



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

PRESENTED BY WISHIN  
NOVEMBER 15, 2018

Wisconsin Electronic Health Information Network | www.wishin.org | NOVEMBER 4, 2018

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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

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### 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.

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### 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.

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### 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

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### 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.

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**POSITIONING FOR SUCCESS**

> **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.

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**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, diagnoses, etc.)	• Radiology results
• Laboratory & pathology results	• Transcribed reports
• Care summaries (C-CDAs)	• EKGs
• PDMP integration	• WIR integration
• Medicaid prescription fill	

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**WISHIN PULSE**

> **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 network in near-real-time
- Reduces administrative burden of requesting/fulfilling requests for clinical information -- including automation of face-sheet delivery to EMS providers. ("**UNPLUG THE FAX**")

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**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

WISCONSIN EXTENSIVE HEALTH INFORMATION NETWORK
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Page 10

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**PULSE AND PATIENTPING – BETTER TOGETHER**

1. WISHIN ADMIT/DISCHARGE/TRANSFER DATA SENT TO PATIENTPING
2. PINGS SENT TO PARTICIPATING ORGANIZATIONS WHO HAVE A RELATIONSHIP WITH THE PATIENT
3. SINGLE SIGN-ON TO WISHIN PULSE

Page 11

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**VALUE OF WISHIN PULSE**

- > **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.

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Page 12

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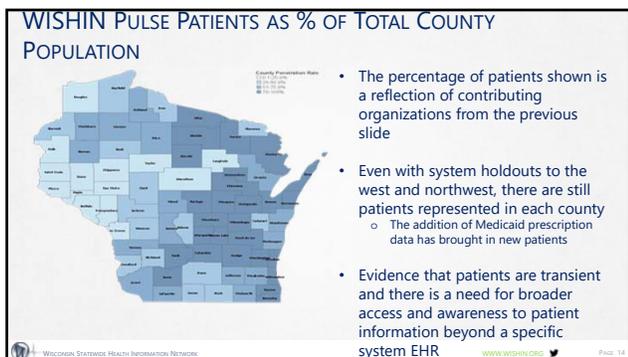
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- ### THE WISHIN NETWORK
- > Ascension Wisconsin (Columbia-St. Mary's, Wheaton Franciscan, Ministry, Affinity)
  - > Milwaukee community health systems (Aurora, Children's, Froedtert)
  - > Watertown Regional Medical Center
  - > United Hospital System
  - > Bellin, ThedaCare
  - > Agnesian Health Care
  - > Dean/SSM hospitals and clinics
  - > Safety-net clinics (ARCW, 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 hospital and clinics, Reedsburg Area Medical Center, Divine Savior Healthcare, Crossing Rivers Health
  - > And more
- Wisconsin Statewide Health Information Network | www.wishin.org | Page 15

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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.**

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### Q & A



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### FOR FURTHER INFORMATION

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WISCONSIN EXTENSIVE HEALTH INFORMATION NETWORK | WWW.WISHIN.ORG | Page 12

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