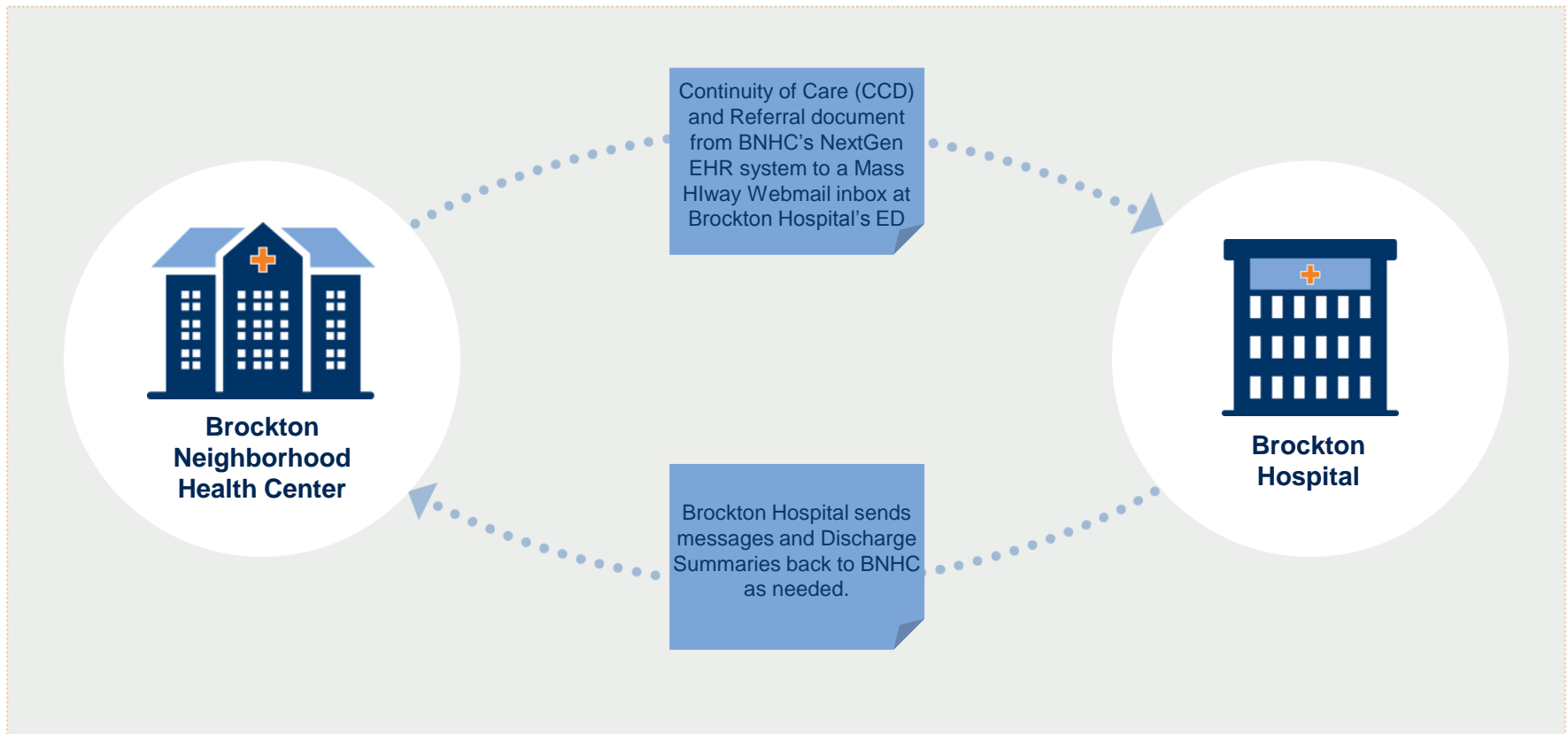


CLOSED LOOP REFERRALS USE CASE

STREAMLINED REFERRAL AND DOCUMENT EXCHANGE BETWEEN COMMUNITY HEALTH CENTER AND HOSPITAL



GOAL

Establish a collaborative healthcare environment using HIE to coordinate the care for behavioral health patients who transition between a Community Health Center and a Hospital that use different EHR systems

CLOSED LOOP REFERRALS USE CASE

STREAMLINED REFERRAL AND DOCUMENT EXCHANGE BETWEEN COMMUNITY HEALTH CENTER AND HOSPITAL

ORGANIZATION

Brockton Neighborhood Health Center (BNHC)

GOAL

Establish a collaborative healthcare environment in the Brockton community, where BNHC and Brockton Hospital can use HIE to improve communication and coordinate care for behavioral health patients, despite having different Electronic Health Record (EHR) systems.

TRADING PARTNERS AND SYSTEMS

- Brockton Neighborhood Health Center (BNHC)
- Brockton Hospital

DATA TO EXCHANGE

- Continuity of Care document
- Referrals
- Discharge Summaries
- Patient notes

STORY

BNHC often makes referrals to Brockton Hospital and recognized that there were gaps in the process of sending referrals and transition of care documents. It was difficult to maintain the continuity of care for their most vulnerable patients, as it required sending the documents ahead of the patient's arrival at the hospital. BNHC needed to call staff at the hospital to alert them, which was an inefficient and time consuming process.

BNHC and Brockton Hospital created new workflows and communication trees to send protected patient health information electronically using the Mass Hlway. BNHC staff now send a Continuity of Care (CCD) and Referral document from their NextGen EHR system to a Mass Hlway Webmail inbox at the Emergency Department at Brockton Hospital. Brockton Hospital can then send messages and Discharge Summaries back to BNHC as needed.

Use of the Webmail inbox was necessary because Brockton Hospital's Meditech EHR system did not have the capability to receive the documents sent from BNHC's NextGen EHR system. This setup enabled the exchange of information despite the fact that the two EHR systems used by the two organizations are not yet interoperable.

**READ
THE FULL
STORY**