Mass HIway Overview: What’s Happening In my Community?
Southeast Region

Dec 22, 2015
Introductions

Today’s speakers

Len Levine
Mass HIway Account Manager,
Practice Consultant with the Massachusetts eHealth Collaborative

Murali Athuluri
Mass HIway Account Management Lead
Senior Consultant with the Massachusetts eHealth Collaborative
By the conclusion of today’s webinar attendees will:

1. Understand what the Mass HIway is and how it may help their organizations

2. Identify who else is on the HIway in my region and how they may connect with them

3. Understand how to engage with the Mass HIway to connect and exchange patient information with other healthcare organizations
The Mass HIway is the statewide Health Information Exchange (HIE) providing secure, electronic transport of health-related information between health care organizations and providers regardless of affiliation or technology.

The Mass HIway offers two services:

1. **Direct Messaging** - Secure point-to-point transport of electronic patient health information among healthcare organizations and authorized government agencies for purposes of patient treatment, payment, or operations.

2. **Query and Retrieve** – Relationship Listing Service (RLS) for locating healthcare organizations that hold records for a particular patient. Medical Record Request (MRR) service for initiating a query for a patient’s records.

The Mass HIway is **not** a clinical data repository HIE and holds no clinical information. The Mass HIway is also **not** the state health insurance exchange known as the Health Connector.
Data holder sends patient information to recipient

**Provider Directory**

<table>
<thead>
<tr>
<th>Provider name</th>
<th>Local name</th>
<th>Institution</th>
<th>Direct address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smith, Marilyn M</td>
<td>Smith, Marilyn</td>
<td>Hospital B</td>
<td><a href="mailto:Marilyn.Smith@direct.HospitalB.masshighway.net">Marilyn.Smith@direct.HospitalB.masshighway.net</a></td>
</tr>
<tr>
<td>Smith, Marilyn M</td>
<td>Smith, Mary</td>
<td>Highland Primary Care</td>
<td><a href="mailto:Marilyn.Smith@direct.HPC.masshighway.net">Marilyn.Smith@direct.HPC.masshighway.net</a></td>
</tr>
</tbody>
</table>

1. Consent

2. Look up Provider Address (optional – depends on EHR vendor)

3. Send message
Mass HIway is foundational technology for helping healthcare organizations improve quality and safety, improve care coordination, and improve efficiency of medical records management.

Providers are using the Mass HIway to satisfy requirements of many programs:
- Demonstrate EHR proficiency - state physician licensing requirements
- Satisfy the 2017 requirement to connect to Mass HIway
- Meaningful Use Stage 2 – Transition of Care and Public Health Reporting measures
- CMS Delivery System Transformation Initiatives (DSTI)
- Community Hospital Acceleration, Revitalization and Transformation Grants (CHART)
- Massachusetts Infrastructure and Capacity Building Grants
- Massachusetts Prevention and Wellness Trust Fund
- Patient Centered Medical Home (PCMH)
Mass HIway does not restrict message types. Message contents are encrypted end to end.

**Patient clinical information:**
- Summary of Care / Transition of Care Record (TOC)
- Request for Patient Care Summaries
- Discharge Summaries
- Referral Summary Information
- Specialist Consult Notes
- Progress Notes

**Patient clinical alerts:**
- Emergency Department Notification
- Mortality Notification
- Transfer Notification
- Disposition Notification (admit/discharge)

**Public Health Reporting:**
- Securely comply with reporting regulations for the department of public health

**Quality reporting:**
- Information for calculation and reporting of clinical quality measures
DPH Registries connected with Mass HIway:

- Massachusetts Immunization Information System (MIIS)
- Electronic Lab Reporting (ELR)
- Syndromic Surveillance (SS)
- Massachusetts Cancer Registry (MCR)
- Opioid Treatment Program (OTP)
- Childhood Lead Poisoning Prevention Program (CLPPP)
- E-Referral
- Adult Lead
- PMP (Testing)
Who’s using the Mass HIway?

