IHDE Connections

Alerting providers of their patients’ important medical encounters and results, especially on weeknights and weekends, is a challenge. Many times, a patient’s primary care provider is the last to know about their patient’s hospitalizations, ER visits or results. In an effort to address this gap, all IHDE-enrolled users can subscribe to receive Admission/Discharge/Transfer (ADT) email alerts on their patients, in real-time, 24x7. These simple ADT messages contain a wealth of information and are invaluable tools to help providers better coordinate their patient’s care. Not only are ADT alerts available from the Idaho Health Data Exchange (IHDE) but also from the Utah Health Information Network (UHIN). In July, the IHDE and the UHIN were connected, and both Health Information Exchanges (HIEs) immediately began sending email notifications to providers in both states notifying them of their patients medical encounters at hospitals in Idaho and Utah. Five years ago, the idea of an HIE-HIE connection was a dream of the IHDE. Today, it is a reality. For hospitals and providers in SE Idaho who frequently refer their patients to hospitals in Salt Lake City, we are pleased to be able to provide these two new features to assist them with both local and regional coordination of care of their patients. The evolution of HIE is continuously striving to improve the coordination of care, and IHDE Notifications and the IHDE-UHIN connection are major milestones in this effort.

Among the first of our participants to incorporate ADT Notifications into their workflow is Saint Alphonsus Health System. In this newsletter, Dr. Rick Turner, CMIO discusses the positive impact IHDE notifications are having as a support tool to help strengthen communications between Saint Alphonsus Care Managers and their patients in follow-up and preventative care.

In our second quarter, we welcomed 16 new clinics to the IHDE! These clinics include family medicine as well as home health and palliative care agencies. The family medicine clinics are part of the SHIP program and we are at work building the interfaces to connect these clinics to the IHDE for the sharing and receiving of their patients’ data.

In addition to the foregoing, we bid fond farewell and offer our heartfelt thanks to two of our long serving board members, including Dr. Rich Rainey and Dick Armstrong, former Director of the Idaho Department of Health & Welfare. At the same time, please help us welcome Denette Dresback our new IHDE Board Chair, and two new IHDE team members, including Joyce Alexander - Administrative Coordinator and Christian Magrabi - IT Coordinator.

It is only with the great collaboration among our local and regional healthcare communities that helps the IHDE to help you. In that light, we thank you all.

- Julie Lineberger, Interim Executive Director
IHDE Welcomes New Participants

We are pleased to welcome the following 16 new clinics to IHDE this quarter:

<table>
<thead>
<tr>
<th>Participant</th>
<th>Practice</th>
<th>City</th>
<th>Medical Specialty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wendy Swope, NP</td>
<td>Southfork Medical Care</td>
<td>Irwin</td>
<td>Family Medicine</td>
</tr>
<tr>
<td>Karl Winegar, Clinical Director</td>
<td>Children &amp; Family Clinic</td>
<td>Idaho Falls</td>
<td>Family Medicine</td>
</tr>
<tr>
<td>Brian Wayment, CEO</td>
<td>Elite Home Health &amp; Hospice</td>
<td>Eagle</td>
<td>Home Health &amp; Palliative</td>
</tr>
<tr>
<td>Matt Scuri, CEO</td>
<td>All Seasons Mental Health</td>
<td>Boise</td>
<td>Family Medicine</td>
</tr>
<tr>
<td>Virgil Boss, CEO</td>
<td>Cascade Medical Center Family Practice</td>
<td>Cascade</td>
<td>Family Medicine</td>
</tr>
<tr>
<td>Steve Davis, CEO</td>
<td>Genesis Community Health</td>
<td>Garden City</td>
<td>Family Medicine</td>
</tr>
<tr>
<td>Randy Vawdrey, NP, CEO</td>
<td>Physicians Immediate Care Center</td>
<td>Chubbuck</td>
<td>Family Medicine</td>
</tr>
<tr>
<td>Kathleen Searle, FNP, Owner</td>
<td>Firth Medical Center</td>
<td>Firth</td>
<td>Family Medicine</td>
</tr>
<tr>
<td>Leonard Jensen, Owner</td>
<td>Keystone Healthcare</td>
<td>Eagle</td>
<td>Family Medicine</td>
</tr>
<tr>
<td>Sean Walker, Administrator</td>
<td>Lighthouse Hospice</td>
<td>Meridian</td>
<td>Palliative Care</td>
</tr>
<tr>
<td>Rhett Jackson, Director IS</td>
<td>Seasons Medical Clinics (3)</td>
<td>Rexburg</td>
<td>Family Medicine</td>
</tr>
<tr>
<td>LeVal Jensen, CEO</td>
<td>Bear Lake Community Health Clinic</td>
<td>Montpelier</td>
<td>Family Medicine</td>
</tr>
<tr>
<td>Tamara Bethel, NP</td>
<td>Sonshine Family Health Clinic</td>
<td>Boise</td>
<td>Family Medicine</td>
</tr>
<tr>
<td>Betty Watson, CEO/CFO</td>
<td>Syringa Hospital Primary Care Clinic</td>
<td>Grangeville</td>
<td>Family Medicine</td>
</tr>
</tbody>
</table>

