Health IT in Arizona: Key Activities & Impact on Recruitment/Retention

Melissa Rutala, MPH
Arizona Health-e Connection
• Overview of Health IT & AzHeC

• Health IT Activities in Arizona
  – Meaningful Use Incentives
  – EHR Adoption & the Arizona Regional Extension Center
  – Health Information Exchange

• Impact on Recruitment & Retention
Overview of Health Information Technology & AzHeC
Arizona Health-e Connection (AzHeC) exists to Convene, Coordinate and Communicate for Health Information Infrastructure improvements that affect every Arizonan.
Governance & Strategic Direction

Arizona Health-e Connection Board

Permanent
- Governor’s Office
- AHCCCS
- ADHS
- ADOA
- AzHHA
- ArMA
- AOMA

Additional
- Health Plans/Insurers
- Employers
- Hospitals
- Pharmacy
- Clinical Labs
- Higher Education
- At-Large Seats

AzHeC – the Organization and Staff

Information Clearinghouse
Policy Development
Leading Health IT Initiatives
EMR
Electronic Medical Record
An electronic record of health-related information on an individual that can be created, gathered, managed and consulted by authorized clinicians and staff within one healthcare organization.

EHR
Electronic Health Record
An electronic record of health-related information on an individual that conforms to nationally recognized interoperability standards and that can be created, managed and consulted by authorized clinicians and staff across more than one healthcare organization.

PHR
Personal Health Record
An electronic record of health-related information on an individual that conforms to nationally recognized interoperability standards and that can be drawn from multiple sources while being managed, shared and controlled by the individual.

Source: National Alliance for Health Information Technology Report to HHS/ONC
Network Terms – HIE vs. HIO

HIE
Health Information Exchange
The electronic movement of health-related information among organizations according to nationally recognized standards.

HIO
Health Information Organization
An organization that oversees and governs the exchange at health-related information among organizations according to nationally recognized standards.

Source: National Alliance for Health Information Technology Report to HHS/ONC
Health Care Information…

…still an early 20th century infrastructure?
Extensive Arizona Health Care Ecosystem Today

Consumers

Ambulatory Offices, Rural Health (A)-Primary Care

Ambulatory Offices, Rural Health (B)-Specialist

Medicaid, Medicare, Commercial Plans

Inpatient Care Hospitals, CAH

Pharmacy

Labs

Connected via Phone, Fax, Referral Letters, Couriers -- Paper
Where are Patient Records --- Today?

- Chart-holder clinical
- Outside the office
- Exam-room imaging
- Within a door
- Storage facility
- In a briefcase
- At the pharmacy
- At a clinical laboratory or imaging center
- Within billing and diagnosis codes at insurance plans
- In a briefcase?
- At a physician office or hospital?
An Ideal Health Information Infrastructure

Personal Health

Health Care Delivery

Public Health

http://aspe.hhs.gov/sp/NHII/FAQ.html
Benefits of Health IT

• Higher quality care
• Increase in patient safety
• Reduction in health care costs
• Improving health and wellness
• Health information is easily accessible
• Privacy and security
AzHeC Programs & Initiatives

**HIT**
- **REC** – Helping Arizona providers meet their health IT goals
- **Policy development** – leading legislative efforts
- **eRx Initiative** – increasing adoption

**HIE**
- **HIE Marketplace** – viable HIE solutions for providers
- **HINAz Provider Outreach** – Recruitment & Enrollment

**HIT & HIE Stakeholder Engagement** – committees, online forums, etc.

**Consumer Outreach** - education, awareness & engagement
Key Arizona Health IT Stakeholders

- Arizona Health-e Connection
- AzHeC
- Health Information Network of Arizona (HINAz)
- Arizona Strategic Enterprise Technology (ASET)
Arizona’s HIT and HIE Landscape

- AzHeC (REC)
  - non-profit, public-private partnership
  - Federal EHR adoption grant - $12 M
  - Assisting health care entities with adopting EHRs and HIE
  - Promote adoption of e-prescribing
  - Lead consumer engagement and education activities
  - Lead legislative development, promotion

- HINAz (HIO)
  - Statewide health information organization
  - Operationalizing exchange now – key focus
  - Collaboration w/ AzHeC on provider and consumer outreach

- ASET (State)
  - Federal HIE grant – $9.4 Million
  - Contracting with AzHeC – HIE Marketplace, e-prescribing
  - Coordinating state agency activities in health IT
  - Funding HINAz to develop statewide HIE infrastructure
  - Support consumer education and awareness building
Health IT Activities in Arizona