There are currently 550+ participant organizations signed up for the HIway

- The full participant list is available at http://masshiway.net/HPP/Resources/ParticipantList/index.htm

The Provider Directory contains over 7,000 addresses (department and individual level addresses included)

- The latest Provider Directory extracts are available at the Mass HIway website http://masshiway.net/HPP/Services/ProviderDirectory/index.htm. You will need to sign up to receive monthly notifications of PD extract updates
The Southeast region ranges from MetroWest to the southeast coastline through the Cape and Islands and includes the following communities:

- MetroWest
- Norwood/Attleboro
- South Shore
- Metro South
- Fall River
- New Bedford
- Cape and Islands
# HIway Participants by Level of Care

## Southeast Region

<table>
<thead>
<tr>
<th>Care Continuum</th>
<th>Acute</th>
<th>Ambulatory</th>
<th>Long-Term &amp; Post-Acute</th>
</tr>
</thead>
<tbody>
<tr>
<td>100+ Participants</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>More than 10 organizations</strong></td>
<td>More than 10 organizations</td>
<td>Approximately 80 organizations/providers</td>
<td>Approximately 15 organizations</td>
</tr>
</tbody>
</table>
| **Mix of large networks and medical centers to single-site community hospitals** | Mix of large networks and medical centers to single-site community hospitals | Primary care providers and specialists across a broad range of medical services | Range of services and organization types including but not limited to:  
Area Agency on Aging (AAA)Aging Service Access Point (ASAP), Skilled Nursing Facilities (SNF), nursing homes, Inpatient Rehabilitation Facilities (IRF), home health, palliative care, and hospice |
| **Approximately 80 organizations/providers** | Approximately 80 organizations/providers | Primary care providers and specialists across a broad range of medical services | Range of services and organization types including but not limited to:  
Area Agency on Aging (AAA)Aging Service Access Point (ASAP), Skilled Nursing Facilities (SNF), nursing homes, Inpatient Rehabilitation Facilities (IRF), home health, palliative care, and hospice |
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|**Health centers and clinics providing medical, emotional, behavioral, and additional social services** | Health centers and clinics providing medical, emotional, behavioral, and additional social services | Health centers and clinics providing medical, emotional, behavioral, and additional social services | Health centers and clinics providing medical, emotional, behavioral, and additional social services |
|**Urgent care and minute clinics** | Urgent care and minute clinics | Urgent care and minute clinics | Urgent care and minute clinics |

- More than 10 organizations
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- Primary care providers and specialists across a broad range of medical services
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Acute Care Hiway Participants

Southeast Region Acute*
Beth Israel Deaconess Medical Center - Plymouth
Cape Cod Hospital
Falmouth Hospital
Martha's Vineyard Hospital
Milford Regional Medical Center
Morton Hospital

Nantucket Cottage Hospital
Signature Brockton Hospital
South Shore Hospital
Southcoast Health Systems
Sturdy Memorial

*Please recognize that this participant list is inclusive of multi-site networks and may not fully capture all of the connected organizations by sub-org name. Also this list is dynamic and changes frequently as new organizations move into production from testing.
Southeast Region Ambulatory*:
Adams Street Dermatology Associates P.C.
Goli, Ali MD, PC
Arthur Blegen
Blegen, Halward MD
Bridgewater Pediatrics
Brockton Neighborhood Healthcare
Brockton Pediatrics, Inc.
Childrens Medical Services
Coakley, Christopher MD
Community Counseling Of Bristol County
Community Health Center of Cape Cod
Cove Pediatrics
Crown Colony Pediatrics
Dermatology Professionals
Digestive Disease Associates
Abensohn & Raisner, MDs

Edward M. Kennedy Community Health Center
Family Medical Associates, P.C.
Framingham Pediatrics
Gleason and Greenfield Pediatrics
Gogstetter, Darin S MD
Greater New Bedford Community Health Center
Habit Opco Inc
Harbor Health Center - Hyannis
Harbor Health Center - Plymouth
Harbor Medical Associates
Healthfirst Family Care Center, Inc.
High Point Treatment Center
Holliston Pediatric Group-Holliston
Holliston Pediatric Group-Milford
Horizon Pediatrics Inc
JORDAN PHYSICIAN ASSOCIATES

*Please recognize that this participant list is inclusive of multi-site networks and may not fully capture all of the connected organizations by sub-org name. Also this list is dynamic and changes frequently as new organizations move into production from testing.
Southeast Region Ambulatory*:
Reed, Kenneth MD
Leisure, Katherine Murray
Briarpatch Pediatrics
Family Medicine Associates of SA
Medical Affiliates of Cape Cod
MetroWest Physicians
TRISTAN MEDICAL PC
Main Street Pediatrics
Mansfield Pediatrics Associates
Vonnegut, Mark MD
Mayflower Medical Associates
Medfield Internal Medicine
Medical Associates of Greater Boston
MV Pediatrics
Natick Pediatrics
Neponset Valley Pediatrics, PC