Rick Turner, MD, CMIO, Saint Alphonsus Health System - Using IHDE Clinical Portal Notifications for Coordination of Care

All IHDE-enrolled users can subscribe to receive email notifications that alerts them when one of their patients has been admitted to a hospital or emergency room, discharged from a hospital, or any labs, radiology or microbiology results they need to receive in real-time for the care of their patient. This feature is to help reduce gaps in care and ensure timely intervention by a patient’s care team.

“Saint Alphonsus care managers, who assist our patients with certain insurance coverage, are assigned to patients who require an enhanced level of service based on their needs, which frequently are complex,” said Dr. Turner. “These care managers coordinate the care for their assigned patients. Most of these patients suffer from one or several chronic medical conditions. Many also have social situations that can benefit from coordinated care.”

“An admission or discharge from a hospital, or a visit to an emergency room, serves as a signal to these care managers that their assistance is needed to coordinate care. This can be as simple as ensuring that a follow up appointment is kept, or a prescription is filled, but can also indicate a face-to-face visit may benefit the patient. In the past, this signal would sometimes be lost due to complexities inherent in communication within a complex care environment. Additionally, these communications that occur outside the Saint Alphonsus care delivery network would commonly be delayed or absent,” added Dr. Turner.

With the IHDE Notifications feature, a care manager can “subscribe” to receive a notification whenever a patient is admitted, discharged or seen in an Emergency Room Department at a facility that is an IHDE participant. Additional notifications, such as critical result notifications are also available.

“Notifications can also be extremely useful to coordinate care within a physician’s office. On weeknights and weekends when a PCP’s office is typically closed, by subscribing to notifications, a PCP would be able to obtain treatment records and test results that occur in any participating IHDE facility, 24x7 and in real-time, without regard to that facility indicating the PCP for a given patient. We are aware that the assignment of the correct PCP by a facility is not always accurate, but a relationship-based notification can serve as a fail-safe mechanism.”

To learn more about how IHDE Notifications can help with your coordination of care, please contact us at: support@idahohde.org or 208-332-7253.
Idaho Health Data Exchange (IHDE) and Utah Health Information Network (UHIN) Connect to Exchange Data!

Salt Lake City has a few specialty hospitals and specialists and is located 2.5 hours south of Southeast Idaho. Due to the close proximity, most of the hospitals and physicians in Southeast Idaho refer many of their patients to the specialty hospitals in Salt Lake City. Concurrently, many Utah patients receive care in hospitals throughout Idaho. There are many reasons patients living in one state seek care across state lines. For some, the nearest hospital may be in a neighboring state or they may require specialized care that is not available locally. Tourism and family relationships can also play a role.

With this level of care taking place across state borders, patient data needs to be accessible by the physicians involved in patient care, notably primary care providers who are often the last to be informed of their patients’ ADTs. And the most efficient means of doing this - on a local, state and regional level - is through Health Information Exchange (HIE).

As an important step in the vision of health information exchange, we are tremendously excited to announce that on July 20, 2017, the IHDE and UHIN HIE’s connected and began exchanging Admission, Discharge and Transfer (ADT) notifications for patients who live in one of the two states, but have a medical encounter in the other state. For example, when a patient in Idaho is admitted to a UHIN-enrolled hospital, IHDE-enrolled physicians will receive a real-time email notification about their patient’s hospital admission. And the reverse is true: when a Utah patient is admitted to an IHDE-enrolled hospital, UHIN-enrolled physicians will receive real-time email notifications for their patients as well. This allows a patient’s physicians in Idaho and/or Utah to be immediately notified of their patients' ADTs so that the providers can communicate and coordinate care for their patient sooner rather than later.

The ADT notification feature is the first of two phases with the IHDE-UHIN connection. The second phase will enable the bi-directional transfer of patient data to and from the HIEs so that the data populates the patient record from any of the healthcare organizations connected to the respective HIEs where patients have had encounters and results.

"I am so excited that the IHDE and UHIN are connected," said Dr. Boyd Southwick, DO, Family First Medical Center, Idaho Falls. "This will mean so much to me and my patients in the coordination of their care. I have many patients who I refer to the University of Utah Medical Center. The data sharing opportunities that this will allow between me and other providers in Utah who are treating my patients will really enhance treatment and follow-up care. This is a huge step towards progress in patient care activities when patients frequently go across state lines for care."

