOA	<u> </u>	×
5.	Child Care	CCAD CHILD CARE TEST	Christina Cruz	(303) 692 1111	CCADCC@YAHOO.COM	07 02 2019	Go to LOA	1	×
5.	Child Care	CCAD CHILD CARE TEST	Christina Cruz	(303) 692 1111	CCADCC@YAHOO.COM	07 02 2019	Go to LOA	1	×
	Practice	ABC PHARMACY TEST	Christina Cruz	(303) 692 4567	ABCPHARMACYTEST@YAHOO.COM	07 02 2019	Go to LOA	1	×
		DENIVER COLINTY PLIBLIC		(303) 692			Goito		**



Registering Provider

Provider
Registration
initiates
onboarding
workflow



Data Quality Coordinator

	DE	E Registered	Pre-Testing	ACK Monitor	On-Board Eligible	Onboarding	In Production	No Longer Active		
1	Immunization Reporting: Data Exchange Registered									
#	<u>Date</u> <u>Registered</u>	CIIS Clinic Code	<u>P</u>	rovider Site		<u>Group</u>		EHR		HIE
1/3.		MRR	unristopher Irolanov	/ICN. IVID	Boulder Comi	munity Hospital Pn	/sician clinics — G	reenway Health - PrimeSt	IITE - 17.U	
174.	08/07/2019	CFTC	CIIS Family Test Clinic	2				ACOM Health - RAPID	<u>- 7.1</u>	
175.	07/23/2018		Cindy Test Peds				Allscri	<u>pts - Allscripts ED - 6.3 Ser</u>	vice Release 4	
176.	05/01/2019	CCGT20000	Clinic Code Gen Take	<u>2</u>				ACOM Health - Othe	<u>er -</u>	
177.	01/24/2017	CLO	Clinica Colorado				<u>Gr</u>	<u>reenway Health - Prime Su</u>	iite - 17.40	
178.	12/22/2016	CLI	Clinica Family Health	Services - Administi	ration <u>Clinic</u>	a Family Health Ser	<u>vices</u> <u>Next</u>	Gen Healthcare - NextGer EHR - 5.8 UD1	Ambulatory	CORHIO
179.	08/09/2017	LAC	Clinica Tepevac				eC	linicalWorks LLC - eClinical	lWorks - 10	CORHIO

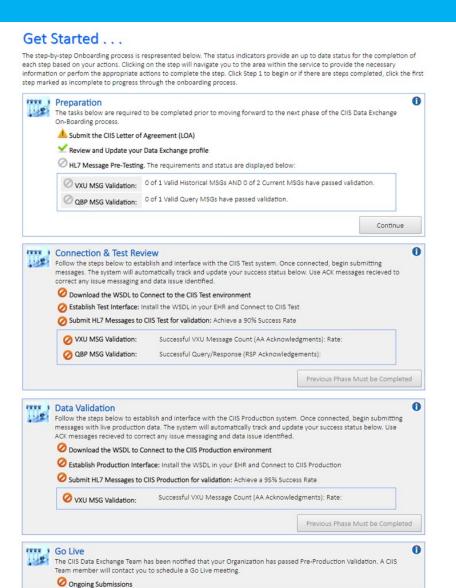




HL7 Message Format/Structure Pretest

- ✓ Step-by-Step Defined Process
- ✓ Instruction-based
- ✓ Task-based
- ✓ Controlled process
- ✓ Aligns with IIS Onboarding Project
- ✓ Adds Continuity to Workflow









HL7 Message Format/Structure Pretest

Recommended Attributes: HL7 Message Format/Structure Pretest	iSIIS Vision™ Meets Recommendation
Offered as a self-service tool to providers/vendors	⊻
Provides guidance on constructing an appropriate HL7 message	⊻
Provides ability to submit and assess a sample HL7 message for proper segments (parsing)	~
Provides ACK feedback on the submitted message	~
Customized to meet any jurisdiction-specific requirements	~
Provides minimum/core test scenarios and expected results	~





