



Mass Hlway Newsletter

August 2018

For more information, visit www.masshiway.net
Refer a colleague to sign up for the newsletter [here](#)

HIT Council Updates

The Health Information Technology (HIT) Council meeting was held on August 6, 2018. Click [here](#) for the final presentation, which covered the following topics:

- EOHHS Event Notification Service (ENS) Initiative Update (slides 4-7)
- Hlway 2.0 Migration Update (slides 9-15)
- Hlway Connection Requirement: 2018 Update (slides 17-28)
- MeHI FY19 Operating Budget (slides 30-38)
- Hlway Success Story: Brockton Neighborhood Health Center (slides 39-50)
- Operations Updates, including: (slides 54-68)
 - Customer status dashboard
 - New enrollments and connections summary between April 21-July 20, 2018
 - 13 month look back of Mass Hlway transaction activity
 - Production transaction trends by use case category
 - 13 month look back of Mass Hlway availability trends

HIE Success Story



Brockton Neighborhood Health Center (BNHC) and Signature Healthcare Brockton Hospital have recently collaborated to create new workflows and communication trees. The aim was to better coordinate and ensure continuity of care for vulnerable patients seeking access and care from the hospital.

The goal of this project was to use Health Information Technology (HIT) to improve intra-organizational communication and improve coordinated care for behavioral health patients.

This effort has produced a streamlined and more effective process to transmit Continuity of Care Documents (CCDs) and referral documents using Mass Hlway direct messaging services over a webmail connection. As a result, BNHC has been able to optimize continuity of care and care coordination for patients with challenging behavioral health conditions.

Implementation began in June of 2017, with BNHC employing communications charts and training staff to send CCDs using the new Hlway services. Initial reports showed that staff

continue to need reminders to send the CCD and referral forms prior to the patient's arrival. However, when the services are utilized properly, it has shown to be a highly effective way of exchanging timely critical care information between clinicians. With practice and effort, the new workflow is successfully being used for BNHC's most high-risk patients.

These new workflows and communication tools have allowed BNHC to offer the highest standard of care coordination, increase the number of patients served, and improve the health and wellness of all patients. To read the full case study, click [here](#).



Fall 2018 HIE Webinars and Workshops

Mass Hlway's HIE Workshops will provide an educational opportunity for healthcare providers to increase the effective use of Health Information Exchange (HIE).

Over the course of two sessions, we will present the fundamentals of process improvement and change management strategies, and discuss how to apply these strategies to improve clinical workflows by incorporating HIE technologies including the Mass Hlway.

Using insights gained through our Spring 2018 HIE Learning Collaborative, we will share best practices to effectively implement HIE, and provide tools and resources to help organizations incorporate HIE into their workflows to manage the electronic health information they send and receive.

When and Where?

The HIE workshops are split between two days and will be offered twice this fall:

- September Sessions:
 - **Friday, September 14th** (part one) and **Friday, September 21st** (part two)
- November Sessions
 - **Friday, November 9th** (part one) and **Friday, November 16th** (part two)

Participants are strongly encouraged to attend both parts one and two of each workshop. For maximum benefit, we recommend attending both sessions back-to-back in the same month.

We encourage multiple participants from a single organization to attend and request that at least one person from the organization attend both parts of the workshop.

The workshops will be presented by the Mass Hlway, in collaboration with MeHI, the Massachusetts eHealth Institute. Sessions will be hosted at [MeHI's Weiss Conference Center in Westborough, MA](#).

To register for the September workshops, click [here](#).

To register for the November workshops, click [here](#).

