

BIG SKY CARE CONNECT

MONTANA'S STATEWIDE HEALTH INFORMATION EXCHANGE (HIE)

Webinar for Montana Primary Care Association

March 4, 2021 at 1:00-2:00



**BIG SKY
CARE CONNECT**

Agenda

- Introductions
- Big Sky Care Connect (BSCC)
 - Value of HIE
 - Go Live
 - BSCC Participants
- Privacy & Security
 - Sensitive Data
 - Access
 - Patient Consent
- HIE Demo
- Onboarding Process
 - Interoperability Assistance Program
 - Change Management
- Questions & Discussions

The background of the slide features a blurred image of a medical stethoscope resting on a surface. Overlaid on this are two semi-transparent white rectangular boxes. The left box contains a line graph with square markers, and the right box contains a bar chart. The text 'Nick Dawson, CEO' is centered in a large, dark, sans-serif font across the middle of the image.

Nick Dawson, CEO

15
12
9
6
3
0

6
3
0

0

Big Sky Care Connect

Established in 2018 as 501(c)3 nonprofit corporation to establish and operate a statewide coordinated HIE

- Mission: Committed to providing trusted, real-time health information
- Vision: Harnessing the power of healthcare information to create healthy Montana communities

Board of Directors

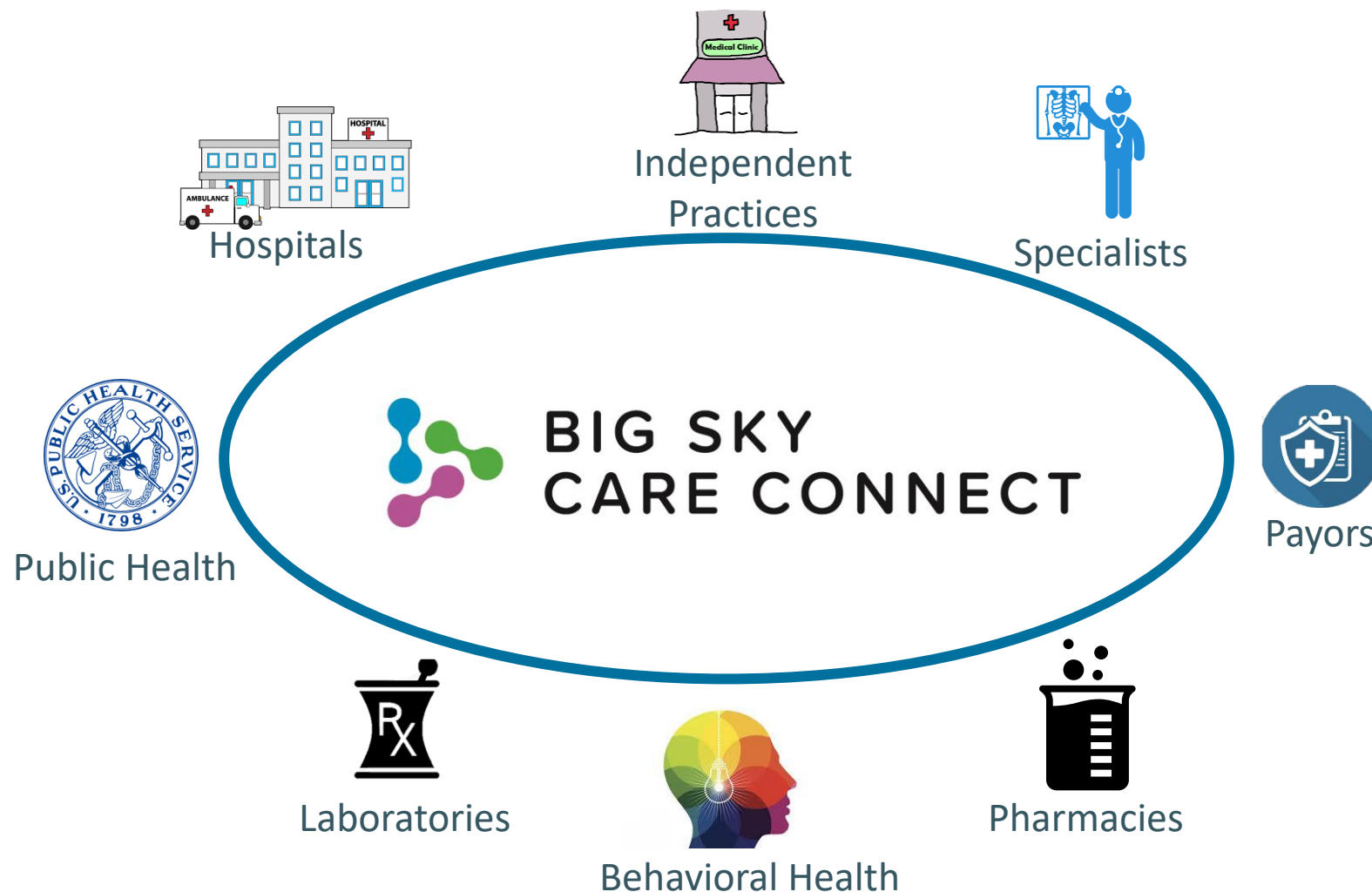
- Diverse representation: providers, payors, patients, businesses
- CEO's – The thought leaders in MT Healthcare
- Advisory committee structure – You have INPUT!

HIE Technology

- Partnered with InterSystems – global leader in health technology
- Proven track record with US HIEs

Endorsed by Governor Bullock: “Patients need increased access to the right care, at the right time, in the right place, better coordination of care, and care that is less costly and avoids unnecessary or duplicative services.”

Health Information Exchange (HIE)



- Secure, seamless communication
- Access to secure, comprehensive patient information
- Connects the entire care continuum
- Valuable information at the point of care

The Value of HIE



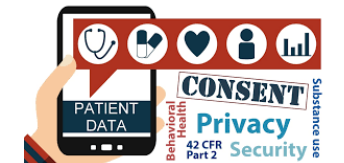
- Comprehensive patient history
- Informed decision making
- Avoid adverse events



- Prevent duplicative services
- Improve documentation (ICD-10 Codes)
- Reduce administrative burden



- Enhance Care Coordination
- Proactive response to patient events
- Reduce readmissions



- Meets MT state and federal guidelines for 42-CFR Part 2 Compliance
- Patient privacy secured



BSCC is Live!

Access Options

Single Sign On



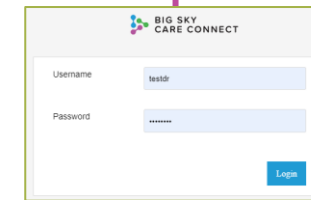
One click
access

Direct Query



IHE
transaction

Provider Portal



Comprehensive Patient Record

Providers:

Advanced Care Hospital of MT
Billings Clinic
Cabinet Peaks Medical Center
Kalispell Regional Healthcare

Clinical Data:

ADT*
Radiology Reports
Medications - DrFirst
ED Alerts – Collective Medical

ADT* = demographics, allergies, diagnoses, procedures and encounters

FOUNDATION

Integration Tools

Master Patient Index
Terminology Services
Data Integration Standards

Privacy and Security

Consent Management
User Role-based Access
Audit Logs

BSCC Participants

- ***Advanced Care Hospital of Montana***
- Allergy & Asthma Consultants of Montana
- Beartooth Billings Clinic*
- Benton Pharmacy
- **Bighorn Valley Health Center**
- Big Horn Hospital Association*
- Big Sandy Medical Center*
- **Billings Clinic**
- **Cabinet Peaks Medical Center**
- Center for Asbestos Related Disease
- Charlie Health
- Dahl Memorial Healthcare*
- Frances Mahon Deaconess Hospital*
- Garfield County Health Center*
- Glendive Medical Center
- Hillside Health & Rehabilitation
- Ivy Healthcare – Great Falls
- Ivy Healthcare – Deer Lodge
- Kalispell Foot & Ankle Clinic
- **Logan Health (Kalispell Regional Healthcare)**
- Liberty Medical Center
- Livingston Healthcare
- Marias Medical Center
- Marion Fire Department
- McCone County Health Center
- Missoula Cardiology/Dr. Newton Coutinho, MD PLLC
- Montana Allergy and Asthma Specialists
- Montana Medicaid
- Mountain View Eye Care
- North Valley Hospital
- Northeast Montana Health Services
- Northern Montana Hospital
- Northern Rockies Medical Center*
- **Northwest Community Health Center**
- Pondera Medical Center
- Prairie County Hospital*
- PureHealth DPC
- Rimrock Foundation Treatment
- Riverside Health Care Center
- **Riverstone Health**
- Roosevelt Medical Center*
- Roundup Memorial Healthcare
- Rosebud Health Care Center
- Shodair Children's Hospital
- Sykes Pharmacy
- The Village Health and Rehabilitation
- Valley View Estates Health Care Center
- Youth Dynamics

Up Next

- More participants sending data and more data types
 - Lab results
 - Clinical documents
- Medicaid data
 - 700,000 patients with 3-year history
 - Claims data: medications, diagnoses, procedures
- eHealth Exchange connections:
 - SHIEC Patient Centered Data Home (PCDH) Initiative -- Western Region partnership
 - Joining the queue for access to Dept of Defense and Veteran's Administration data
- Patient event notifications
 - Supports new CMS CoP regulations
- Data Analytics and Quality Metrics procurement
 - RFP responses under review
 - Procurement also underway for solutions for Image Exchange and Care Management

The background of the slide features a blurred image of a medical stethoscope resting on a light-colored surface. Overlaid on the right side of the image is a semi-transparent hexagonal grid pattern. In the lower-left corner, there is a faint line graph with a white line and square markers on a grid background.

Privacy & Security

Becky Atkinson

Privacy and Security

- All HIE client data is encrypted:
 - While stored in the database
 - When transmitted between BSCC HIE, participants and other organizations
- Access to all client data is HIPAA compliant
- Highly sensitive data:
 - 42 CFR data – based on facility code
 - SUD | HIV | STD data – based on ICD-10, CPT, LOINC and SNOMED codes

Privacy and Security

- Restricted access – permission granted based on facility code, user role and ‘break the glass’
- HIE user roles:
 - Clinician with 42 CFR access
 - Clinician without 42 CFR access
 - Support staff
- With each access
 - Clinician breaks the glass and enters reason for access
 - Clinician, patient, reason, date/time stored in audit log
- Audit logs track all break the glass activity
 - Privacy officer role – audit log access to monitor their facility’s user activity

Patient Consent

- BSCC follows an opt out model
- Patients can opt out at any time
- Current opt out methods:
 1. Through their provider – sent to BSCC via ADT message
 2. Directly through BSCC website – patient completes form online or mail in completed form
- Clinicians with proper access can ‘break the glass’ during emergent situations
- Patients can opt back in at anytime using the same methods
- Patient information is never deleted; patient information is hidden when patient status = opted out



The background of the slide features a blurred image of a medical stethoscope resting on a light-colored surface. Overlaid on the right side of the image is a semi-transparent hexagonal grid pattern. In the lower-left corner, there is a faint line graph with a y-axis ranging from 0 to 15 and an x-axis with several tick marks. The graph shows a line with square markers that fluctuates, starting at approximately 1, rising to 5, dipping to 3, and then rising to 9. The overall color palette is soft, with light blues, greys, and off-whites.

BSCC DEMO

Jeanette Polaschek

The background of the slide features a blurred image of a medical stethoscope resting on a light blue surface. Overlaid on the right side is a semi-transparent hexagonal grid pattern. In the bottom left corner, there is a faint line graph with a white line and square markers. The graph's y-axis is labeled from 0 to 15 in increments of 3. The data points are approximately at (1, 1), (2, 5), (3, 3), and (4, 6).

ONBOARDING PROCESS

Ahyoung Huff

Legal Documents

Participation Application

Participation Agreement (PA)

Business Associate Agreement (BAA)

Operating Policies

Onboarding Process Overview

- Technical Onboarding:
 - Intake Assessment
 - Technical Discovery
 - Implementation
 - Go live
- HIE Access:
 - Authorized User Agreements
 - HIE Training
 - Direct Secure Messaging

BSCC HIE Connectivity

- Secure connection through VPN or HTTPS (participant preference)
- Data exchange through HL7 v2.3-2.6, HL7 v3x, C-CDA document standards with 3rd party EHRs
- Interfaces
 - Admit, Discharge, Transfer (ADT)
 - Medical Document Management (MDM)
 - Lab Results (ORU-LAB)
 - Radiology Reports (ORU-RAD)
 - Transcribed Documents (ORU-TRN)
 - Immunizations (VXU)

Network Interoperability Assistance Program

- Eligibility
 - Montana providers who have been approved to become a BSCC participant
- Funding related to meeting the following milestones:
 - Milestone 1: Send Outbound feed(s) in real-time to BSCC (max amount = \$35,000)
 - Milestone 2: Enable Single Sign on or Direct Query from Participant's EHR (max amount = \$15,000)
- Covered expenses
 - Documented (receipts and/or demonstrating the cost of the related labor) expenses incurred by the participant organization to connect with BSCC
- IAP Process:
 - Participants can apply for IAP funds in conjunction with signing the PA/BAA

Change Management Services

- What Services will be offered?
 - *Four (4) hours of organizational change consulting included in onboarding*
- Goals of change and transition management:
 1. Examine strategic agility
 2. Speed up adoption trends
 3. Engage and empower staff
 4. Deploy change communication strategies
 5. Mitigate fears that impede progress
 6. Develop a “change ready” culture

Change Management Services

Examples of Services Offered:

1. The dynamics of change and transitions
2. Leading change in healthcare
3. Navigating the psychological stages of change
4. The burn-out & resiliency platform
5. Overcoming resistance to change and transitions
6. The neuroscience of change management
7. Emotionally intelligent transitions
8. Change culture: growing an agile and accountable workforce
9. Strategic change
10. Team engagement strategies during change & transition
11. Team intelligence: engineering team agreements for change management
12. Planning for change

The background is a composite image with a light blue gradient. It features a stethoscope, a syringe, and two line charts. A hexagonal pattern is visible in the upper right corner. The text 'Q&A' is centered in the middle.

Q&A

Thank You!

CONTACT INFO



Ahyoung Huff, MPT, MHA, PMP
406-293-1593 (cell)
ahyoung@mtbscc.org

Becky Atkinson, RN, MSHI
406-558-4407
becky@mtbscc.org

<https://www.mtbscc.org/>

BSCC – Clinical Summary View

SMITH, John
b. 10/19/1930 - 90 Yrs - Male

Chartbook

Clinical Summary

Diagnoses

Allergies

Medications

Lab Results

Diagnostics

Documents

Conditions

Allergies

Medications

Documents

Immunizations

Vital Signs

Lab Results

Diagnostic Studies

Procedures

Diagnoses

Diagnosis	Entered As	Status	Onset Date	Date Diagnosis Identified	Entered Date	Details
Hypertension		Active			09/05/2019	
Finger Laceration		Active			10/20/2019	
Abdominal Pain		Active			03/15/2020	
Fractured Ankle		Active			07/15/2018	
Cholecystitis		Active			11/22/2012	
Diabetes Mellitus Type 2		Active			12/21/2004	

Allergies
Date, Last Update Time

Allergen	Reaction	Last Update User	Category	Date
Peanuts	Swelling		Food Allergy	
PENICILLINS	HIVES		Drug Allergy	
Morphine	anaphylaxis		Drug Allergy	

Medications
Date, Medication

Medication	Dose	Date	Details
------------	------	------	---------

Lab Results
Date

Order	Result	Date	Details
CBC+ AUTOMATED DIFFERENTIAL	Result	02/04/2020	
CBC+ AUTOMATED DIFFERENTIAL	Result	02/03/2020	
CBC+ AUTOMATED DIFFERENTIAL	Result	02/02/2020	
SURGICAL SWAB	Result	02/02/2020	
Random GLucose	Result	01/14/2020	

Page 1
Next >


Diagnostics
Date, Time

Study	Date	Details
-------	------	---------

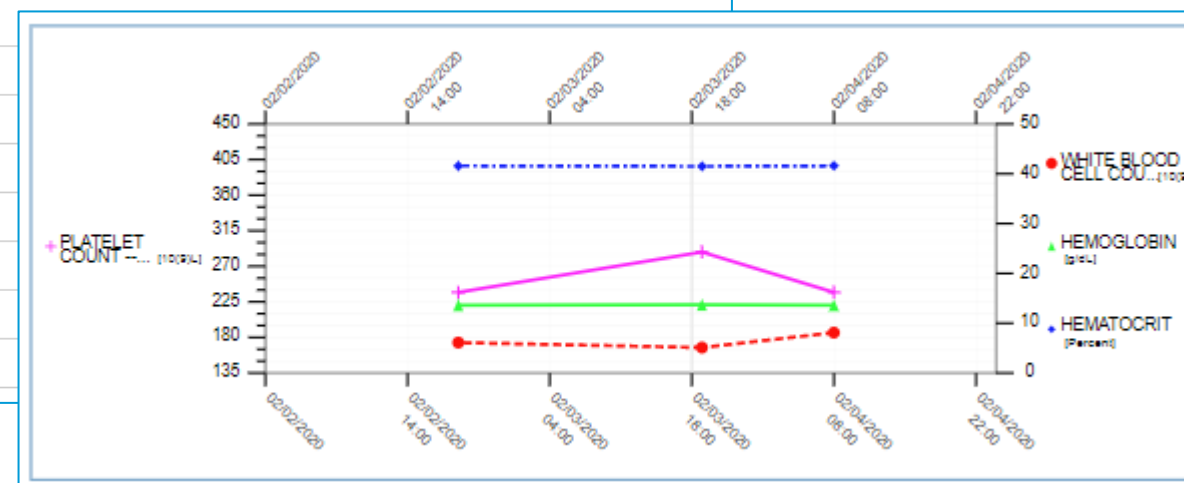
Documents
Date, Document

Document	Source	Facility	Date	Details
----------	--------	----------	------	---------

BSCC – Lab Results

Lab Results by Date						
<div> <div>Lab Results by Date</div> <div> <div>Diagnostic Studies</div> <div>Procedures</div> <div>> Histories</div> <div>Encounters</div> <div>Care Team</div> <div>Cohorts</div> <div>> Demographics</div> </div> </div>						
Order	Trend	Result 1	Result 2	Result 3	Result 4	
CBC+ AUTOMATED DIFFERENTIAL		02/04/2020 08:00	02/03/2020 19:00	02/02/2020 19:00	01/14/2020 10:49	
SURGICAL SWAB		02/02/2020 19:00				
Random GLucose		01/14/2020 12:14				

Test Items	02/04/2020 08:00	02/03/2020 19:00	02/02/2020 19:00
WHITE BLOOD CELL COUNT	8.1		
RED BLOOD CELL COUNT	6.99 H		
HEMOGLOBIN	13.6		
HEMATOCRIT	41.6		
MEAN CELL VOLUME	85		
MEAN CELL HEMOGLOBIN	27.3		
MEAN CELL HEMOGLOBIN CONC	32.7		
RED CELL DISTRIB WIDTH	14.1		




