

Commonwealth of Massachusetts
Executive Office of Health and Human Services



Introduction to the Mass HIway

January 2015



Introducing today's speakers



Today's speakers lead the Mass Hiway Account Management team



Mark Belanger

Director of Advisory Services

Massachusetts eHealth Collaborative



Murali Athuluri

Senior Consultant

Massachusetts eHealth Collaborative



Discussion Item 1: Introduction to the Mass Hlway



What is the Mass Hlway?



The Massachusetts Health Information Highway (Mass Hlway) is the statewide Health Information Exchange (HIE) providing secure electronic transport of electronic health information among health care organizations*

The Mass Hlway offers two services:

- 1. Direct Messaging** - Secure “push” of messages from one healthcare organization to another
- 2. Query and Retrieve** – Location and request of patient records

Note that the Mass Hlway is not a clinical data repository HIE and holds no clinical information. The Mass Hlway is also not the state health insurance exchange known as the Health Connector.

*Initial participation is open to Massachusetts-licensed providers and entities, Massachusetts-licensed health plans, and Commonwealth agencies.



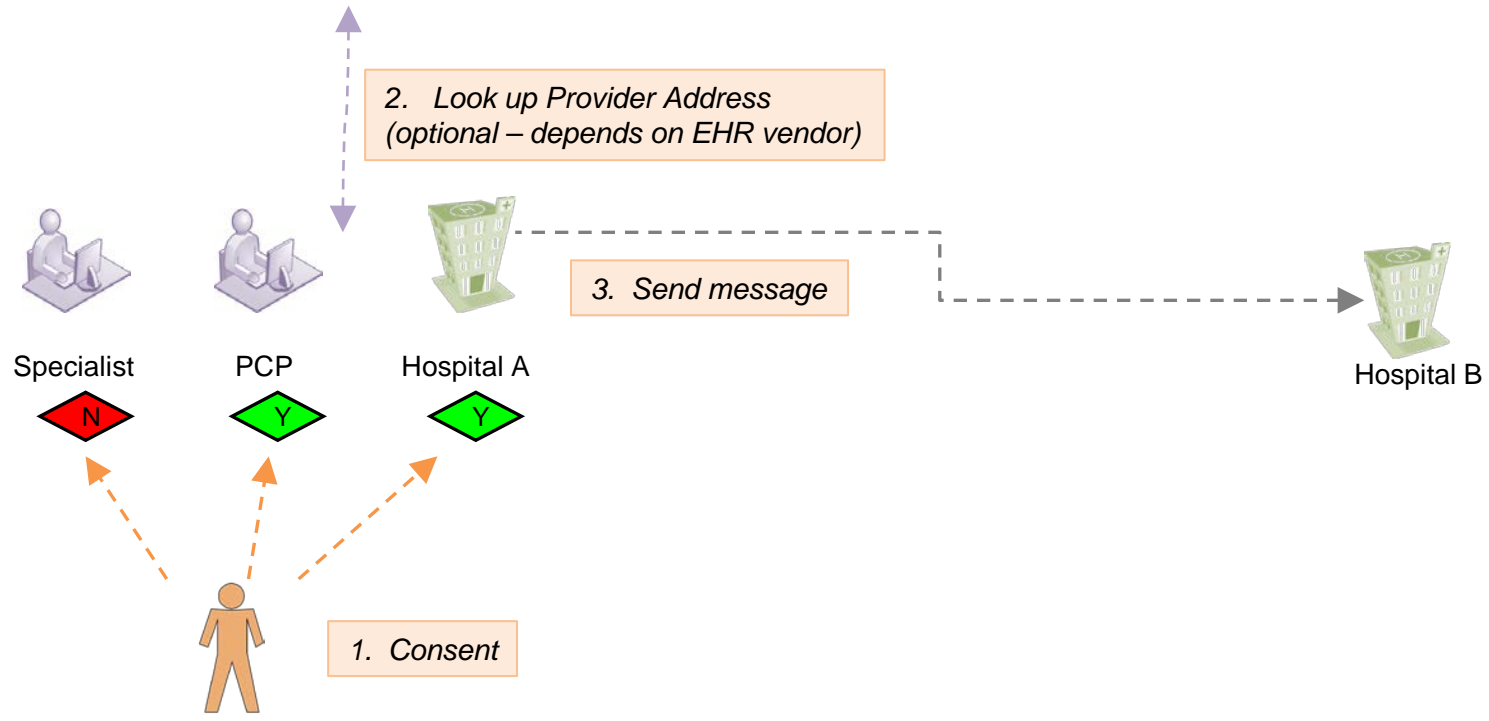
Direct Messaging Service



Data holder sends patient information to recipient

Provider Directory

<u>Provider name</u>	<u>Local name</u>	<u>Institution</u>	<u>Direct address</u>
Smith, Marilyn M	Smith, Marilyn	Hospital B	Marilyn.Smith@direct.HospitalB.masshighway.net
Smith, Marilyn M	Smith, Mary	Highland Primary Care	Marilyn.Smith@direct.HPC.masshighway.net





What can you send?