NEQCA - Hanna, Raafat I Attia MD, PC
Orleans Medical Center
Pediatric Associates Of New Bedford
Pediatric Associates of Northwood
Performance Pediatrics
Pleasant Hill Pediatrics
Plymouth Bay Internal Medicine
Plymouth Carver Primary Care
Pmg Physician Organization
Pulmonary And Primary Care
Rosenthal, Stephen MD
Sandwich Pediatrics
Seashore Point Wellness & Rehabilitation
Camargo, Sergio MD
Signature Medical Group
South Coast Dermatology

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**Southeast Region Ambulatory***:

- South Shore Nephrology
- South Shore Skin Surgeons P.C.
- South Suburban Pediatrics, Inc
- Southcoast Physician Group
- Stanley Street Treatment -SSTAR
- Stern, Jeremy B MD
- Sturdy Medical Group (Associates)
- Swansea Pediatrics

- Tri-County Medical Associates
- Trinity Family Medicine, LLC
- Village Pediatrics
- Wareham Pediatric Associates
- Wayland Pediatrics
- Westwood Pediatrics
- Whiting Medical Associates

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Southeast Region LT&PAC*:

Bourne Manor
Duffy Health Center, Inc.
Brockton VNA
Cape Regency Rehabilitation and Health Care Center
Community Nurse & Hospice Care
JML - SNF
Maples Rehabilitation & Nursing Center LLC
Marian Manor, Inc.

Medway Country Manor
Norwell VNA
Sippican/Whittier Healthcare Center
South Shore VNA
Taunton Nursing Home (Pinnacle Health Management)
VNA of Cape Cod
Walpole Area VNA

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How can you connect?

User types

- Physician practice
- Hospital
- Long-term care
- Other providers
- Public health
- Health plans
- Ancillary services

Connectivity options

- EHR connects directly
- EHR connects through LAND Appliance
- Browser access to webmail inbox
- Additional connection

HIE Services

- Vendor HISP
HISPs connected with Mass HIway

- Allscripts (MedAllies)
- Aprima
- Athenahealth
- Care Accord (Pre-Testing)
- CareConnect (NetSmart HISP)
- Cerner
- DataMotion
- eClinicalWorks
- eClinicalWorks Plus (Testing)
- eLINC
- EMR Direct

- Inpriva
- MaxMD
- McKesson (RelayHealth)
- Medicity
- MyHealthProvider
- NextGen Share
- NHHIO
- SES
- Surescripts
- UpDox
- Wellport (By Lumira)
2015 HIway Production Transaction Trends by Use Case Type

* Note: Reporting cycle is through the 20th of each month.
Implement an EHR/Webmail

Connect to the Mass Hiway (directly or indirectly)

Update policies, processes, and people

Connect with information trading partners & “edge services”

Send and receive health information – Improve patient care

“From Implementation to Impact” – An Organization’s eHealth Progression

Level of Coordination with Other Organizations

Low → High

Anticipated impact on care quality, cost efficiency, and patient convenience

Low → High

Feedback and Continuous Improvement

From Implementation to Impact

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Clarifying HIway consent

Guidance to Mass HIway participants for implementing Mass HIway consent:

- If you have a written consent to treat form that includes sharing information with other providers involved in your care, mention Mass HIway is a mode of transport either on the Consent to Treat form or in your HIPAA notice of privacy policies (NPP). Make HIway collateral available in registration areas.
- If you do not have a current written consent to treat form, use the simple one-line template (below) for those patients for whom you are going to send information to another provider over the HIway.

  I consent to allow my provider to use the Massachusetts Health Information Highway (Mass HIway) to securely transmit my medical information to other authorized health care organizations involved in my care. (Signature and date)

Exceptions - No Mass HIway consent is required for:

- Sending direct message from a non-HIway HISP
- Transactions covered under separate statutory authority (e.g., Mandatory PH reporting)
- HIPAA defined administrative transactions that directly support payment (e.g., Eligibility checking)
- Transactions sent over the Mass HIway between a Covered Entity and its Business Associate(s) for healthcare operations
New to the HIway?

• Contact the Mass HIway Account Management Team to discuss your needs, to enroll, and to get connected
• Contact Murali Athuluri at mathuluri@maehc.org or 781-296-3857

Already a Participant on the HIway?

• Join the Southeast Region focus group
• Engage your clinical and business leadership to participate as well
• Prepare by specifically identifying what is working well and what needs improvement with health information you are sending and receiving
• We’ll facilitate ongoing inter-organizational continuous improvement discussions
• Contact Jessica Hatch at jhatch@maehc.org or 339-222-6126 and express your interest in being apart of this innovative Southeast Region focus group
The Massachusetts Health Information Highway
1.855.MAHIWAY (1.855.624.4929) Option 1
General Support: masshiway@state.ma.us
Production Support: masshiwaysupport@state.ma.us
www.masshiway.net