USING ELECTRONIC HEALTH INFORMATION EXCHANGE TO SURVIVE & THRIVE IN TODAY’S HEALTH-CARE ENVIRONMENT

PRESENTED BY WISHIN

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ABOUT WISHIN

˃ An independent not-for-profit organization
˃ Appointed as the State-Designated Entity for Wisconsin's health information exchange (Act 274)
˃ Founded by the following organizations:
  • Wisconsin Hospital Association
  • Wisconsin Medical Society
  • Wisconsin Health Information Organization
  • Wisconsin Collaborative for Healthcare Quality

ABOUT WISHIN

˃ Dedicated to bringing the benefits of widespread, secure, & interoperable health information technology to caregivers throughout Wisconsin
˃ Building a statewide health information network that connects hospitals, clinics, managed-care organizations, skilled nursing facilities, home health agencies, and anyone else involved in patient care.
˃ The network provides a community health record for a patient, accessible by all WISHIN participants involved in that patient's care.
WISHIN SERVICES

- **WISHIN Pulse** – a longitudinal, patient-centric community health record
- **Direct Messaging** – point-to-point messaging designed specifically for exchanging patient health information
- **Patient Activity Reports** – Daily reports of patients’ hospital visits based on an ADT or patient file
- **Real-time-capable notifications** via our partner, PatientPing.

CHALLENGES IN TODAY’S ENVIRONMENT

- Health-care data has been widely digitized, **but**
  - Too often, we de-digitize it in order to share it
  - Sharing data can still be a unique, manual, untimely and error-prone order-fulfillment process rather than an automated, repeatable, real-time process.
- **Patients are mobile**, and that complicates the task of care coordination
- Now more than ever it’s critical that those who share responsibility for patient care are actually able to collaborate
- **Success means doing the right thing for patients and those who care for them**

POSITIONING FOR SUCCESS

- **Visibility beyond your virtual four walls:**
  - What's happening where the patient is now? What's happened in the past?
  - **More Information is better.** When there's more to the story, everyone needs to know:
    - Today’s current information is the first paragraph in a new chapter in the patient's clinical story. Everyone involved needs to know the previous chapters so they can write a satisfying conclusion together.
  - **Coordinated care is better.** Everyone should be pulling in the same direction.
Effective reciprocal electronic information sharing:
- Leverages the digitization of health care information
  - Information must not need to be de-digitized in order to be shared.
- Automates and prospectively shares information
  - Must not require substantial manual effort/human intervention to share information.
- Easy to implement
  - Must not be technically complex.
  - Must scale.
  - Must fit into clinical workflow.

WISHIN PULSE

Pulse is a community health record
- Aggregated summary of patient information from multiple organizations.
- A longitudinal view of patient health information
- Data not segregated by provider source

Pulse can include the following data:
- ADT (problem list, allergies, diagnosis, etc.)
- Laboratory & pathology results
- Care summaries (e.g., C-CDA)
- PDMP integration
- Medicaid prescription fill

WISHIN has a one-to-many architecture
- One connection to WISHIN connects you to all other network participants - and them to you — with a single login/password

WISHIN informs clinical decision-making and care coordination
- A convenient way to supplement clinical data in the local system with additional history/data from other sources
- Clinical information follows patients wherever they seek care in the network
- Ensures that clinical information is available even when a care transition is unplanned (e.g., emergency room, EMS transport)

WISHIN automates an inefficient, manual process
- Information is shared automatically and prospectively with the entire system in near-real time
- Reduces administrative burden of requesting/fulfilling requests for clinical information — including a revolution of face-sheet delivery to EMS providers. (“UNPLUG THE FAX”)
WISHIN-PATIENTPING PARTNERSHIP

- A Shared Network
  - ADT activity across the robust WISHIN network informs PatientPing notifications

- Seamless Integration
  - PatientPing notifications come with embedded single-sign-on "doorway" into the patient's WISHIN Pulse community health record

- Visibility Beyond Your Virtual 4 Walls
  - Patients are mobile; WISHIN and PatientPing show you who, what, where, why – as it happens

PULSE AND PATIENTPING – BETTER TOGETHER

- Access to patient's community health record
  - Clinical information from acute-care stay(s) or ED encounters available as soon as it exists in source EHR

- A single connection point
  - No need to juggle different passwords or manage connections to multiple other providers.

- Smooth transitions to other community providers
  - Eliminate the burden of manually sharing your clinical records with providers

- Redundancy/disaster recovery
  - When you participate in WISHIN, you are essentially creating a backup version of your own records.
2/13/2019

WISHIN PULSE DASHBOARD

- Unique Patients: 5,848,182
- Admit, discharge, transfer, diagnosis, allergies, problem lists, and patient demographic data
- ADT Transactions: 463,218,346
- Laboratory and pathology final results: 107,173,386
- Electrocardiogram final reports: 167,798
- Radiology transcribed reports: 3,568,083
- Public health syndromic surveillance data: 187,050,829
- Unique patients in the WISHIN Pulse Master Patient Index: 5,848,182
- Updated: August 31, 2018

WISHIN PULSE PATIENTS AS % OF TOTAL COUNTY POPULATION

- The percentage of patients shown is a reflection of contributing organizations from the previous slide.
- Even with system holdouts to the west and northwest, there are still patients represented in each county.
- The addition of Medicaid prescription data has brought in new patients.
- Evidence that patients are transient and there is a need for broader access and awareness to patient information beyond a specific system EHR.

THE WISHIN NETWORK

- Ascension Wisconsin (Columbia-St. Mary's, Wheaton Franciscan, Ministry, Affinity)
- Milwaukee community health systems (Aurora, Children's, Froedtert)
- Watertown Regional Medical Center
- United Hospital System
- Bellin, ThedaCare
- Agnesian Health Care
- Dean/SSM hospitals and clinics
- Safety-net clinics (ARCF, Sixteenth Street, Progressive, Outreach, Milwaukee Health Services, Kenosha, Ignace, Muslim CHC, Bread of Healing, Scenic Bluffs, Northlakes, ARCW)
- Many smaller hospitals including: Door County Medical Center, Reedsburg Area Medical Center, Divine Savior Healthcare, Crossing Rivers Health
- And more

WISCONSIN STATEWIDE HEALTH INFORMATION NETWORK
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DO YOU NEED ELECTRONIC HIE?

> Imagine the alternative:
  > There's more to know about this patient, but I'd rather not know.
  > Something just happened with a patient for whom I'm responsible, but I'll check into it later, if I have time and remember to do so.
  > I'm not the only one caring for this patient, but I'm going to do my own thing and they can do theirs.

Q & A

FOR FURTHER INFORMATION

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