Clinical Engagement Program
“Unleash the Power of Our Clinical Connections”

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Making Meaningful Connections
Point of Care Exchange

Health Link

**Patient Summary**

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
<th>Facility</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>02/12/2014</td>
<td>Dyspnea, CHF</td>
<td>Metro South</td>
<td>Inpatient</td>
</tr>
<tr>
<td>02/04/2014</td>
<td>Diabetes Mellitus Type 2</td>
<td>City Clinic</td>
<td>Outpatient</td>
</tr>
<tr>
<td>02/02/2013</td>
<td>Hypertension</td>
<td>City Clinic</td>
<td>Outpatient</td>
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</table>

**Encounters Most Recent**

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
<th>Facility</th>
<th>Type</th>
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<tbody>
<tr>
<td>02/15/2014</td>
<td>Metformin (GlucoPhage)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12/10/2013</td>
<td>Lisinopril HCTZ (Prinzide)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12/10/2013</td>
<td>Simvastatin (Zocor)</td>
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**Medications Most Recent**

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
<th>Dose</th>
<th>Quantity</th>
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<tbody>
<tr>
<td>02/12/2014</td>
<td>System Generated Summarization of Episode</td>
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<tr>
<td>02/07/2014</td>
<td>Summarization of Episode</td>
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<td>01/28/2014</td>
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**Clinical Summaries Most Recent**

<table>
<thead>
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<th>Date</th>
<th>Description</th>
<th>Source</th>
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<tbody>
<tr>
<td>01/31/2014</td>
<td>Penicillin V Potassium</td>
<td>Severe</td>
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<tr>
<td>01/31/2014</td>
<td>Pollen</td>
<td>Unknown/Not Provided</td>
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<tr>
<td>11/02/2013</td>
<td>Strawberries</td>
<td>Mild</td>
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**Allergies Most Recent**

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
<th>Severity</th>
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<tbody>
<tr>
<td>02/16/2014</td>
<td>Glucose</td>
<td>117 mg/dL</td>
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<tr>
<td>02/13/2014</td>
<td>A1C</td>
<td>9.9 %</td>
</tr>
<tr>
<td>11/02/2013</td>
<td>Lipid Panel</td>
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</table>

**Test Results Most Recent**

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
<th>Value</th>
<th>Range</th>
<th>Flag</th>
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<tr>
<td>01/31/2014</td>
<td>Pneumococcal</td>
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<td></td>
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<tr>
<td>11/31/2013</td>
<td>Influenza</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10/22/2012</td>
<td>Influenza</td>
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Agenda

• Overview SDHL Clinical Engagement Program
• Value for Customers
• Program Pillars
• Program Updates
• Customer Success Stories (testimonials, panel)
• How to Participate
Why Clinical Engagement?

On-site
Open Dialogue
Partnership
Listening
Educate

Focus on Clinicians
Alleviate Fears
Support
Workflow Integration
The Value to Your Organization

• Team of professionals
  – Dedicated to your organization
• Individualized Value-Based Training
• Clinician Engagement and Buy In
• Improved Workflow Efficiencies
• Increased Staff Satisfaction
• Improved Patient Outcomes
Pillars of Clinical Engagement

**Discovery**
- Onsite Discovery Sessions
- Open Dialogue Meetings
- Customized Use Cases

**Training**
- Onsite Value-Based Education & Training Sessions
- Workflow Integration Support
- User Guides & Toolkits

**Support**
- Ongoing Supportive Education & Training
Onsite Discovery Sessions:

Approach:
- Open Dialogue Discussion
- Combination of Service Lines & Roles

Focus:
- Community and hospital based clinical program initiatives
- Workflows
- Staffing Models, Roles and Responsibilities
- Service Line Use Cases
Use Case: Improving Clinical Documentation

THE CHALLENGE
Trying to capture accurate medical histories from poor historian patients takes tremendous time and effort. Often, it requires clinical teams to go through the manual process of multiple phone calls and faxing to receive accurate medical information for patients who are not able to provide accurate information themselves. Without this vital information, it can delay care and result in exposure for the clinical care teams and patients to medical errors due to incomplete and inaccurate information.

Benefits

- **Triage/Intake**: Provides immediate and expanded access to community clinical data to assists with accurately capturing medical & medication histories.
- **Provider**: Assists with Medical Decision Making by providing access to recent visit histories, testing and results data.
- **Patient**: Assists with capturing accurate medication histories for patients who are not able to verbalize, reducing potential for adverse events due to inaccurate or missing information.

