

2010



Status Report on Health Information Exchange in Alaska



Prepared by the

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Introduction

In May 2009, the Alaska legislature unanimously passed Senate Bill 133 (SB133), an act creating a statewide Health Information Exchange (HIE) system that is interoperable and compliant with state and federal specifications and protocols for exchanging health records and data.

The Alaska Health Information Exchange (HIE) will be a carefully planned statewide solution to address our national problem of high spending and low returns on healthcare. The goals and services include HIE core services (master patient index, record locator service, messaging, audit and personal health record) and Electronic Health Record (EHR) practice services (readiness assessments and selection, workflow design / redesign, implementation support, outreach / education and IT support.)

Goals / Objectives

Alaska eHealth Network (AeHN), the non-profit contracted to be the governing board that will procure and manage Alaska's HIE, will use the funds from the State HIE Cooperative Agreement Program to fulfill federal requirements and meet the intent of Alaska Senate Bill 133 (SB133) to create a secure electronic health information exchange system that:

- Ensure that the confidentiality of individually identifying health information of a patient is secure and protected,
- Improves the healthcare quality, reduces medical errors, increases the efficiency of care, and advance the delivery of appropriate, evidence-based healthcare services,
- Promotes wellness, disease prevention, and management of chronic illnesses by increasing the availability and transparency of information related to the healthcare needs of an individual for the benefit of the individual,
- Ensures that appropriate information needed to make medical decisions is available in a usable form at the time and in the location that the medical service is provided,
- