


NORTH CAROLINA HEALTH INFORMATION EXCHANGE AUTHORITY

Local Health Director's Orientation
November 13, 2020

Kenya Servia, MPA
Business Development and Outreach Specialist,
NC Health Information Exchange Authority

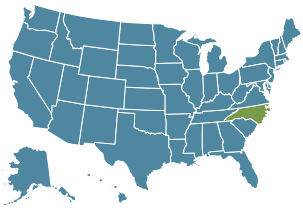



1

The Vision for Connectivity

North Carolina set out a vision to create communities of connected health care providers electronically across the state.


- Allow providers to view their patients' longitudinal health record in real-time
- Improve health care quality, enhance patient safety, improve health outcomes
- Consolidate data reporting requirements across the state to ease administrative burden and create efficiencies by eliminating duplicative data integrations
- Create outbound services to give providers insight to their at-risk patient population


2

NC HealthConnex by the Numbers


We connect health care providers to safely and securely share health information through a trusted network to improve health care quality and outcomes for North Carolinians.



STATE DESIGNATED




SFCHRF



PARTNERSHIP

NC HealthConnex, By the Numbers:

- Over 55,000 providers with contributed records
- 6,000+ health care facilities live submitting data, including 118 hospitals
- 5,000+ health care facilities in onboarding
- 100 million+ continuity of care documents (CCDs)
- 9M+ unique patient records
- Over 225 unique EHRs engaged, 80+ live
- 20 border and interstate HIEs connected via the eHealth Exchange and the Patient Centered Data Home, including connections to the VA and DoD



3

What Does the Law Mandate?

NC Medicaid Providers with Technology

- Hospitals
- Physicians (except for Psychiatrists)
- Physician assistants
- Nurse practitioners

NC Medicaid & State Funded Service Providers without Technology

- All other providers of Medicaid and state funded services unless otherwise specified in law
- Local Management Entities/Managed Care Organizations (required to submit claims data)

Timeline:

- June 1, 2018:** Prepaid health plans must connect by the start of their capitated contracts entered into with the NC Division of Health Benefits.
- 2019:** (No specific event listed)
- June 1, 2021:** Required to Submit Clinical & Demographic Data
 - Dentists
 - Ambulatory Surgical Centers
 - Psychiatrists
 - State Laboratory of Public Health operated by NC DHHS
 - Pharmacies (required to submit claims data)
 - NC DHHS state health care facilities (required to submit claims data)

NC HealthConnex
Powering Health Care Outcomes

4

What is Health Information Exchange (HIE)?

A Health Information Exchange (HIE) is a secure, electronic network that gives authorized health care providers the ability to access and share health related information across a statewide information highway.

NC HealthConnex
Powering Health Care Outcomes

5

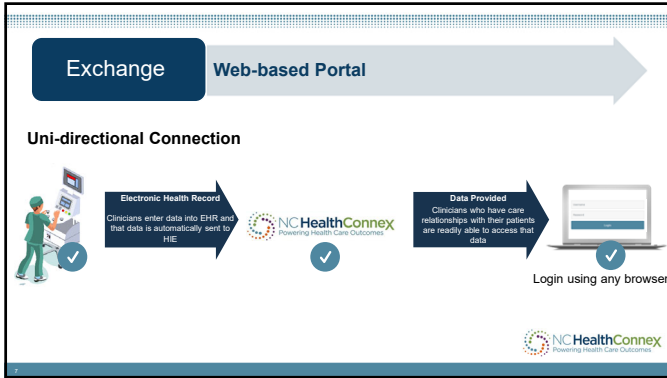
How Does Health Information Exchange Work?

1 Elements Available
Current data elements available in NC HealthConnex include: Allergies, Encounters, Immunizations, Medications, Problems, Procedures, Results

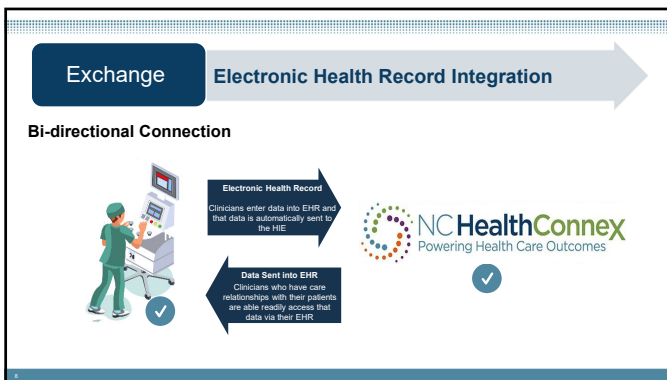
2 Security in Place
All data is protected, stored and accessed only for purposes permissible under federal and state law.