Impact

- **Patient Satisfaction**: Enhances patient satisfaction by decreasing stress levels for patients who are not able to provide accurate medical history information.
- **Staff Satisfaction**: Improves staff satisfaction by eliminating the phone and fax process to obtain a patient medical record and results.
- **Workflow Efficiencies**: Improves patient care by providing immediate electronic access to patients medical information. Reducing resource time & efforts to obtain patient information manually.
Recommendations/Opportunities:

– Align the Solutions
  • Medication Query
  • Referral Management
  • Point of Care Exchange

– Roles to include in Training

– Opportunities for expansion of use
  • What departments weren’t included that may consider for next round

Adoption Challenges:

– Upgrades to technology in near future
– Lack of Single Sign On with EHR
– New EHR implementation scheduled
DISCOVERY DELIVERABLES

Workflow(s) Identified:
– ED- Patient Arrival

Patient Arrives to ED

Intake access Point of Care Exchange to collect all demographics

Transfer patient to ED triage

End

Patient discharged

Evaluation and treatment by clinician
Onsite Services Tailored to Client Needs:

**Settings:**
- Classroom
- Department
- Individual Sessions

**Value-Based Messaging:**
- Customized for Audience
- What’s the need
- Alignment with real-world challenges

**Workflow Alignment:**
- Integration Support
Training Guides & Education Materials

Training Toolkits
- Overview of SDHL
- Current Data Contributors
- FAQ Sheets
  • General
  • Support
- Quick Reference Guides

Manager Talking Points

Marketing Collateral
- Awareness Posters
- Client Brochure
- Consumer Brochure
South Dakota Health Information Exchange
Health Link Suite of Services

OUR MISSION

The mission of South Dakota Health Link is to foster the sharing of information through a secure platform to improve the quality, safety and efficiency of care provided to all citizens.

SERVICES

- Community Health Record
- Referrals Management
- Medication History
- Direct Secure Messaging
- Immunization Registry Reporting
- Event Notifications

CARE COORDINATION

South Dakota Health Link Point of Care Exchange

HOW DOES POINT OF CARE EXCHANGE HELP?

Through the Point of Care Exchange, you will have access to a limited set of patient information which includes:

- Patient History
- Diagnoses
- Lab and Test Results
- Medication History
- Allergies
- Radiology Reports
- Demographic Information
- Insurance Information

Having access to accurate, complete patient information enables you to make informed decisions that result in the best patient outcomes. You will reduce time spent tracking down records and reduce duplicated, unnecessary tests. South Dakota Health Link Point of Care Exchange is the solution.

South Dakota Health Link Point of Care Exchange supports exchanging a limited set of electronic patient chart information safely and securely among physicians, hospitals, clinics, laboratories and other healthcare providers throughout our state. The Point of Care Exchange helps:

- Enable healthcare providers to access a defined set of patient electronic chart information across the network of providers allowing for faster, more accurate diagnoses and less time and effort for everyone involved.
- Enable healthcare providers to share critical information immediately during a routine visit or medical emergency helping eliminate the need for phone calls, faxing and mailing of charts and records.
- Ensure that critical, life-saving information is available to the healthcare providers in the event of an emergency.

Currently, healthcare providers can spend hours or even weeks gathering health information for their patients. Sometimes the information is not available at all. And anyone who’s ever played “Telephone” as a child understands the possibility for errors can increase with each fax and phone call. The Point of Care Exchange is designed to help healthcare providers save time, improve care and reduce costs.

Participating is a win-win for all of us!
South Dakota Health Link Point of Care Exchange

FREQUENTLY ASKED QUESTIONS - GENERAL FAQ'S

What is HIE?
The Point of Care Exchange is a service of South Dakota Health Link, South Dakota’s statewide HIE – Health Information Exchange. An HIE assists in the electronic movement of health-related information among organizations according to nationally recognized standards. HIE is also sometimes referred to as a Health Information Network (HIN).

Who is South Dakota Health Link?
South Dakota Health Link connects hospitals, federally qualified health centers, primary care providers, specialists, labs and pharmacies as well as public health and other state agencies. It’s a one-of-a-kind network that allows secure consultations and the sharing of test results with other providers for better patient outcomes.

Health Link is provided by the South Dakota Department of Health and guided by an active advisory council working toward a common goal: Foster the sharing of information to improve the quality, safety and efficiency of care provided to all citizens.

What is South Dakota Health Link Point of Care Exchange?
Point of Care Exchange is a Community Health Record that allows healthcare professionals the ability to access a limited set of patient information from multiple participating sources such as Hospitals, Ambulatory Care Providers, and Pharmacies throughout the community.

What is the difference between an Electronic Medical Record and Community Health Record?
An EMR contains standard medical and clinical data usually gathered in one provider’s office. Whereas the Community Health Record aggregates data from multiple sources and provides a longitudinal view of the patient’s complete medical record.

When should I access The Point of Care Exchange?
The Point of Care Exchange can be accessed for all patient encounters. If a community health record is available, healthcare providers will have access to a more comprehensive view of the patient’s medical history and results.

For example, if a patient has visited two different hospital Emergency Rooms who are contributing data to Point of Care Exchange, data from their lab tests, reports, medical history would be accessible in Point of Care Exchange—all available on-demand and easily viewable.
Training Guides & Education Materials

Patient Search

Performing a Patient Search

Use the Patient Search to locate patients. You may search for a patient using any of the following search elements:
- **Patient Name**: One or more letters from the beginning of the last name
- **Medical Record Number**: One or more digits from the MIRN (leading zeroes will be dropped; the search is left justified)
- **Social Security Number**: Full or last four digits (system will show like MIRN combinations)
- **Date of Birth**: Use the MM/DD/YYYY format

To Perform a Search:

1. Log into the Collaboration Suite 7.2. The Patient Search page appears.

Patient Search and the Patient Catalog

In the Patient Search list, CHD displays an expand icon next to a patient name to indicate when there is more than one patient record for the individual in the patient catalog. When you click on the expand icon, the record expands, displaying all matching results.