Patient clinical information:

- Emergency Department Notifications
- Discharge Summaries
- Referral summary information
- Specialist consult notes
- Transfer of Care Summaries (TOC)
- Progress notes
- Request for patient care summaries

Quality reporting:

- Information for calculation and reporting of clinical quality measures

Public Health reporting

- Immunizations
- Electronic Lab Reports (ELR)
- Syndromic Surveillance
- Opioid Treatment Program
- Cancer Registry
- Intake Enrollment and Assessment Transfer Service (IEATS)
- Childhood Lead Poisoning Prevention Program (CLPPP)
- e-Referrals



Example 1 – Specialist Referral



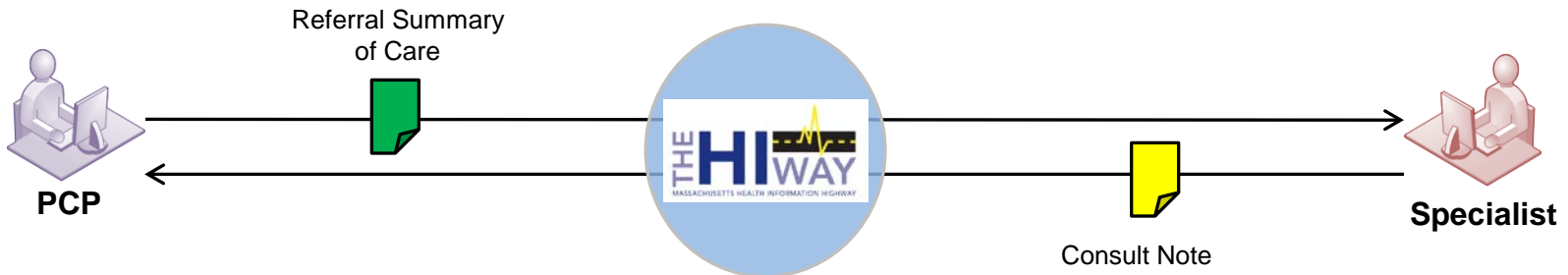
Example 1 - PCP refers patient to a Specialist

Patient Scenario:

1. Patient sees PCP
2. PCP refers patient to a Cardiac specialist
3. Patient sees specialist
4. Patient sees PCP for follow up care

Information Flows:

- A. PCP sends Specialist a summary of care document via the Mass HIway
- B. Specialist sends PCP a consult note via the Mass HIway





Example 2 – Hospital Visit



Example 2 – Patient admitted to Hospital – Patient discharged from Hospital

- Patient Scenario:**
1. Patient admitted to Emergency Department
 2. Patient is treated
 3. Patient is discharged
 4. Patient sees PCP for follow up care

- Information Flows:**
- A. Hospital sends PCP ED notification via the Mass HIway
 - B. PCP sends critical information to Hospital ED via the Mass HIway
 - C. Hospital sends PCP discharge summary via the Mass HIway





Example 3 – Pediatrician reports to immunization registry

Patient Scenario:

1. Patient sees Pediatrician and receives DTaP vaccination
2. Pediatrician sends immunization information to Department of Public Health

Information Flows:

