Best Practice: Information Exchange
Additional Presenters

WA/ACEP

Dr. Stephen Anderson

EDIE

Adam Green
Webcast Objectives

• Overview on ER is for Emergencies
• Best Practice: Information Exchange
• One Implementation: EDIE
• A fast timeline!
• How we can help
• Questions and comments
An Opportunity

Redirecting Care to the Most Appropriate Setting
Partnering for Change

• Washington State Hospital Association
• Washington State Medical Association
• Washington Chapter of the American College of Emergency Physicians
## State Approaches to Curbing ER Use

<table>
<thead>
<tr>
<th>When</th>
<th>What</th>
<th>Impact</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Original proposal</td>
<td>3-visit limit on unnecessary use</td>
<td>Cuts payments to providers</td>
<td>Won lawsuit; policy abandoned</td>
</tr>
<tr>
<td>Revised proposal</td>
<td>No-payment for unnecessary visits</td>
<td>Cuts payment to providers</td>
<td>Delayed by the Governor just prior to implementation</td>
</tr>
<tr>
<td>Current policy</td>
<td>Adoption of best practices</td>
<td>Improves care delivery and reliance on ER as source of care</td>
<td>Passed in latest state budget</td>
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If Unsuccessful

Revert to the no-payment policy.

$38 million in annual cuts!
Seven Best Practices
A) Electronic Health Information

**Goal:** Exchange patient information among Emergency Departments

- Identify frequent users
- Get access to treatment plans
- Use in providing care
- Exceptions for CAHs, hoping all will participate
Exchange Helpful for Other Best Practices

• To identify Patient Review and Coordination (PRC) clients
• To make PRC care plans available to ER physicians
• To provide feedback and help with performance measurement
Implementing an Electronic Information System
One Possibility: EDIE

Emergency Department Information Exchange (EDIE)

• 30 hospitals in Washington already using

• EDIE can:
  – Notify ED physician of frequency of ED visits and summary of ED discharges for past 12 months
  – Share guidelines for patient with other hospitals
  – Load patient’s treatment plan, so ED physicians can view

• Costs:
  – Depends on number of ED visits
  – Set up plus interface, plus $1,000 to $35,000 a year
Agenda

• Background
• What is EDIE?
• What does EDIE do?
• How does EDIE work?
• What does EDIE & EDIE Notifications look like?
• Who is using EDIE?
• What does it take to get EDIE?
• How much does EDIE cost?
• Additional Questions and Q&A
Background

• Collective Medical Technologies
  – Founded in 2005
  – Focus on utilization in the ED
  – Working in Washington State since 2008

• Recent Washington Related Activities
  – Opioid Abuse Workgroup
  – Data share agreement with HCA
  – Data share agreement with Molina Healthcare
  – Prescription Monitoring Program Pilot
What is EDIE?

• EDIE is
  – A collaborative case management framework for all types of special needs patients
  – A targeted tool for proactively notifying interested parties and stakeholders of relevant patient-specific events or behavior
  – A low-cost, automated solution for sharing actionable information to otherwise disparate parties

• EDIE is Not
  – An Electronic Medical Record
  – A fully-featured Health Information Exchange
  – A punitive tool to prevent or withhold treatment to the patient
What does EDIE do?

- Notifies EDs of high utilization patients or patients enrolled in care management programs and PRC
- Allows care managers to attribute care plans to a patient that can be shared across all participating facilities
- Allows care managers to alert PCPs of care plan creation and other patient factors concerning ED utilization
- Generates reports on patient utilization and other measures
- Relays PRC information to EDs and care managers
How Does EDIE Work?

1. Notification
2. EDIE
3. Transmitted Information
4. Notification Methods
5. Additional Data Sources
6. Provider Facilities
7. Health Plans

Notification Methods:
- Web
- Fax
- SMS
- Phone
- Email

Transmitted Information:
- Patient Health Information
How Does EDIE Work?

1. Hospital
2. Clinic
3. EDIE
4. Notifications
5. Mental Health Provider
6. Primary Care Provider

Collective Medical Technologies
What Does a Notification Look Like?

- Patient Identifier
- Notification Reason
- Patient PRC Alert
  - PRC Contact Information
  - PRC Providers
- Other Providers
- Care Guidelines
  - PCP Guidelines
  - ED Guidelines
  - Other Notes
What Does a Notification Look Like?

• 3 Month Visit List
  – Date / Time
  – Location
  – Diagnoses

• 12 Month Visit List
  – Visit Counts
  – Non Emergent Visits*
  – Facilities

• Narcotic Prescriptions (In Work)
• PDMP Data (Pilot in Progress)

* Non emergent visits as indicated by HCA NE Dx List
What Does EDIE Look Like?