NC HealthConnex
Powering Health Care Outcomes

6



7



8

What Data Elements Will You Need to Submit?

The NC HealthConnex Data Target

Patient ID	Name	Date of Birth	Address/ Phone	Language	Race/ Ethnicity	Gender
Date of Visit	Visit Number	Reason for Visit	Level of Care	Visit Location	Care Team Members	
Vital signs (height, weight, BP, BMI)	Immunization	Referrals	Care plan field(s), including goals and instructions	Problems	Medication Allergies	
Medications	Laboratory Test(s)	Laboratory Value(s)/Result(s)	Smoking Status	Discharge Summary	Procedures	

NC HealthConnex
Powering Health Care Outcomes

9

Patient Education & Opt-Out



Patient Education materials provided to organization via email (*Welcome Packet*).

Includes:

- Sample Notice of Privacy Practices
- Fact Sheet
- [Tri-fold Brochure Order Form](#)
- Talking Points
- FAQs
- Employee Education Materials
 - Employee Newsletter
 - Leadership Emails

*Patients have the right to opt out of having their information shared between providers through NC HealthConnex.

All NC HIEA Policies are posted on our website, nchealthconnex.gov.



10


Minors & Health Care Treatments

N.C.G.S. 90-21.5. Any minor may give effective consent without a parent or legal guardian for medical health services for the prevention, diagnosis, or treatment of:

- venereal disease and other reportable diseases;
- pregnancy, family planning
- abuse of controlled substances or alcohol; and
- emotional disturbance

N.C.G.S. 90-21.4(b): Providers are also prohibited from notifying the minor's parent or legal guardian about the treatment given to the minor for the conditions above *unless* the provider determines that notifying the parent or legal guardian is essential to the life or health of the minor.

Note: An emancipated minor may consent to any medical treatment, dental and health services for himself or for his child. See N.C.G.S. 90-21.5(b).




11

Minor Opt-Out Solution

The NC HIEA has developed a plan to allow for a minor (**11-17 y/o**) to request to opt out of a confidential encounter for certain services in accordance with NC law. This solution involves:

- The County Health Department educating the minor on his/her right to opt out.
- If the minor elects to opt out, then the CHD obtains the written opt-out request from the minor patient **during the visit** involving medical treatments the minor does not need parental consent to receive.
- The provider will submit the form directly to NC HealthConnex within **2 days** of the encounter via **DSM**. Please assist the minor patient in completing this form and send it to the following Direct Secure Message address **within two days of the patient's visit**:

MinorOptOut@direct.moo.nchie.net



12

Minor Opt-Out Solution Continued

- NC HIEA staff will acknowledge receipt via a secure, confidential email to the Local Health Department.
- Minor data will be withheld from NC HealthConnex for **six calendar days** in order to account for processing time in receipt of the Minor Opt-Out form.
- If the completed Minor Opt-Out Form is received via DSM during the six-day window, no data associated with that encounter will be sent to the health information exchange platform. If the provider does not timely relay the Minor Opt-Out Form to the NC HIEA via DSM, then the minor's data from that encounter will be released in the health information exchange platform and be viewable upon a patient search.



13

Suite of Services



14

Exchange

Expanding Exchange Reach & Capabilities

Access a Patient's Clinical Record

- Clinical Portal
- EHR Integration

Public Health Reporting

- ELR
- NCIR

Communicate PHI Securely

- DIRECT Secure Messaging

Controlled Substance Reporting System

- STOP Act Requirement

Neighboring Connections via eHealth Exchange & Patient Centered Data Home (PCDH)

Exchange

Notifications

Pop Health & Analytics



15

HIE Benefits

- ✓ A full "picture" of a person's health, including ambulatory visits, hospitalizations and medications
- ✓ Improved, more accurate and timely medication reconciliation that reduces errors and avoids unnecessary tests
- ✓ Access to test results, reducing costly duplicative tests and gaps in treatment