- A. Pediatrician sends immunization information to the MIIS via the Mass HIway

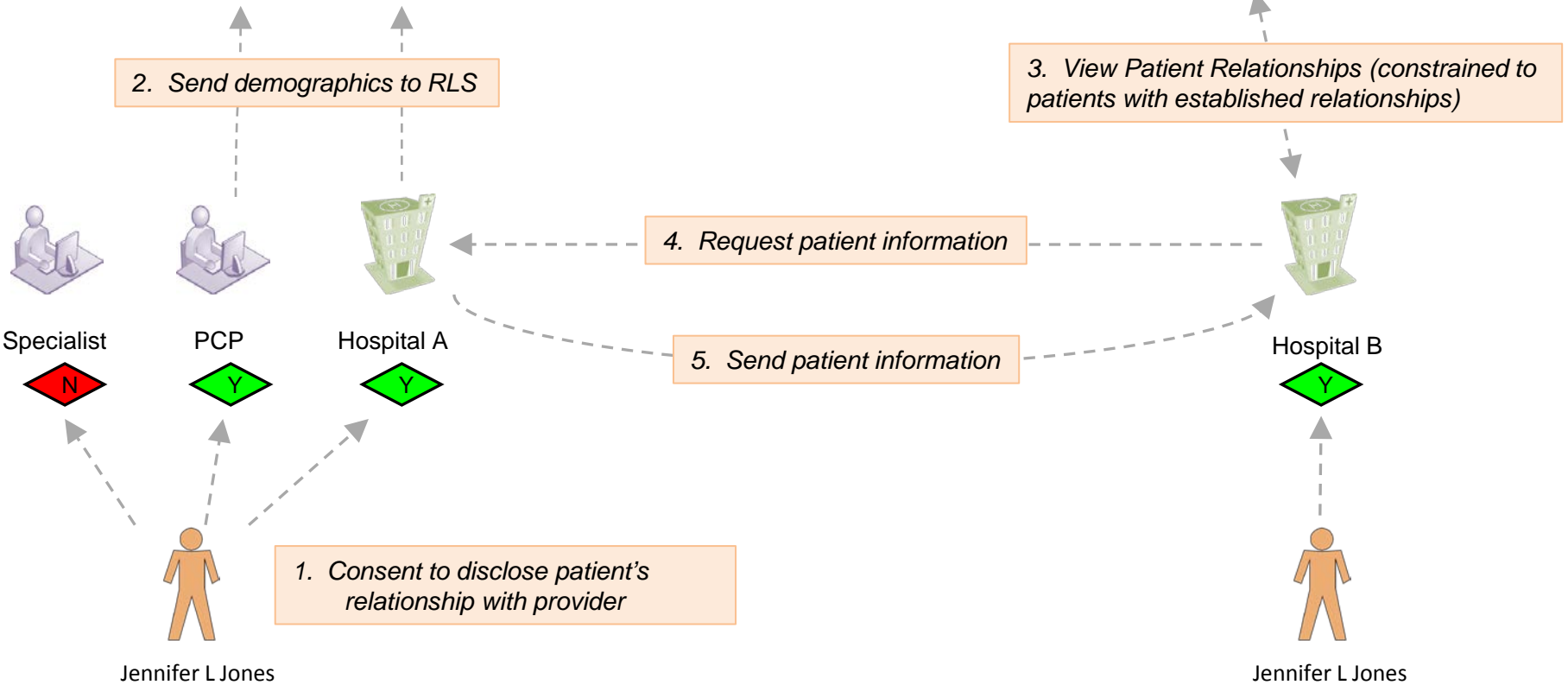




Data requester locates and requests patient information - Data holder responds

Relationship Listing Service

<u>Patient name</u>	<u>Local name</u>	<u>Institution</u>	<u>MRN</u>	<u>Last event date</u>	<u># events</u>
Jones, Jennifer L	Jones, Jennifer	Hospital A	1234	Dec 3, 2014	3
Jones, Jennifer L	Jones, Jenny	PCP	5678	Jul 8, 2014	12
Jones, Jennifer L	Jones, Jenifer	Hospital B	9854	Jan 2, 2015	1





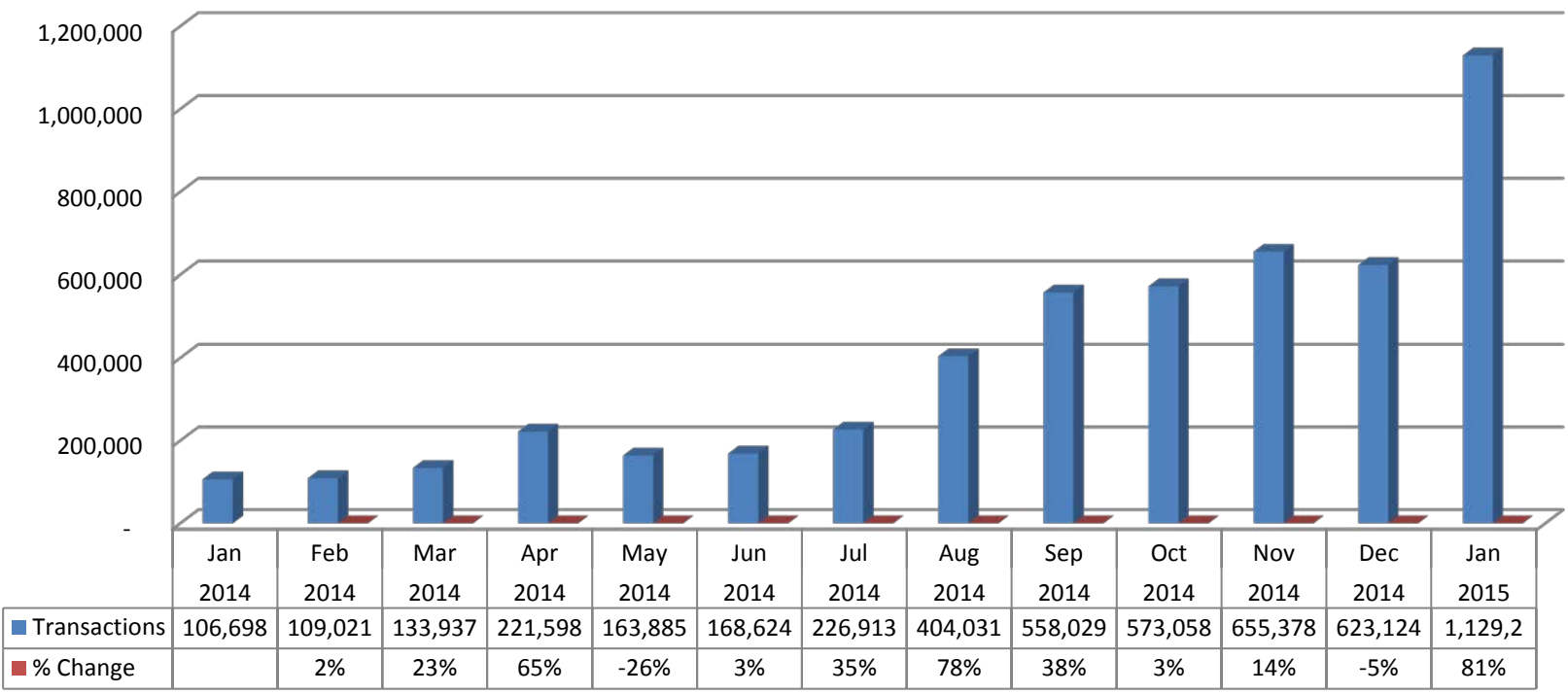
HIway Participation & Activity



356 organizations have signed on to the Mass HIway, 126 are connected, and more are added every week - For participant list see