- Patient / Visit Summary Section
- Care Guideline Section
- Investigation Section
What Does EDIE Look Like?

1. Patient Demographics
   - Name / Gender / DoB
   - MRN / Address

2. Patient Alias

3. Visit History Graph
   - Timeline
   - Facility
   - Composition

4. 3 Month Visit List
   - Date/Tim
   - Facility
   - Diagnoses

5. 12 Month Visit List
   - Facility
   - Visits (Aggregate)
   - NE Dx Visits
What Does EDIE Look Like?

1. Care Guidelines
   - From PCP
   - From ED

2. Patient History
   - Radiation Alerts
   - Overdose Alerts
   - Medical / Social Hx

3. Open Text Fields
   - Supports Copy/Paste
   - Customize to Patient needs
What Does EDIE Look Like?

1. Listed Payers
2. Current Providers
3. Recent Dx List
4. Recent Narcotic Prescriptions
Who is Using EDIE?

Also Boise, north Idaho, Portland
Who is Using EDIE?

- 30 Facilities currently live (20 in work)
- 1.3M ED visits going through EDIE
  - 900,000 in real time
  - 400,000 from HCA & Molina Healthcare
- Over 3,000 care guidelines in EDIE
- Over 40,000 Notifications Issued (annually)
- All PRC patients in EDIE
What Does it Take to Get EDIE?

• Legal / Compliance
  – Review & Execute Agreements
    • Business Associate Agreement
    • Data share Agreement
    • License Agreement
  – HIPAA?
    • Reviewed by John Christiansen, Esq
  – Timeline & Dependencies
    • Typical one to three weeks lead time from facility
    • CMT lead time one to two days for counter signing
What Does it Take to Get EDIE?

- **IT / IS**
  - Uplink (Facility to EDIE Data Flow)
    - Standard Connections (VPN & HL7)
    - Hands on keyboard time – 10 to 15 hours
  - Downlink (EDIE to Facility Data Flow)
    - Multiple delivery methods supported
      - Low tech fax – zero IT resources to set up
      - High tech EMR integration – preferred method, no extra fees to set up
    - Hands on Keyboard time – depends on delivery method
- **Timeline & Dependencies**
  - Is IT managed in-house or remotely
  - Notification delivery method (fax vs EMR)
  - Typical lead time two to four weeks
What Does it Take to Get EDIE?

- ED
  - Training
    - Training Sessions for both SMEs and general users
    - Online training sessions for flexibility and timeliness
  - EDIE User Account Creation
    - Initial user accounts created by CMT
    - Facility manages users after go-live
  - ED Workflow / Process Changes
    - Facility responsible for internal workflow / process changes
    - CMT works with care managers during and after go-live
  - Timeline & Dependencies
    - Two to three weeks including training and after go-live support
What Does it Take to Get EDIE?

• All key steps can be done concurrently
• CMT has capacity to support onboarding all remaining hospitals within mandated timeline
• CMT has never been the constraining factor to an implementation

• **Bottom line** – If a hospital wants to fast track EDIE implementation CMT is ready to accommodate
How Much Does EDIE Cost?

• Full EDIE Service
  – EDIE Setup / Integration: $1,500 - $5,000 per Facility
    • Determined by complexity and size of setup and integration
    • Discounts for multiple facilities on same IT network
    • Waived for CAH
  – Cost of Integration (Internal/Third-party)
  – Subscription: < $1,000 - $35,000 per year
    • Determined primarily by size of ED
    • Includes on going support and incremental updates to product

• ‘EDIE Light’ Service
  – Discontinued due to lack of interest
  – Unable to upload care plans
Common Questions

• My hospital uses X for an EMR, can EDIE connect to it?
• Can EDIE send Prescription Monitoring Program notifications?
• Can EDIE connect to my hospital’s HIE?
• What information does EDIE get from the HCA?
• Which best practices can EDIE help address?
Experience at Auburn

• Very valuable tool
• Used by all ED providers
• Using full system
• In place since early 2012
Training ER Physicians at Auburn
Quick Action Needed!

- Hospitals must submit attestations and best practice checklists to HCA by June 15, 2012
If hospitals representing at least 75% of Medicaid ER visits do not sign up, the state will revert to the no-payment policy.
Next Steps

How We Will Help
Direct Contact on EDIE

Adam Green
adam.green@collectivemedicaltech.com
For More Information

Carol Wagner, Senior VP, Patient Safety  
(206) 577-1831, carolw@wsha.org

Amber Theel, Director, Patient Safety  
(206) 577-1820, ambert@wsha.org

www.wsha.org/0443.cfm
Questions and Comments