16

Procedures/Results

DEMO1, COVID1

Male | 68 Years (DOB: 01-01-1950) | 10000 NOT REAL STREET, FARMY BIG TOWN, NC 27109 | (866) 332-1111

PROCEDURES

Procedure	Date	Ordering Provider	Performing Provider	Facility
CONVULSION COVID-19 SERS-COVID2 PCR PREOPERATIVE SCREEN	04/23/2020	Sample Provider 100110	Sample Provider 100110	Duke University Health System
COMPLETE BLOOD COUNT (CBC) WITH DIFFERENTIAL	04/23/2020	Sample Provider 100110	Sample Provider 100110	Duke University Health System
URINALYSIS	04/23/2020	Sample Provider 100110	Sample Provider 100110	Duke University Health System
COMPLETE METABOLIC PANEL (CMP)	04/23/2020	Sample Provider 100110	Sample Provider 100110	Duke University Health System
COMPLETE METABOLIC PANEL (CMP)	04/23/2020	Sample Provider 100110	Sample Provider 100110	Duke University Health System
COMPLETE METABOLIC PANEL (CMP)	04/23/2020	Sample Provider 100110	Sample Provider 100110	Duke University Health System
COMPLETE METABOLIC PANEL (CMP)	04/23/2020	Sample Provider 100110	Sample Provider 100110	Duke University Health System
COMPLETE METABOLIC PANEL (CMP)	04/23/2020	Sample Provider 100110	Sample Provider 100110	Duke University Health System
COMPLETE METABOLIC PANEL (CMP)	04/23/2020	Sample Provider 100110	Sample Provider 100110	Duke University Health System

GENERAL LAB RESULTS

DEMO1, COVID1

Male | 68 Years (DOB: 01-01-1950) | 10000 NOT REAL STREET, FARMY BIG TOWN, NC 27109 | (866) 332-1111

CONVULSION COVID-19 SERS-COVID2 PCR PREOPERATIVE SCREEN

Ordering Provider	Requesting Date & Time	Requesting Facility	Requesting Dept	Requesting Clinician	Requesting Location	Requesting Reason	Requesting Priority	Requesting Method	Requesting Status
Sample Provider 100110	04/23/2020 17:49	Duke University Health System	LABORATORY	Sample Provider 100110	LABORATORY	Sample Provider 100110	Sample Provider 100110	Sample Provider 100110	Sample Provider 100110

17

NC HealthConnex Clinical Portal: User Testimonials

"At the Open Door Clinic, we see many patients that have visited the ED and have been hospitalized for chronic medical conditions. The documents we receive directly from NC HealthConnex allow us to have all of the information we need at our fingertips. There is no interruption of work flow to request records, rescheduling patients until we have all of the information we need, or even having to track down specialist referral notes. Those providers are in the system and are sending the data that we need via NC HealthConnex! The other side to this is the ED and hospital providers have access to the information we are sharing since our doctors are not on call at all hours. The continuity of care is incredible! We Love It!"

Clinical Director for the Open Door Clinic, aka Urban Ministries of Wake County

"I use the portal to look up labs, test results, consult notes from other providers for quality reporting. This data is provided to insurance companies and other agencies. I also use it to see if the patient has changed practices or has seen specialists. It provides an accurate picture of where the patient has been in their health care journey, while saving valuable time and research."

FQHC Case Manager

"I was able to confirm that a patient of mine who had several outstanding referrals to different care organizations had not rescheduled her appointments as planned - this saved time for me and the medical records staff from having to log into three separate Epic systems to get the same information."

Independent Physician's Office

18

Notifications NC*Notify (Event Notifications) – How It Works

Follow up appointment is made with the patient's provider for additional care

The patient's provider is notified

Information about the visit is sent to NC HealthConnex

Patient goes to hospital/urgent care

Patient gets X-rays and other tests

NC HealthConnex
Powering Health Care Outcomes

19

Notifications Benefits - NC*Notify

- Providers are notified when their patients have received care in other care settings
- Schedule follow up appointments with patients
- Follow up on medications prescribed or other discharge instructions
- Insight to provide continuity in care to **reduce avoidable readmissions**
- Insight to **achieve financial goals** under value-based care contracts
- Utilize for compliance with state and federal quality initiatives, including Meaningful Use/Promoting Interoperability

Newest Features:

- Auto Attribution
- Self Service Panel Loader
- NC*Notify Dashboard within Clinical Portal

NC HealthConnex
Powering Health Care Outcomes

20

Pop Health & Analytics

Classify & Measure Patient Populations

Population Registries

- Diabetes
- Future Possibilities: Stroke, Asthma

Clinical Intelligence Engine

- Abnormal Lab Reporting
- Gaps in Care
- High Utilizers

Exchange

Notifications

Pop Health & Analytics

NC HealthConnex
Powering Health Care Outcomes

21

Additional Training

Training & Resources

To Access Video Training

Participants can register [here](#) for Module 1, NC HealthConnex Overview. Registration is required in order to receive the link to Module 1. This training will last approximately 12 minutes.

Adobe Flash is required by the software being used to process your registration for the HEIA training courses. Please click the following [link](#), to test the Flash Plug-in software on your computer or laptop: www.adobe.com/flashplayer

Please also follow the instructions below to ensure that you have Flash access enabled for your browser. We hope that you enjoy the NC HEIA training and your learning experience.

NC HealthConnex
Powering Health Care's Future

22

Thank You!

For more information visit,
www.nchealthconnex.gov
 Tel: 919-754-6912
 E-mail: hiea@nc.gov
Kenya.Servia@nc.gov

NC HealthConnex
Powering Health Care's Future

23