Online Pre-Testing Tool

- ✓ Self-Serve
- ✓ Accessible by Site
- ✓ Accessible by linked EHR Vendor
- ✓ Accessible by linked Reporting Hub
- ✓ Enforces to CDC 2.5.1 Guide
- ✓ Enforces Local Jurisdiction Requirements
- ✓ Initial Message Content validation
- ✓ Supports VXU & QBP validation
- ✓ Discriminates b/n Administered vs. Historical
- ✓ Immediate feedback







Online Pretesting Tool

Pretesting is automatically logged and monitored.

Determines eligibility to ensure EHR and Site are ready to actively participate in the interface project with CIIS Staff.



Colorado requires at minimum 3 historical and 10 administered messages pass validation without error prior to moving forward in the onboarding process.





Benefit to Self-Serve HL7 Pretesting

After implementation, Colorado successfully transitioned over 50% of their waitlist to active engagement in less than 7 months.

Transition from Wait List to Active Onboarding









Online Pre-Testing Tool Usage

Metric	Count
1. Total HL7 validations performed	7,503 Messages
1. Total TIE7 Valladions performed	1,283,713 Validations
2. How many providers completed onboarded	1721
3. How may EHR companies have enrolled	48
4. How many EHR Vendor Users have enrolled	99
5. How many provider have enrolled in IIS	1191
6. How may provider site/group users have enrolled	1568





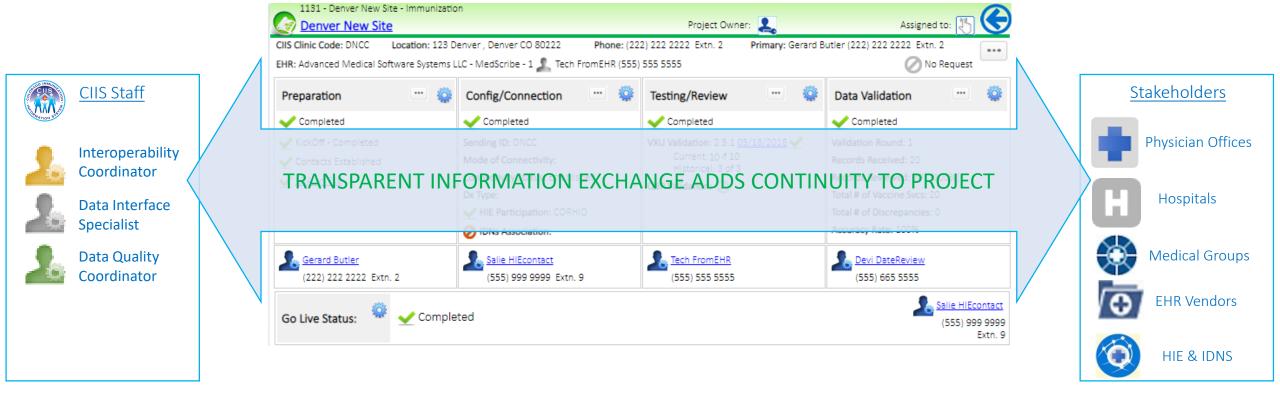
Project Tracking Tool

Recommended Attributes: Project Tracking Tool	iSIIS Vision™ Meets Recommendation
Typically used as an internal resource for the IIS program	~
Provides a master dashboard for the status of each active onboarding "project" that can be viewed by all internal team members	~
Ability to create a unique tracking project for each active onboarding entity	⊻
Ability to move the project through each of the various onboarding phases	⊻
Ability to define jurisdiction-specific onboarding phases (e.g., forms completion, connectivity testing, validation testing, preproduction)	⊻
Ability to assign projects to internal team members when action is needed	~
Ability to document actions, communications, and milestones for each project/provider	~
Includes ability to securely post project-related documents and screenshots	~
Includes ability to generate automated emails	~
Provides a historical record of all production interfaces	~





