Mass HIway Newsletter October 2018

Announcing New Program Director for Mass HIway

Bert Ng has joined the Mass HIway as its Program Director. The Mass HIway, within the state's Executive Office of Health and Human Services, offers doctors' offices, hospitals, laboratories, pharmacies, skilled nursing facilities, and other healthcare organizations a way to securely and seamlessly transmit vital data electronically. Mr. Ng is responsible for overseeing all policy, business, and operational aspects of the Mass HIway, including the setting and implementation of strategic policy and technical goals, and engagement with external stakeholders in other state agencies and in the public.

Mr. Ng is a seasoned policy advisor to senior leaders and executives in public and private organizations. He served as senior healthcare analyst and legal counsel to House Chairman of the Joint Committee on Health Care Financing in the Massachusetts legislature from 2009 to 2013. He continued his state service as a project manager conducting economic analyses for the Cost Trends and Research team at the Health Policy Commission from 2013 to 2016. Most recently, he was a Senior Manager working on federal reimbursement policy in the Washington, D.C. office of a biotech company.

Mr. Ng led the House drafting process for the 2012 Health Care Reform Law, Chapter 224, including Chapter 118I. In addition to crafting Chapter 118I, he worked with the HIT council and MeHI during his time in the legislature in the early development stages of the Regional Extension Center and Health Information Exchange.

"I'm excited to be joining the HIway team to promote adoption of the HIway and further leverage its ability to improve patient care," said Ng.

HIE Success Story

Brigham and Women's Hospital (BWH) often requires specialists to come from Boston Children's Hospital (BCH) to evaluate and consult on patients in the BWH Neonatal Intensive Care Unit (NICU). During this process, consultant notes are generated and must be sent between the two hospitals. In the past, this was causing a lag in services and required providers to take additional steps to ensure the notes were sent correctly and efficiently from BWH to BCH. Considering the need, providers at BWH identified an opportunity to streamline the process of sharing consultant notes between the hospitals.

Keeping current systems in mind, a new process was implemented to share information using the Mass HIway: once a request has been sent from BWH for a BCH consultant, the BCH consultant will come to the BWH NICU, assess the patient, and write their consult notes in the Partners instance of Epic, BWH's Electronic Health Record (EHR). After the note is signed by the BCH provider, a background process carried out by the Partners HIE Hub identifies this note as a document that needs to be shared with BCH, since the patient may have a need for further services from BCH in the future. The document is then sent to BCH via the Mass HIway as a PDF file.

BWH and BCH had several goals and objectives when developing this workflow. The main focus was to have the system eliminate and mitigate errors that arise from using paper and faxing or scanning of records. Providers at BWH and BCH are pleased to see how leveraging the Mass HIway and creating this background process has worked to streamline information, lessen the likelihood of lost records, and overall make the process more efficient and less time consuming. Deborah Adair, Director, Enterprise Health Information Management at Partners Healthcare said that they "look forward to using the Mass HIway for additional use cases that will ultimately help improve patient care and safety as well as help our busy clinicians stay well informed and reduce administrative burden."

MeHI, the Massachusetts eHealth Institute at MassTech, promotes Health IT progress and success that is happening throughout the Commonwealth to showcase strategies and best practices.

Check out more HIway spotlight stories

Update: HIway 2.0 Migration

As the Mass HIway completes the remaining Clinical Gateway (CG) Node migrations to HIway 2.0, the team would like to recognize and thank those who have supported this important work. You are part of the growing list of Participants who have migrated to HIway 2.0.

In particular, we appreciate the patience and assistance of the Public Health agencies and HIway Participants who were asked to resubmit certain transactions or help research the status of messages sent during certain times.

The Mass HIway team, including our colleagues at Orion Health, worked hard to address issues related to the stricter national standards enforced by the new CG Nodes. Likewise, extensive infrastructure enhancements have been implemented to handle the shift of the HIway's significant traffic volume to the new environment. These improvements will provide robust support for the full scope of HIway 2.0.