<http://www.masshiway.net/HPP/Resources/ParticipantList/index.htm>

Over 600,000 messages go over the Mass HIway each month with ~7 Million messages since inception





Mass Hlway Participants



Acton Medical Group
Adam A. Paszkowski, MD
Adcare Hospital
Addiction Treatment Center Of NE
Advanced Dermatology
Advanced Glaucoma Specialist - Mark Latina MD
Aftercare Services, Inc.
Allergy Medical Associates Of North Shore
Alpha-Omega Medical Care
Ameri MD, Shapur
Andover Pediatrics
Anna Jaques Hospital
Arlington Pediatric Associates, PC
Ashraf Farid, MD (Southbridge Pain Management Clinic)
Athol Memorial Hospital
Atrius Health
B D & L Providers LLC
Barbara Scanlon, DMD
Bay Cove Human Services
Bayada Home Health
Baycare Health Partners
Baystate Franklin Medical
Baystate Medical
Baystate VNA
Beacon Family Medicine

Beaumont Rehab & Skilled Nursing Center
Becker
Belmont Cambridge Health Care
Benjamin, Spingarn And Rottenberg
Berkshire Health System
Berkshire Healthcare - Long Term Care
Betsy August MD
Beverly Podiatry (Timothy Tobin, Dpm)
BIDCO
BIDMC
BIDMC-Milton
BIDMC-Needham
BIDMC-Plymouth
Bienkowski MD, Daniel W.
Boston Ent Associates PC
Boston Healthcare For The Homeless
Boston Ivf-Crmi Holding LLC
Boston Medical Center
Boston Public Health
Boston Spine Group
Bourne Manor
Bridgewater Pediatrics
Brigham And Women'S Faulkner Hospital
Brigham And Women'S Hospital
Bright Star Health (Wendy Sergeant, MD)



Mass Hlway Participants



- Brockton Neighborhood Healthcare
- Brockton VNA
- Burlington Ob/Gyn Associates
- Burlington Pediatrics LLC
- Burlington Podiatry Associates
- Cambridge Health Alliance
- Cape Cod Health Care
- Cape Cod Hospital
- Care At Hand, Inc.
- Care Tenders
- Carewell Dental, PC
- Carewell Urgent Care
- Caring Health Center
- Carson Center
- Center For Human Development
- Chair City Family Medicine
- Chang & Winchell Co.
- Charlene Manor
- Charles River Eye Associates
- Charlton Family Practice
- Charlton Optical
- Chelmsford Pediatrics
- Chestnut Hill Pediatrics LLC
- Child Health Center
- Children'S Garden Pediatrics

- Childrens Hospital Boston
- Children'S Medical Office
- Childrens Medical Services
- Christopher Coakley
- Christopher House
- Clinical And Support Options
- Commonwealth Surgical Associates
- Community Counseling Of Bristol County
- Community Health Center Of Franklin County
- Community Health Programs, Inc.
- Community Healthlink
- Community Nurse & Hospice Care
- Community Pediatrics PC
- Community Substance Abuse Centers
- Cooley Dickenson Medical Center
- Cove Pediatrics
- Crown Colony Pediatrics
- Cutchins Programs For Children And Families
- CVS Minute Clinics
- Dallos
- Dana Farber Cancer Institute
- David E. Adelberg MD
- David Lhowe MD
- Dermatology Services
- Digestive Health Associates



Mass Hlway Participants



Dimock Center
Dowd Medical Associates
Dr. George Milowe
Dr. James Haines
Dr. Michael Lakher
E. Russell Young MD
Eascare Ambulance Service
East Boston Neighborhood Health
East Longmeadow Skilled Nursing
East Milton Pediatrics
Edward A. Ryan MD, PC
Edward M. Kennedy Community Health Center
Elder Service Of The Merrimack Valley, Inc.
Elder Service Plan
E-Linc
Ellen Jones Dental Center
Emerson Hospital
Emerson PHO
ENT Consultants
Eric S. Schrieber MD PC
Essex Surgical Associates
Excel Orthopaedic Specialists
Eye Associates PC
Eye Center Of The North Shore
Fairlawn Rehabilitation Center

Fairview Commons
Falmouth Hospital
Family Care Center Of Tewksbury
Family Doctors, LLC
Family Footcare Of Woburn
Family Health Center Of Worcester
Family Medicine North - Alain Chaoui
Fellsway Pediatrics PC Melrose
Fellsway Pediatrics PC Stoneham
Fenway Community Health Center Inc.
Fertility Centers Of New England
Foot And Ankle Center Of Massachusetts PC
Foot Health Center Of Merrimack Valley PC
Foundation Medical Partners Inc. (Pepperell Family Medicine)
Framingham Pediatrics
Franciscan Childrens Hospital
Frauenberger-Medfield
Frauenberger-Needham
Gardner VNA
Geiger Gibson CHC
Genesis Healthcare
Glen P. Bombardier, MD
Gorlovsky
Greater Lawrence Family Health
Greater New Bedford Health Center