Standardized Interface Project







HL7 Message Content Validation

Recommended Attributes: HL7 Message Content Validation	iSIIS Vision™ Meets Recommendation
Historically used as an internal resource for the IIS program	~
Should be available to providers/vendors through an outward-facing user interface	⊻
Meets CDC HL7 Implementation Guide53 and Addendum54 standards	~
Customizable to meet jurisdiction-specific HL7 implementation guidance requirements	~
Provides support for volume assessment of in-bound VXUs from an EHR test or production environment	₹
Provides user interface to review ACKs for submitted messages	~
Ability to drill down into message (parsing) for troubleshooting selected messages	~
Ability to drill down into ACK detail for troubleshooting	~
Ability to filter on specific segments or values within segments	~
Ability to assess population of required technical elements—expected percentage and actual percentage	~
Includes support for other data validations	~
Provides minimum/core test scenarios and expected results	~





CIIS Real-Time ACK Monitoring

OnBoarding

- Generates CIIS Clinic Code (IIS Site ID)
- Generates Prefilled SOAP WSDL for CIIS Test
- Monitors & Confirms Test Connection
- Sets & Confirms Pass Rate to begin Pre-Production
- Generates Prefilled SOAP WSDL for CIIS Production



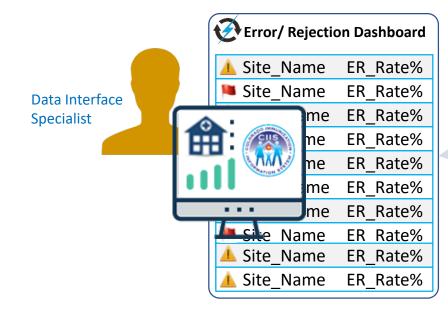


Production

- Monitors CIIS Production Interface
- Monitors Submission Frequency
- Monitors Error and Rejection Rate
- **Monitors Query Frequency**

Meaningful Use

- **Monitors Ongoing Submissions**
- Monitors Bi-Directional Exchange





Test WSDL

Production WSDL



Error/Reject Report



Interface Down Alerts



(4R) MU Report Card





CIIS Real-Time ACK Monitoring

DE Registered

Pre-Testing

ACK Monitor

On-Board Eligible

Onboarding

In Production

No Longer Active



Immunization Reporting: ACK Monitor

#	Connection (CIIS Clinic Code	<u>Provider Site</u>	Group	EHR	MSG Count	AR	AE-W	AE-E	Success Rate
1		TCH	Children's Hospital Colorado	Children's Hospital Colorado	Epic Systems Corporation - Other -	49	0	0	0	100
2		PPCH	CHPG Porter Primary Care	<u>Centura Health</u>	Epic Systems Corporation - Epic - 2015	3	0	0	3	0
3		024	Pagosa Mountain Hospital		Cerner Corporation - Cerner Millennium 2015.01.19	2	0	0	0	100
4		PMT	Pagosa Springs Primary Care Clinic		Cerner Corporation - Other -	10	0	0	0	100
5		151	Prowers Medical Center Hospital		<u>CPSI (Computer Programs and Systems)</u> <u>Inc - Other -</u>	23	0	0	11	52
6		129	Saint Mary's Hospital And Medical Center	<u>SCLHS</u>	Epic Systems Corporation - Other -	2	0	0	0	100
7		067	St. Anthony Hospital	<u>Centura Health</u>	Epic Systems Corporation - Epic - 2015	8	0	0	8	0
8		WMA	Western Medical Associates		athenahealth, Inc - Other -	1	0	0	0	100





HL7 Data Quality Analysis Testing

Recommended Attributes: HL7 Data Quality Analysis Testing	iSIIS Vision™ Meets Recommendation
Typically used as an internal resource for the IIS/immunization program	⊻
Assesses whether required fields are populated with valid info (correct codes)	⊻
Ability to assess population of required programmatic elements— expected percentage and actual percentage	~
Includes inventory management/decrementing verification	~
Provides end user data quality report(s) for providers and other onboarding partners	⊻
Ability to automate report generation based on predetermined criteria	~
Includes support for other data validations	~
Could possibly be combined with HL7 Message Content Validation	~