Thank you for your continued patience and engagement through this critical migration effort. Visit our website to learn more about HIway 2.0, to understand what is needed from you for the migration, and to review the resources available to assist organizations in this effort. Questions and requests for assistance can be sent to HIway2.0migration@state.ma.us.

Fall HIE Workshop

There's still time to register for the November HIE Workshop.

Mass HIway's HIE Workshop 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 HIway.

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.

The HIE workshop will be presented this fall:

- Part one, on **Friday, November 9**, will focus on Change Management
- Part two, on **Friday, November 16**, will focus on Process Improvement

In an effective organization, leadership happens at all levels. This course is intended for anyone who participates in, influences, or leads HIE projects: clinical and IT managers, care providers, analysts, and other staff.

Participants are strongly encouraged to attend both parts one and two. In part one, we will conduct team exercises to support the concepts and for participants get to know each other. In part two, you will work with other participants to map several HIE workflows based on what you have learned.

Attendance by multiple participants from a single organization is optimal. In this case, we request that at least one person from the organization attends both parts of the workshop.
The workshops will be presented by the Mass HIway, in collaboration with MeHI, the Massachusetts eHealth Institute. Sessions will be hosted at MeHI's Weiss Conference Center in Westborough, MA.

Register Here

2019 Connection Requirement

For 2019, the Mass HIway Regulations (101 CMR 20.00) require all Acute Care Hospitals, all Community Health Centers, and Large and Medium Medical Ambulatory Practices to connect to the Mass HIway. These organizations must meet the requirements by January 1, 2019, and must attest that they met the requirements by July 1, 2019.

Please join us for the 2019 Mass HIway Connection Requirement Webinar to learn more:

Tuesday, November 13, 2018 12:00-1:00 PM

Register Here

Large Community Health Centers and Large and Medium Medical Ambulatory Practices are entering the Year 2 connection requirement and must implement a Provider-to-Provider Communications use case. The following resources can help your organization implement a care coordination use case with a trading partner and be prepared to meet this requirement:

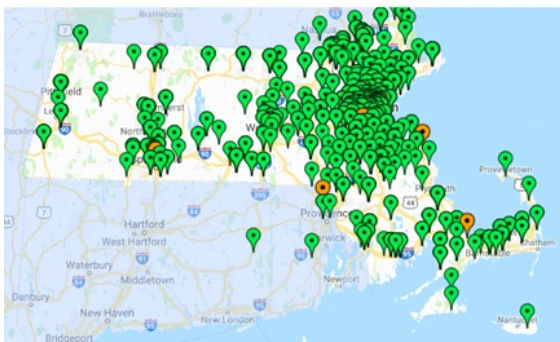| Care Coordination Webinar recording	HIE Toolkit	HIway Adoption and Utilization Support (HAUS) Services
HIE and Mass HIway Care Coordination Webinar recording. Click here for the PDF	HIE Toolkit with Use Case Development Tools and Examples	HIway Adoption and Utilization Support (HAUS) Services website

2018 Connection Requirement

The 2018 Mass HIway attestation deadline has passed. If you did not submit your organization's mandatory attestation, please do so soon to meet the requirement set forth in the Mass HIway Regulations. Attestations must be submitted by all Acute Care Hospitals, Large Community Health Centers, and Large and Medium Medical Ambulatory Practices.

- Access the Year 1 and Year 2 Attestation Forms here.
- Review the FAQs or click here to view the recorded HIway Connection webinars. Scroll down the page to the "On Demand Presentations".

New Mass HIway Enrollments and Connections

August 21– September 20, 2018

Enrollments:
- Accurate Aesthetics
- Sturbridge Professional Services
- Sherrill House

Connections:*
- Scituate Pediatrics
- Hemani, Sadruddin MD
- US Renal Care

Visit the interactive HIway User Map on our website

* New connections during this period were on hold and have since resumed. All new connections are to HIway 2.0 going forward.

HIT in the News

Surescripts drives significant growth in health information exchange

Health information exchanges prepare for patient displacement as Hurricane Michael gains steam

How health data standards support healthcare interoperability

FHIR may not help

A decade of delays, $23

healthcare orgs achieve
semantic interoperability

million spend, as state
makes fourth try for health
information exchange

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