BSCC – Medication List

Current Medications					Search	Q	≡ Date, Medication
Medication	Source	Ordering Clinician	Date	Details			
Historical Medications					Search	Q	≡ Date, Medication
Medication	Source	Ordering Clinician	Date	Details			
morphine (MS Contin) 15 mg tablet extended release	DrFirst	Jeremiah Sacani	05/25/2020	⋮			
morphine (MS Contin) 15 mg tablet extended release	DrFirst	Gregory House	05/19/2020	⋮			
morphine 30 mg tablet	DrFirst	Henry Hank Lawson	05/18/2020	⋮			
morphine (MS Contin) 15 mg tablet extended release	DrFirst	Mark Greene	05/15/2020	⋮			
sennosides (senna) 8.6 mg tablet	DrFirst	Mark Sloan	05/15/2020	⋮			
morphine (MS Contin) 15 mg tablet extended release	DrFirst	Douglas Doogie Howser	05/13/2020	⋮			
morphine 30 mg tablet	DrFirst	Henry Hank Lawson	05/07/2020	⋮			
levetiracetam (Keppra) 500 mg tablet	DrFirst	Camille Saroyan	05/02/2020	⋮			
hydroxyurea 500 mg capsule	DrFirst	Camille Saroyan	05/01/2020	⋮			
diazepam (Valium) 2 mg tablet	DrFirst	Camille Saroyan	04/12/2020	⋮			
warfarin 5 mg tablet	DrFirst	Dr Andrew Oakley	03/22/2020	⋮			
docusate sodium 100 mg capsule	DrFirst	Camille Saroyan	03/01/2020	⋮			
docusate sodium 100 mg capsule	DrFirst	Camille Saroyan	12/03/2019	⋮			
docusate sodium 100 mg capsule	DrFirst	Camille Saroyan	09/05/2019	⋮			

BSCC – Medication Details

STEVENS, Ben SDA
 b. 02/16/1940 - d. 01/11/2019 - 78 Yrs - Male



pseudozenophol — NAPRN MEDICATION — Normal sp of tabs [TabStrip] — DOSE 100 Vile — Daily — 2 Weeks

Order Details

Administration Details

Dose / Form	100	Units	Vile	Order Status	Verified	
Drug Form	Sp of Tabs			Start Date	11/22/2019	Start Time 10:55
Route	Arm Vein			End Date	01/04/2020	End Time 13:30
Frequency	Daily			Fill Date	11/10/2019	Fill Time 09:23
Duration	2 Weeks					
Number of Refills	3					
Indication	HeadAche					

Order Notes

Comments	I wrote this order down on a napkin from the bar	Text Instructions	You should take this medication. Please.
----------	--	-------------------	--

Order Details

Priority	NORMAL (NORMAL)	Entered At	CGH
Ordering Clinician	Otto Smith	Entered By	Bones, Rocko(Desc.)
Authorizing Clinician	Lotto Jones	Date Written	11/20/2019 Time Written 12:45

Administrative Reports

Management Reports
Show Connection Details
This is a Test System

Select Report: Emergency Access Log

From Date: 202
Thru Date: 202
View As: HTML

Audit Log
Clinical Data Access Report
Clinical Data Access Report, all Patients
Data Volume
Emergency Access Log
Login Failures
Patient Events
Record Request Counts
Summary Documents Counts
Summary Documents Counts, by User
Summary Documents Sent
User Activity
User Event Counts

Emergency Access Log

From Date: 2020-11-01; Thru Date: 2020-11-11

Time	UserName	Facility:MRN	Auth. Type	Auth. By	Reason
13:49	jpolaschek	BSCCTEST:33131231	Emergency	Patient	testing today Friday
15:59	jpolaschek	BSCCTEST42CFR:112270909	Emergency	Patient	testing cfr friday
13:35:40	jpolaschek	BSCCTEST:33131231	Emergency	Patient	testing with team
13:39:36	jpolaschek	BSCCTEST42CFR:23423423	Emergency	Patient	testing 42 cfr
13:41:42	jpolaschek	BSCCTEST42CFR:23423423	Emergency	Patient	sdfgsdfsdf
13:57:02	jpolaschek	BSCCTEST:33131231	Emergency	Patient	sfsdfsdfsdf
13:58:20	jpolaschek	BSCCTEST:33131231	Emergency	Patient	werwerer

2020-11-09

Time	UserName	Facility:MRN	Auth. Type	Auth. By	Reason
12:26:12	jpolaschek	BSCCTEST:33131231	Emergency	Patient	testing
12:26:47	jpolaschek	BSCCTEST42CFR:23423423	Emergency	Patient	testing 2
14:47:47	jpolaschek	BSCCTEST42CFR:23423423	Emergency	Patient	test
14:48:47	jpolaschek	BSCCTEST:33131231	Emergency	Patient	tyest