Mass Hlway Participants



Habit OPCo Inc
Hakim And Safi
Hallmark Health Systems
Halward Blegen
Hampden County Physicians
Hand & Plastic Surgery Specialists Inc
Harbor Health Center - Hyannis
Harbor Health Center - Plymouth
Harbor Health Services
Harbor Medical Associates
Harold L. Freedman MD
Harrington Hospital
Harshad V. Sanghvi
Harvard Pilgrim Healthcare
Harvard Street Neighborhood Health Center
Harvard University Health Services
Hathaway Manor
Health Alliance
Health Alliance Home Health & Hospice
Hebrew Senior Life (Hebrew Rehab Center)
Heena Banker
Heywood Hospital
Heywood Medical Group (Heywood Hospital)
High Point Treatment Center
Highland Pediatrics

Hill Eye Associates PC
HiLLCrest Commons
Ho MD, Rose
Holistic Family Medicine
Holliston Pediatric Group-Holliston
Holliston Pediatric Group-Milford
Holy Trinity Nursing And Rehab Center
Holyoke Health Center
Holyoke Hie
Holyoke Medical Center (WMPA)
Holyoke Medical Center Specialties
Holyoke VNA
Homehealth VNA
Horizon Pediatrics Inc
Hospice Care In The Berkshires
Howard M. Zinman, MD
Hugh M. Cooper, MD
Hunt Nursing & Retirement Home
Internal Medicine Physicians Of The North Shore
James Haines MD
Jason M. Gilbert MD PC
Jeffrey S Feldman, MD
Jeremy B. Stern MD
Jessica Foley, LMHC
Jewish Healthcare Center



Mass Hlway Participants



JML
John Howland, MD
John Kalinowski, DDS
John M Tumolo MD
John Mudrock, MD
John Swierzewski
John Yee MD
Joseph M. Smith Community Health Center (JMSCHC)
Joslin Diabetes Center
Karen Szczechowicz MD PC
Katherine McGowan, MD
Katherine Murray-Leisure
Kellerman Dpm, Bart A.
Keojampa MD, Bounmany Kyle
Kevin Delacey MD
Kimball Farms Nursing Care Center
Lahey Health
Lahey-Northeast Beverly And Addison Gilbert
Lawrence General Hospital
Lee Albert MD
Lennox MD, Clara A.
Leo M. Cass MD PC
Lexington Pediatric Associates
Life Care Center Of Auburn
Lighthouse Nursing Care Center

Linda Manor
Lisa Kralian, OD
Longwood Pediatrics
Longwood Urology Associates
Lowell Community Health Center
Lowell Diabetes & Endocrine Center (Dr. Hayward Zwerling)
Lowell General Hospital
MACIPA
MAeHC
Main Street Pediatrics
Mandell Seagle
Mansfield Pediatrics Associates
Marian Manor, Inc.
Martha'S Vineyard Hospital
Martin Lesser, MD
Mass Ave Dental, LLC.
Massachusetts General Hospital
Masucci
Masucci MD, Peter E.
Mayflower Medical Associates
Medical Associates Of Saugus
Medical Resources Home Health
Medway Country Manor
Mercy Medical Center
Metrowest Accountable Healthcare Org.



Mass Hlway Participants



Michael Fabrizio MD PC
Michael Zach MD PC
Microsurgical Eye Consultants
Middlesex Surgical Associates
Milford Regional Hospital
Millbury Healthcare Center
Mitchell Abramson MD
Mitchell Zager MD
Mount Auburn Hospital
Mount Greylock Extended Care
MV Pediatrics
Mystic Valley Dermatology Associates PC
Mystick Women'S Health
Nantucket Cottage Hospital
Nasim Ghaffar Family Practice
Natick Pediatrics
Needham Pediatrics
NEHEN
Neighborhood Health Plan
Neponset Health Center
Neponset Valley Pediatrics, PC
NEQCA - Hanna, Raafat I Attia MD, PC
NEQCA - Wellesley Internal Medical Associates
NEQCA - West Suburban Internists
Network Health

Neurology Associates Of Western Massachusetts
New England Baptist Hospital
New England Ob/Gyn Associates, Inc.
New England Podiatry Associates
New England Urogynecology
Newton Wellesley Family Pediatrics
Newton-Wellesley Children'S Doctor
Newton-Wellesley Hospital
NHHIO
Nicola Mogavero
Noble Hospital / (Westfield Medical Corp.)
Noble VNA (Visiting Nurse And Hospice Services)
North Adams Commons
North Adams Regional Hospital
North Middlesex Womens Healthcare
North Reading Pediatrics, Inc
North Shore Cardiovascular Associates
North Shore Gynecology
North Shore Medical Center
North Shore Radiology Associates
North Suburban Surgical Associates PC
Northampton Wellness Associates
Northeast Behavioral Health Inc
Northeast Surgery Center LLC.
Northern Berkshire Pediatrics