Meaningful Use Incentives
EHR Adoption & the Arizona Regional Extension Center
Health Information Exchange
The Health Information for Economic and Clinical Health Act (HITECH) portion of the ARRA specifies the following three objectives for Meaningful Use, all based on using a certified electronic health record (EHR):

1. In a meaningful manner, such as e-prescribing.
2. For electronic exchange of health information to improve the quality of health care.
3. To submit clinical quality measures (CQMs) and other such measures selected by the Secretary.
Conceptual Approach to Meaningful Use

- NOW
- 2014
- Improved outcomes
- Advanced clinical processes
- Data capture and sharing
Arizona Medicare & Medicaid Payments (November 2012)

- Medicare EPs (1,554) = $27,123,425
- Medicaid EPs (1,387) = $29,289,592
- Total EP Payments = $56.4 Million

- Medicare Eligible Hospitals = $0
- Medicaid Eligible Hospital = $1,879,947
- Total Dually Eligible Hospitals = $118,577,517
- Total EH Payments = $120.5 Million

TOTAL AZ PAYMENTS = $176.9 MILLION
Incentive Payments for Medicare Eligible Professionals (EPs)

First Calendar Year (CY) for which the EP receives an Incentive Payment

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### Incentive Payments for Medicaid Eligible Professionals (EPs)

First Calendar Year (CY) for which the EP receives an Incentive Payment

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Arizona Regional Extension Center: New Services for All Providers
Arizona’s Trusted, Unbiased Health IT and Meaningful Use Resource

Goal: Assist providers in becoming Meaningful Users of Certified EHR solutions.

1,958 PPCPs to Meaningful Use by April 2014
REC Progress to Date

REC Member Progress

M1 = Sign-up
M2 = Go-Live on certified EHR
M3 = Stage 1 Meaningful Use
Miss out on the initial REC subsidized services for primary care providers? It’s not too late to get help!!

If you are a qualified provider, join the REC today and receive significantly subsidized services to achieve Meaningful Use

- Primary care practices w/ 1-10 providers
- Underserved primary care providers
- Rural health clinics

Interested? Call the REC today – space is limited!
The REC now offers a range of health IT services to all Arizona providers, including:

- REC Membership Services
- REC Consulting Services
- REC Member Value Program Services
## Services and Benefits

- **News and Information Services**
  - Monthly e-newsletter - REC Bulletin, REC Alerts, e-mail notices
  - Provider success coordinator assistance
- **Health IT Events and Webinars**
  - Member-only discounts to REC and AzHeC events
- **Vendor Alliance Program**
  - EHR and Non-EHR vendors
- **Community Collaborations**
  - Networking with other REC member practices
  - Online community discussions through REC website (coming soon!)
# REC Membership: Dues Structure

<table>
<thead>
<tr>
<th>Organization Size (# of providers)</th>
<th>Annual Membership Dues*</th>
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<tbody>
<tr>
<td>1 – 3</td>
<td>$ 300</td>
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<tr>
<td>4 – 6</td>
<td>$ 600</td>
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<tr>
<td>7 – 10</td>
<td>$ 900</td>
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<td>11 – 20</td>
<td>$ 1,200</td>
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<tr>
<td>21+</td>
<td>$ 1,700</td>
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* A 15% discount will be offered to practices who are members of an association that supports Arizona Health-e Connection and the REC, including:

Arizona Medical Association          Arizona Hospital and Healthcare Association
Arizona Osteopathic Medical Association Arizona Health Care Association
Arizona Pharmacy Association         Arizona Nurse Practitioner Council
Az Association of Community Health Centers LeadingAge Arizona
## Services and Benefits

<table>
<thead>
<tr>
<th><strong>Core Services</strong></th>
<th><strong>Additional Services</strong></th>
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</table>
| • Practice assessment  
• Vendor evaluation  
• Project planning, monitoring & management  
• Workflow design  
• Meaningful Use gap analysis & assistance | • Health IT contract review  
• Application training  
• System configuration & customization  
• Data migration  
• Privacy & security  
• Health information exchange planning & implementation  
• Patient centered medical home  
• Quality improvement |
The REC Member Value Program (MVP) will bring special (aka “discounted”) pricing on a variety of services to REC members to provide additional value on important health IT services and products.