"The increase of interstate clinical information exchange is an enormous step for IHDE and UHIN to provide access to real-time data that providers in Idaho and Utah can use for patient care," said Julie Lineberger, Interim Executive Director, IHDE.

"We've known for many years that Idahoans come to Utah for medical treatment," said Teresa Rivera, President and CEO of UHIN. "Nearly 300,000 residents of Idaho are in UHIN's Master Patient Index. In the first 20 minutes after the connection began, 30 ADTs were sent between our HIEs."

The IDHE-UHIN connection is the latest in a growing HIE-to-HIE hub expanding across the West. Known as the Patient Centered Data Home™ (PCDH), and spearheaded by the Strategic Health Information Exchange Collaborative (SHIEC), the hub allows data to be exchanged across six western states. Through the connection with UHIN, Idahoans experiencing a medical event in Arizona, Nevada, Nebraska or western Colorado can have their data sent to their IHDE-enrolled primary care physician in Idaho. Since its inception in spring 2016, the PCDH has exchanged more than 31,000 ADT. As a result of the HIE-HIE hubs, regional coordination of care is now taking place across state borders.

To learn more about the IHDE-UHIN connection and to enroll with the IHDE, please contact:
Matt McGraw | Senior Marketing Coordinator | 208-949-1999 | mmcgraw@idahohde.org
IHDE Staff

Denette Dresback  - welcome!
Board Chair

Julie Lineberger
Interim Executive Director

Joyce Alexander  - welcome!
Administrative Coordinator

Christian Magrabi  - welcome!
IT Coordinator

Ruby Cash
Data Quality Improvement Specialist

Kirstie White
Training & Support Specialist

Michael Johnston
Operations & Support Specialist

Wanda Neviaser South
Implementation Analyst II

Cyndi Stegall
Implementation Analyst II

Matt McGraw
Senior Marketing Coordinator

SHIP Clinics Live with the IHDE!
The following SHIP clinics are connected to the IHDE and sharing data (inbound to IHDE) and receiving data (outbound from IHDE):

<table>
<thead>
<tr>
<th>Health District</th>
<th>Clinic Name</th>
<th>City</th>
<th>Interface Type</th>
<th>Data Type</th>
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<tbody>
<tr>
<td>1</td>
<td>Benewah Medical Center</td>
<td>Plummer</td>
<td>Inbound</td>
<td>Outbound</td>
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<tr>
<td>1</td>
<td>Coeur d’Alene Pediatrics</td>
<td>Coeur d’Alene</td>
<td>Outbound</td>
<td>LAB/RAD/CCDA</td>
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<td>2</td>
<td>Valley Medical Center</td>
<td>Lewiston</td>
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<td>CCDA</td>
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<tr>
<td>3 &amp; 4</td>
<td>Saint Alphonsus Medical Group</td>
<td>Treasure Valley</td>
<td>Inbound</td>
<td>TRN/CCDA</td>
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<tr>
<td>4</td>
<td>Treasure Valley Family Med</td>
<td>Meridian</td>
<td>Outbound</td>
<td>LAB/RAD/CCDA</td>
</tr>
<tr>
<td>7</td>
<td>Unified Health Care</td>
<td>Idaho Falls</td>
<td>Inbound</td>
<td>Outbound</td>
</tr>
</tbody>
</table>

2017 Idaho Healthcare Industry Events
IHDE will be exhibiting at the following healthcare conferences in 2017. If you will be attending these events, please email us so we can set aside time to visit with you and your associates about your needs and how the IHDE can help. For more IHDE news, please visit the IHDE website.

Idaho Medical Group Management Association
Sept. 20 - 22
Boise State University

Idaho Hospital Association Annual Convention
Oct. 7 - 10
Sun Valley Resort, Sun Valley

Idaho Nurses Association Annual Conference
Nov. 17

IHDE Participant & Usage Statistics
As of July 31, 2017 IHDE participant and usage statistics include the following:

- Clinical Portal Participants: 3,777
- Available Images (from SJRMC, SLHS, CVH, SMH, GMC & SAHS): 2,647,250

Clinical Viewing Requests from all Participants

<table>
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<tr>
<th></th>
<th>July 2017</th>
<th>January - July 2017</th>
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<tbody>
<tr>
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<td>1,450,976</td>
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<tr>
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<th>July 2016</th>
<th>January - July 2016</th>
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<tbody>
<tr>
<td></td>
<td>1,138,126</td>
<td>9,469,412</td>
</tr>
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</table>

IHDE Participants
As of July 31, 2017 IHDE participating hospitals, labs, insurance companies, PACS and provider practices include the following:

- Hospitals: 8
- Labs: 4
- Insurance Companies: 3
- PACS: 6
- Provider Practices: 245

For a full listing of all IHDE participants, please visit the IHDE website at idahohde.org

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