Mass Hlway Participants



Northern Berkshire VNA
Northshore Physicians Associates PC
Norwell VNA
Notre Dame LTCC
Ophthalmic Consultants Of Boston
Orleans Medical Center
Orthopedic Associates Of Northern Berkshire
Overlook VNA
Pain And Wellness Center
Pain Management Clinic
Partners Healthcare
Partners In Internal Medicine (CMIPA)
Paul MD, Barry S.
Paul Radvany MD PC
PCHI - Charles River Medical Associates
PCHI - Pentucket Medical Associates
Pediatric Associates Of Malden
Pediatric Associates Of Medford
Pediatric Associates Of New Bedford
Pediatric Care Associates
Pediatric House Call
Pediatric Medical Care, Inc.
Pediatric Physicians Organization At Children'S, LLC
Pediatrics At Newton Wellesley
Pentucket Medical

Performance Pediatrics
Personal MD'S LLC
Peter E. Gee MD PC
Pilgrim Rehabilitation & Nursing
Pinnacle Health Management
Pioneer Valley Gastroenterology
Pioneer Valley Lung Associates
Pioneer Valley Pediatrics
Plymouth Bay Internal Medicine
Plymouth Carver Primary Care
PMG Physician Organization
Porter MD, Francis R.
Post Road Pediatrics, LLP
Prathima Reddy MD
Primary Care Family Center
Primary Care North
Primary Care Specialists, Inc.
Prime Medical Associates
Pulmonary And Primary Care
PVIX
Reading Internal Medicine
Reading Pediatric Associates PC
Redwood Pediatrics
Reiner, Zuckerman, Saillant
Reliant Medical Group



Mass Hlway Participants



Renin Associates PC
Reservoir Medical Associates
Revere-Winthrop Pediatrics
Rheumatology And Internal Medicine Associates
River Valley Health
Riverbend Medical Group
Robert E. Byrne, MD
Robert F. Commito MD PC
Robert Fishman, DO
Robert Lebow, MD
Roger Clark, DO
Rosenthal MD, Stephen
Roth, Rotter, And Laster
Royzak
Rukmini Kenia(Westfield Pediatrics)
S. Charles Khani MD
Salmon Vna & Hospice
Salter Healthcare
Saltzman Urological Associates PC
Sandwich Pediatrics
Senior Whole Health
Seniorlink
Sergio Camargo
Service Net
Seven Hills Behavioral Health Inc

Shantilal Kenia, MD
Shawsheen Medical Associates
Shields Health Care Group Inc.
Shrewsbury Ob-Gyn, PC
Signature Health - Brockton Hospital
Sippican/Whittier Healthcare Center
SMOC Behavioral Health Services
South Cove Community Health Center, Inc.
South Cove Manor Nursing & Rehabilitation Center
South End Community Health Center
South Shore Hospital
South Shore Nephrology
South Shore Skin Surgeons PC
South Shore VNA
South Suburban Pediatrics, Inc
Southcoast Health Systems
Spaulding Hospital For Continuing Medical Care Cambridge
Spaulding Hospital For Continuing Medical Care North Shore
Spaulding Nursing & Therapy Center North End
Spaulding Nursing & Therapy Center West Roxbury
Spaulding Rehabilitation Hospital Boston
Spaulding Rehabilitation Hospital Cape Cod
Spectrum Health Systems Inc
Spoerri-Bowman Do, Rebecca
Spy Pond Pediatrics



Mass Hlway Participants



Stafford Pediatric Associates
Stanley Street Treatment -SSTAR
Stephen J. Levine, MD
Steven Rozak MD
Steward (Morton Hospital)
Steward Health
Stoneham Medical Group
Stoneham Pediatrics
Stony Brook Primary Care
Sturdy Memorial
Suburban Internal Medicine
Sullivan MD, John J.
Sunita Godiwala MD (CMIPA)
Surgical Neurological Associates
Susan Wexler, DPM
Swansea Pediatrics
Taunton Nursing Home (Pinnacle Health Management)
Tenet New England Vanguard (St Vincents/Metro West)
Thomas Judd, MD
Thomas Pearce MD
Tri-County Medical Associates
Tufts Health Plan
Tufts Medical Center
Tufts Medical Center- Satellite
Umass Memorial

Unitcare Network
Universal Health Services
VA Hospital
Valley Health Sysrems Specialists
Valley Medical Associates
Village Pediatrics
VNA Care Network
VNA Of Cape Cod
VNA Of Eastern Mass. Inc.
Walden Pond Pediatrics
Walmart/Sams Club
Walpole Area VNA
Wareham Pediatric Associates
Wayland Pediatrics
Well Life Medical, PC
Wellesley Primary Care Medicine PC
West Cambridge Pediatrics
West Suburban Pediatrics
Westbrookfield Family Practice
Westwood Pediatrics
Whiting Medical Associates
William Belcastro MD
William Dunn, DO
Williamstown Commons
Wilmington Pediatrics



Mass HIway Participants



- Winchester Anesthesia Associates
- Winchester Emergency Medical Associates
- Winchester Family Physicians
- Winchester Highland Management
(Multiple Practices)
- Winchester Hospital
- Winchester Hospital Urgent Care Specialists
- Winchester Ob/Gyn Associates
- Windsor Nursing Home
- Wing Memorial
- Wissam Khoory MD
- Woburn Nephrology Associates
- Womens Health Associates
- Woodland Internists PC
- Worcester Rehab And Healthcare Center
- Yavshayan
- Yogmand Pediatrics
- Zucker MD, William J.