<table>
<thead>
<tr>
<th>Description</th>
<th>Services and Benefits</th>
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<tbody>
<tr>
<td>Inaugural MVP Service Provider: ClearDATA</td>
<td>ClearDATA services range from baseline security risk analysis to full range of privacy &amp; security services, to include:</td>
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<tr>
<td></td>
<td>• Security risk analysis</td>
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<tr>
<td></td>
<td>• Remediation assistance</td>
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<tr>
<td></td>
<td>• Data hosting services</td>
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<tr>
<td></td>
<td>• Security policies and procedures documentation</td>
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<td>• Security and privacy compliance official</td>
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<td></td>
<td>• Privacy impact assessments</td>
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<td>• Privacy consulting</td>
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Health Information Exchange in Arizona
HIE Options to Consider

1. Basic point-to-point exchange
   – Direct Exchange = secure messaging

2. Robust health information exchange
   – Community health information organization (HIO) = Health Information Network of Az
   – Other robust HIE options
     • ACO efforts – driven by hospital systems
     • Private HIEs
     • Other clinical integration efforts
**Purpose**
Provide viable options for health information exchange (HIE) to Arizona health care providers.

- **HIE Marketplace**
  - Phase 1: Direct Exchange
    - Basic
  - Phase 2: Robust Health Information Exchange
    - Robust
Phase 1: Direct Exchange

Direct Exchange specifies a simple, secure, scalable, standards-based way for participants to send encrypted health information directly to known, trusted recipients over the Internet.

b.wells@direct.aclinic.org

h.elthie@direct.ahospital.org

Bridging the Gap

Direct bridges the communication gap between providers, patients, and other health care entities with secure electronic messaging.
Direct Addresses

Dr. Wells

b.wells@aclinic.com

Unsecure Address

b.wells@direct.aclinic.com

Endpoint Domain Direct Address
Who Uses Direct Exchange?

Direct Exchange can be used by multiple individuals and entities for health care coordination purposes.

Direct Exchange Users

- Providers
- Hospitals
- Laboratories
- Patients
- Long term care
Direct Exchange Demonstration Project

• Initial 1,000 eligible accounts in Arizona
• No cost for 12 months
• Submit participation agreement and attestation form
• Currently, 700+ accounts have been created
• Interested? Call 602-688-7200 or email ehr@azhec.org
Phase 2: Robust Exchange

• Health Information Network of Arizona
  – Community based, non-profit health information organization (HIO)
  – Makes the following information available – medication history, lab results, discharge summaries, orders, radiology reports, ADT transactions
  – Currently 25 participating organizations
    • 8 hospitals (47% of all licensed beds in the State)
    • 7 health plans
    • 3 community health centers
    • 1 reference lab
    • 6 provider groups

• Other HIE options also available, depending on the community and network of providers
Health Information Network of Arizona (HINAz)

• Two options for exchange
  – Virtual health record (VHR)
    • View only access to patient information from available sources
  – Bidirectional interface
    • 2-way pipeline – sending information on patients into exchange and retrieving information on patients from exchange

• Opportunities to sign-up coming soon!
1. Basic point-to-point exchange
   – Direct Exchange = secure messaging

2. Robust health information exchange
   – Community health information organization (HIO) = Health Information Network of Az
   – Other robust HIE options
     • ACO efforts – driven by hospital systems
     • Private HIEs
     • Other clinical integration efforts
Impact on Recruitment & Retention
Why does health IT impact recruitment & retention?

• Newly graduating health care professionals expect technology-based health care entities
  – Over 50% of office based practices across the country have an EHR

• Successful implementation and utilization of EHRs can save time and money… and increase the quality of care provided
  – Employees want to work for an organization that demonstrates quality care and is progressive in its infrastructure

• Technology will form the baseline infrastructure needed to participate in the transformed health care industry
  – Health care reform was created based on a foundation of technology (i.e., electronic sharing of patient information, analytics, etc.)
Take Action Now!

• Take advantage of Medicare and Medicaid EHR Incentive Programs
  – Receive incentives before Medicare penalties kick in!

• Get help with your EHR implementation
  – REC subsidized services still available for qualifying providers

• If you are participating in an ACO effort, find out what their requirements will be for health IT

• Consider what health information exchange option will work best for your organization
  – Contact AzHeC to learn more about Direct or HINAz!
Want to Get Involved or Learn More?

Contact Us!

Arizona Health-e Connection
www.azhec.org
info@azhec.org

Arizona Regional Extension Center
www.arizonarec.org
ehr@azhec.org

602-688-7200