If you determine that one or more of the patient records do not belong to a patient, you may manually dissociate those unraveled records.

For more information about the patient catalog, see the Patient Catalog Product InfoSheet.

For additional information about the patient Move (MP) tool, refer to the Patient Move (MP) Quick Reference.

Patient Chart: Medications

Introduction

The Patient Chart can be configured to include patient medication history. The medication history feature consists of several components. This feature includes components for viewing medication orders as well as ambulatory meds. The medication history tab also includes a component for accessing the Prescription Monitoring Program (PMP) data. Clinicians would use the PWP feature to identify prescription drug abuse. The Medications tab contains a twelve-month history for each patient.

Accessing the Meds Tab

1. Log in to Community Health Record (CHR).
2. Complete a patient search to locate the patient whose medication history you wish to view.
3. In the Patient Chart Tabs menu, click Medications (see Figure 1). CHR displays the Medications tab work area (see Figure 1).

Note: The Medications Tab displays known medications and alerts using the available medication information.

Table: Medications Tab Work Areas

<table>
<thead>
<tr>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Print</strong></td>
</tr>
<tr>
<td><strong>Patient Chart Tab</strong></td>
</tr>
<tr>
<td><strong>Allergies</strong></td>
</tr>
<tr>
<td><strong>Medication History</strong></td>
</tr>
<tr>
<td><strong>Medication History</strong></td>
</tr>
<tr>
<td><strong>Ambulatory Medications</strong></td>
</tr>
</tbody>
</table>
BOGGED DOWN BY MISSING PATIENT INFO?

AT REGISTRATION
Primary Care Provider? Don’t know.

AT INTAKE/ASSESSMENT
Current Medications? Can’t seem to find it.

AT PROVIDER
Patient History? Health isn’t all there.

YOU’VE GOT THE ANSWER RIGHT THERE AT YOUR FINGERTIPS.

SD HEALTH LINK POINT-OF-CARE EXCHANGE
The ticket to next-level efficiency and one-stop community patient info access.

YOUR SOURCES:
- Correctional Health
- Diagnostics
- Hospitals
- PCPs
- Pharmacies
- Specialists

YOUR DATA AVAILABLE:
- Allergies
- Current Medications
- Demographics
- Insurance
- Medical Problems
- Past Medical History
- Primary Care Provider
- Recent Diagnostic Testing
- Recent Medication Changes

AND YOU’RE NOT THE ONLY ONES WHO FEEL THE BENEFIT OF THIS RESOURCE.

"90% of SD acute care hospitals and 88% of SD physicians have adopted EHRs."
Ongoing Support Services

Client Support & Elicit Feedback:
- 1 week, 30, 60, 90 days post go-live
- Supportive Education/Training Sessions
- Troubleshooting
Voice of Our Members

• Lewis Drug/SDSU Project
  – Heather Storey, PharmD, Clinical/Consultant Pharmacist

  – Discovery Meeting Aug 31, 2016
  – Training Sept. 21 & 22, 2016
Voice of Our Members

• Horizon Healthcare Inc.
  – Leonard Wonnenberg, PA-C
  – Geralyn Hahne, PA-C, RN

  – Discovery Meeting July 19, 2016
  – Training Aug. 11, 2016
Voice of Our Customers

• ‘We weren’t aware we had this available to us.’
• “This will help expedite our intake process, especially with our poor historian patients”
• ‘This would be very helpful to us.’
• ‘This would cut down on nurses’ time searching for information, calling, faxing.’
• ‘What we use isn’t up to date information, this would really help us to know the information was trustworthy.’
• ‘This will help in our Health Home activities, especially Care Coordination.’
SDHL PROGRAM SUCCESS

Discovery Sessions
7 SDHL Stakeholder Meetings
18 Healthcare Service Areas
47 Stakeholder Participants
34 Staff Roles

Community Partners
Madison Regional Health Center
Brookings Health System
Correctional Health
Lewis Family Drug
Horizon Health Care
South Dakota State University

Over 200 New Users of SDHL Point of Care Exchange
Mary Arrives at the ED

• Critical information is shared
• Immediate access to Mary’s medications, labs, past treatment
• Triage begins before the patient arrives
• Mary’s burden to provide information is reduced
• Clinicians are trained on HIE integration into their workflows
Mary’s Care Coordination with PT

- Schedule post discharge appointments
- Closing the referral loop
- Coordinating care and patient information
- Patient stress is reduced knowing appointments have been made and information is flowing between the clinicians
How to Participate

• Contact SDHL by phone or email
  – Stacie Davis
    • stacie.davis@dsu.edu
    • 605.291.2215

• List of Suggested Attendees/Service Lines
• Schedule Discovery Meeting
Questions?

Contact us to start on the road to improved workflows and patient care.

Clinical Engagement at South Dakota Health Link
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Holly Arends
qualityconsultingsd@icloud.com