Why Mass Hlway?



Mass Hlway is foundational technology for helping healthcare organizations improve quality and safety, increase convenience of care for patients, and improve efficiency

Providers are using the Mass Hlway to satisfy requirements of many programs:

- State Physician Licensing Requirements (MA Chapter 224 - 2017 requirement to connect to Mass Hlway)
- 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)



Subsidized Rates



Massachusetts Health Information Highway (Mass HIway) Rate Card

Effective Date – October 1, 2014

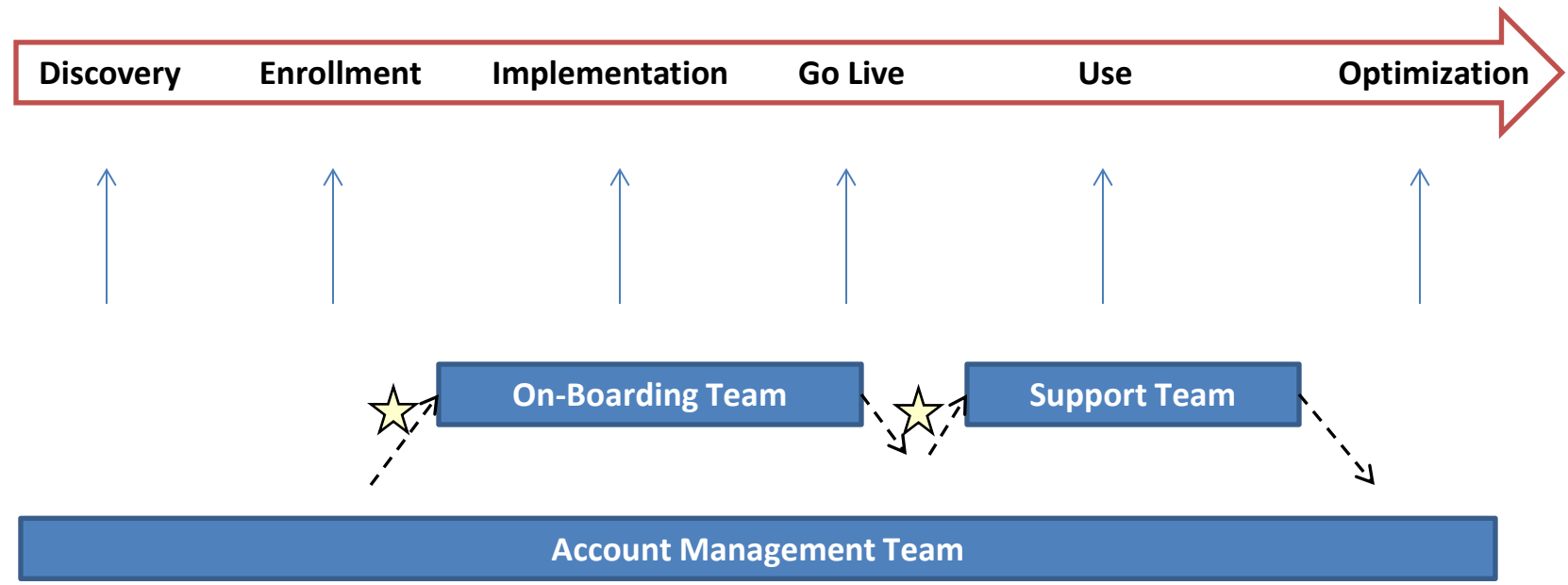
Tier	Category	Description	One-time set-up fee (per node)	Direct Messaging Service			Direct Messaging Service + Query & Retrieve Service	
				Annual HIE Services Fee (per node)	Annual HIE Services Fee + LAND (per node)	Annual HIE Services Fee Webmail (per mailbox)	Annual HIE Services Fee (per node)	Annual HIE Services Fee + LAND (per node)
Tier 1	1a	Large hospitals/Health Systems	\$2,500	\$15,000	\$27,500	\$60	\$30,000	\$42,500
	1b	Health plans						
	1c	Multi-entity HIE						
	1d	Commercial imaging centers & labs						
Tier 2	2a	Small hospitals	\$1,000	\$10,000	\$15,000	\$60	\$17,500	\$22,500
	2b	Large ambulatory practices (50+ licensed providers)						
	2c	Large LTCs (500+ licensed beds)						
	2d	Ambulatory Surgery Centers						
	2e	Ambulance and Emergency Response						
	2f	Business associate affiliates						
	2g	Local government/Public Health						
Tier 3	3a	Small LTC (< 500 licensed beds)	\$500	\$2,500	\$4,500	\$60	\$4,750	\$6,750
	3b	Large behavioral health (10+ licensed providers)						
	3d	Large FQHCs (10+ licensed providers)						
	3e	Medium ambulatory practices (10-49 licensed providers)						
Tier 4	4a	Small behavioral health (< 10 licensed providers)	\$25	\$175	\$250	\$60	\$275	\$350
	4b (includes former 3c)	Home health, LTSS						
	4c	Small FQHCs (< 10 licensed providers)						
	4d	Small ambulatory practices (3-9)						
Tier 5	5a	Very Small ambulatory practices (1-2)	\$25	\$60	\$60	\$60	\$90	\$90



Discussion Item 2: Getting Started



Customer Lifecycle





Should you become a Participant?