Join the Mass Hlway 101 Webinar to Learn More

Register [here](#) for the Mass Hlway 101 Webinar on **Tuesday, September 11, 2018, from noon-1pm**. As space is limited, please register soon. We will provide an introduction to Mass Hlway 2.0, including:

- Hlway 2.0 Benefits and Services
- HIE Use Case Development
- How to enroll and connect to Mass Hlway 2.0
- The Mass Hlway Regulations and Connection requirement

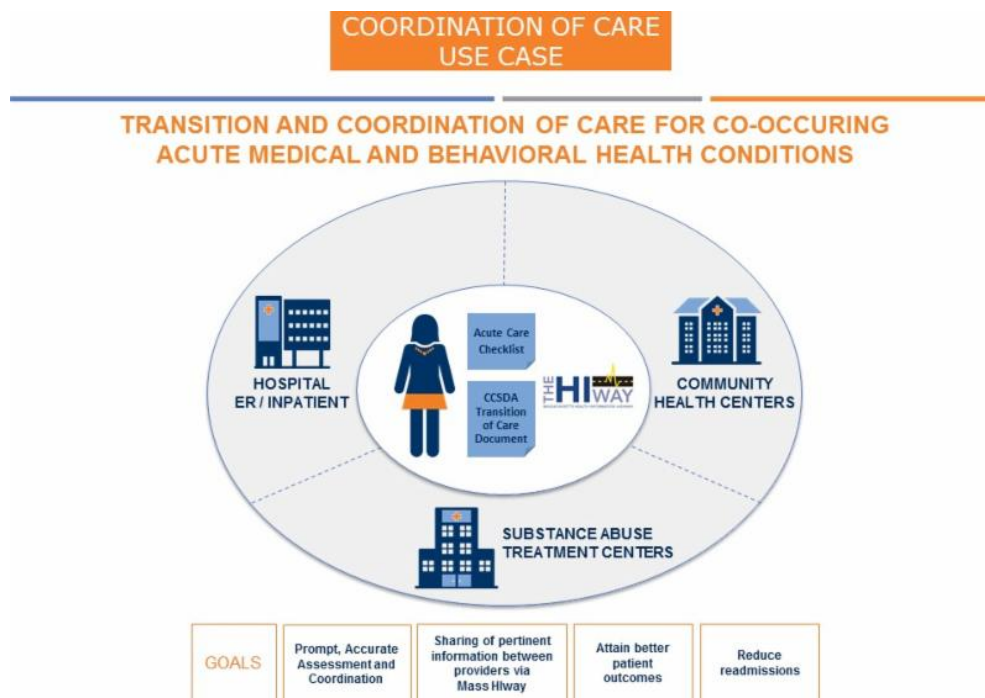
Hlway Attestation Update

As of July 23, 2018, **over 600 entities** subject to the [Mass Hlway Regulations](#) (101 CMR 20.00) have submitted attestations to the Mass Hlway. We thank these entities for their submissions.

The July 1, 2018 attestation deadline has passed. Nevertheless, the Mass Hlway is still accepting submissions, and it requests that organizations make their mandatory submission **as soon as possible** so they are in compliance with the Regulations. If your organization has not fulfilled its Hlway connection requirement, it must send an explanatory email to the Mass Hlway to provide the information specified in [Mass Hlway Regulations FAQs](#) #3.8. If you submit an explanatory email, please do not submit an Attestation Form.

Why Are Attestations Important?

Through attestations, Mass Hlway collects valuable information about the use cases that organizations have implemented, which organization types are involved in the use cases, and what types of information are being exchanged (see the graphic below for a detailed illustration of a care coordination use case over the Mass Hlway). The Mass Hlway uses the information gathered from the attestations to analyze the value and utilization of the Mass Hlway and HIE. The insights we gain will help us improve the Mass Hlway and advance interoperability throughout the Commonwealth.



Icons provided by MeHI at mehi.masstech.org/icons

Explore this use case example and other use case examples [here](#)

Who Needs to Attest?

Acute Care Hospitals need to attest to the Year 2 connection requirement, and Large Community Health Centers and Large & Medium Medical Ambulatory Practices need to attest to the Year 1 connection requirement. The online Attestation Forms, which include guidance for completion and submission, can be accessed [here](#) (select the appropriate link under “**Mass Hlway Attestation Form**”).