CIIS Real-Time Data Quality Monitoring

Real-Time Data Quality Monitor

- Identifies sites for 6 Month DQ Review
- Provides Proactive Data Quality Alerts
- Prioritizes Providers for Data Quality Review
- Provides MSG drilldown detail
- Provides Data Quality Reporting
 - CIIS Data Quality Coordinator
 - Provider Site
 - Medical Group

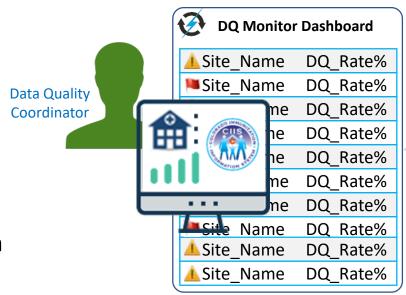
Meaningful Use

- Monitors Prioritized Data Element Submission
 - For example: NDC



Real-Time Data Quality Monitor







DQ Alerts to CIIS/Site



Shared DQ Reports



DQ Intervention



Prioritized Assessments



(4R) MU Report Card





HL7 Feed Monitoring

Recommended Attributes: HL7 Feed Monitoring	iSIIS Vision™ Meets Recommendation
Can be used as an internal resource for the IIS program or external resource for EHR vendors and/or providers	✓
HL7 stats monitoring—volume of messages coming in, number and type of ACKs	⊻
Should track Query/Response in addition to VXUs	✓
Ability to drill down to org-level, facility-level, etc. performance	✓
Ability to automate report generation or alerting mechanism based on predetermined criteria	✓





CIIS Real-Time Data Quality Monitoring

- Cyclical Review
 - Sites queued for 6- month review
- DQ Projects
 - List of current projects
- DQ Alerts
 - Sites needing intervention with Data Quality Rate dropping below acceptable level