If you are considering becoming a Mass HIway participant, let us know and one of our Account Managers will assist you

Here are some questions for you to think through:

- What requirements do you have that the Mass HIway can address (e.g., Program/grant requirements, clinical improvement initiatives, business improvement initiatives)?
- What organizations do you exchange clinical information with today
- How is information exchanged (e.g., Phone, fax, mail, courier, interface, not at all, etc...)?
- What are the benefits your organization can gain from moving from legacy information sharing processes to the Mass HIway? (Gains in quality/safety, patient convenience of care, and/or efficiency and cost savings)
- Are your information trading partners on the Mass HIway?
- What clinical, business, and technology leaders do you need to engage within your organization?



To enroll your organization can execute a Participation Agreement

- Your Account Manager can get you the forms you need or they are available for self-service at:
<http://masshiway.net/HPP/HowtoJoin/StepstoEnroll/index.htm>
- By having all participants sign a Participation Agreement and agree to a common set of Policies and Procedures, we are able to establish a community of trust for secure exchange of personal health information



Enrollment – Process/Timeline



Discovery	On Boarding	Testing	Go Live
Week 1 – 2	Week 3 – 5	Week 6 – 8	Week 9
Connection Type Forms/Certs	Installation Work	Loop back test Transaction testing	Migrate to production

- **Connection to the Mass Hlway is dependent on capabilities of your EHR vendor and your organization’s technical architecture. Your Account Manager will walk you through the connectivity options to find the best solution for you:**
 - Direct connection to EHR
 - Local Area Network Device (LAND) solution
 - Webmail
- **Your account manager will also help you set up your addresses for the Provider Directory**
- **The implementation team will configure and test the solution and bring your organization live**

Note: Above timelines are indicative of a typical effort time spent by the Mass Hlway team from the time all of the completed requirements are obtained from the participant and vary by connection type/EHR vendor.



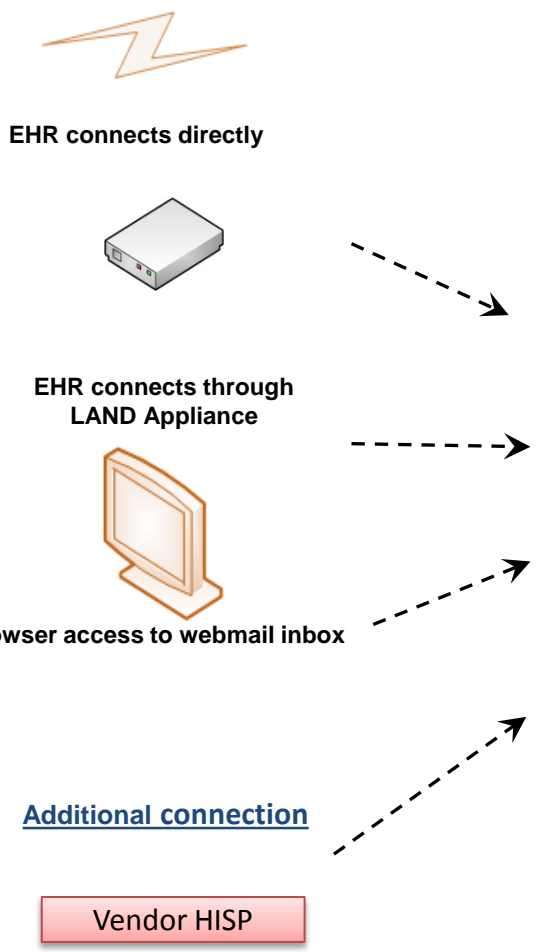
Connectivity Options



User types



Connectivity options



HIE Services





Visit www.masshiway.net for the latest information and resources!

The screenshot shows the homepage of THE HIWAY (Massachusetts Health Information Highway). The header features the logo on the left and the text "Welcome to the Massachusetts Health Information Highway" in blue and orange. Below the header is a navigation menu with items: Home, About, Services, Resources, News and Events, How to Join, Patients and Families, and Contact Us. The main content area has a background image of two healthcare professionals, a woman and a man, looking at a laptop. A dark grey text box at the bottom of the image contains the following text:

Interconnected care
The Mass HIway will provide a mechanism for patients, providers, public health officials and other to access data and health information to inform health care delivery and support improvements in health care quality.



Account Manager	Email	Phone
Murali Athuluri	mathuluri@maehc.org	781-296-3857
Jim Bush	jbush@maehc.org	339-222-6124
Len Levine	llevine@maehc.org	339-223-3498

The Massachusetts Health Information Highway

1.855.MAHIWAY (1.855.624.4929) Option 1

masshiway@state.ma.us

www.masshiway.net