Attestation FAQs and Online Webinars

For additional information about the Mass Hlway Regulations and the Attestation Forms, please review the [Mass Hlway Regulations FAQs](#), which were last updated in April 2018.

Click [here](#) for recorded versions of the webinars regarding the *Mass Hlway Connection and Attestation Overview*, which were held on May 22nd and June 26th, 2018. Recorded webinars are located under “**on-demand presentations**”.

Hlway 2.0 Migration Update

The Mass Hlway 2.0 migration is underway. Mass Hlway Participants need to understand what steps to take to migrate your organization’s Hlway connection. Visit the [Hlway 2.0 Migration website](#) to review the migration process, what forms to complete, tips to submit the forms correctly, and FAQs.

Get Started Today

To initiate the migration, your organization will need to complete 1) a “Declaration of Identity (DOID) Form” for Direct identity verification and authorization; and 2) appropriate “Health Care Organization (HCO) Account Request” Form(s) based on your organization’s connection method(s). Note that identity verification is a time-sensitive process. Mass Hlway requests that you **return the completed forms to us by August 31, 2018**. For details on the identity verification and how to submit the forms, click [here](#).

Hlway 2.0 Migration Webinar

Want more information about Hlway 2.0 migration? Register [here](#) for the *Hlway 2.0 Migration What, When, and How Webinar* on **Friday, August 24, 2018, from noon-1pm**. As space is limited, register soon. This hour long webinar will cover:

- Hlway 2.0 overview and benefits
- What Participants need to do and when
- The migration process approach
- The overall timeline and current status
- Q&A

If you can’t attend, click [here](#) to view the recording of a previous Hlway 2.0 Migration webinar. Recorded webinars are located under “**on-demand presentations**”.

Do you have Questions?

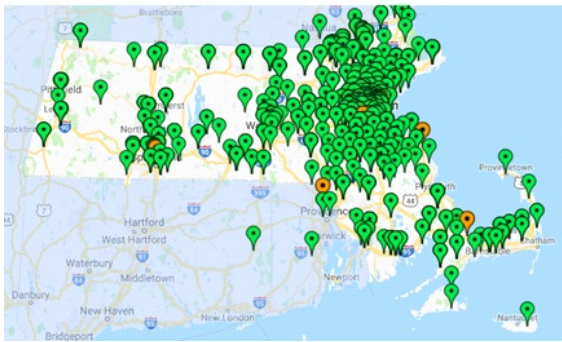
If you have questions about the Hlway 2.0 migration process or completing the related forms, please email us at Hlway2.0migration@state.ma.us

For general Hlway questions, please email us at masshiway@state.ma.us

New Mass Hlway Enrollments and Connections

June 20- July 21, 2018

- Boston Urogyn



Visit the interactive Participant Map
[on our website](#)

- Brookline Village OB/GYN
- Carla Ginsberg, MD
- David Kieff, MD LLC.
- DaVita Salem Northeast Dialysis
- Eye Care and Laser Surgery of Newton Wellesley
- Hyde Park Pediatrics
- John Larossa, MD
- Personalized Medical Care
- Quincy Pediatric Associates
- Richard Eisner, DPM
- Sang-Gil Lee, MD
- Vitreo Retinal Associates

HIT in the News

- Carequality and Commonwell rollout bi-directional health information exchange. [Healthcare IT News](#)
- CDC details health info exchange by office-based physicians. [HealthData Management](#)
- VA, Walgreens team to improve care coordination for vets. [HealthData Management](#)
- EHR Interoperability: We're closing in on a signature moment. [Healthcare IT News](#)
- Only half of assisted living communities EHRs exchange health information with pharmacies. [McKnight's Senior Living](#)
- HIT Think: Why patient matching needs a dual-track approach. [HealthData Management](#)
- By 2020, 1-in-5 healthcare orgs will adopt blockchain; here's why. [ComputerWorld](#)
- Rhodes Group selects InterSystems HealthShare to advance laboratory contribution to patient care. [Laboratory Network](#)

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