CIIS Real-Time Data Quality Monitoring

Message Drill Down

- Received Message
- Corresponding ACK
- View issues

Immunization Report

- Completeness
- Accuracy

Patient Report

Completeness

VFC Report

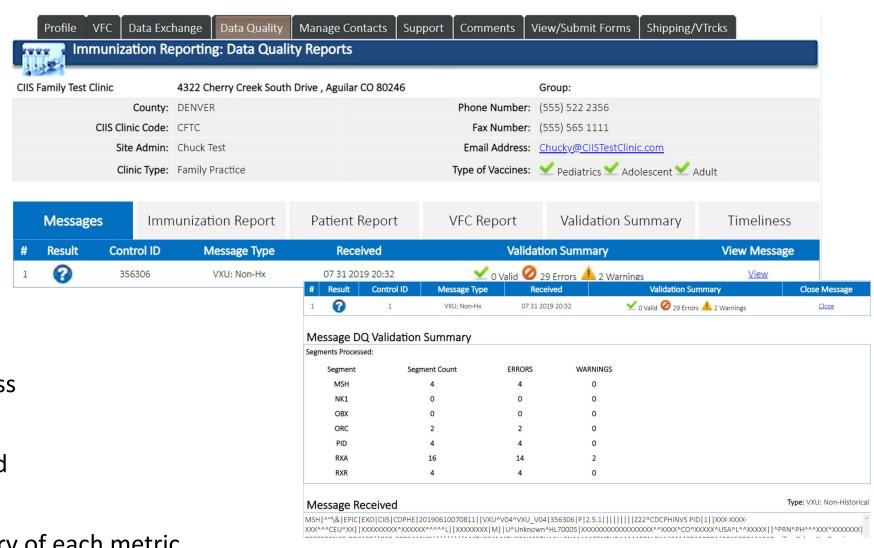
VFC Specific Completeness

Timeliness

Administered vs Reported

Validation Summary

Annual Trendline summary of each metric

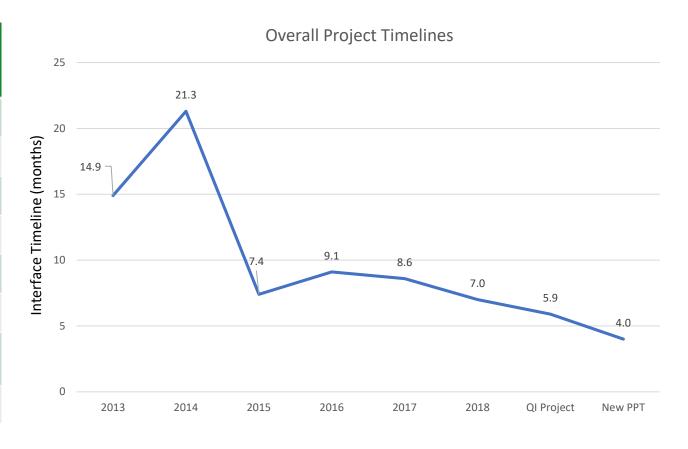






Overall Onboarding Timelines

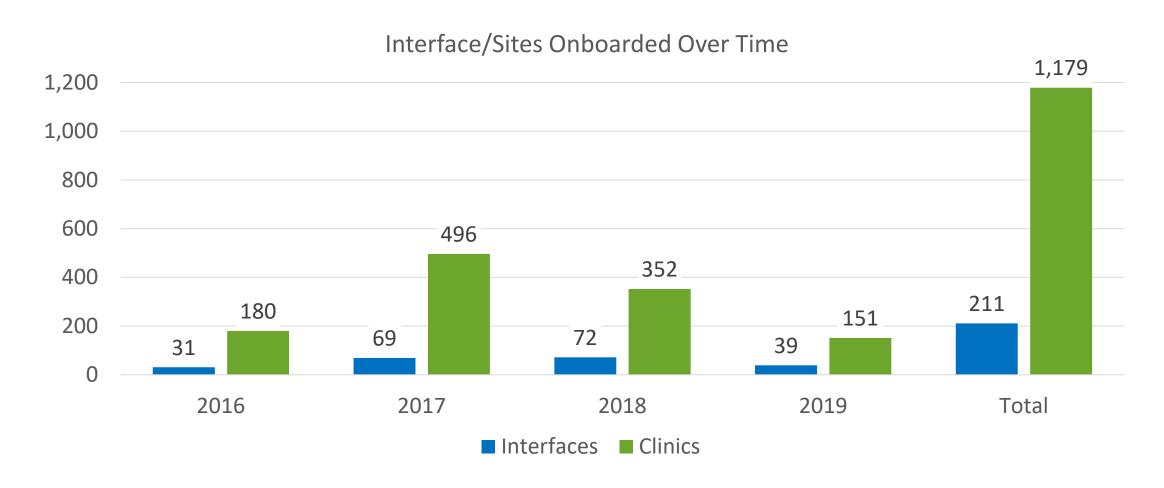
	Year	Number of Interfaces	Number of Clinics	Average Project Duration
	2013	17	50	14.9 months
	2014	20	58	21.3 months
Prep	2015	28	171	7.4 months
Phase1	2016	21	21	9.1 months
Phase 2	2017	58	269	8.6 months
	2018	37	66	7.0 months
	QI Project	102	310	5.9 months
	New PPT	37	98	4.0 months







Colorado Onboarding Statistics







Thank you!



Kim Gulliver, MS

CIIS Interoperability Unit Supervisor Colorado Department of Public Health and Environment

Kim.Gulliver@state.co.us (303) 692-2644



Darrin Rosebrook

Managing Director AMCI Health Informatics

drosebrook@amciweb.com

(614) 390-4808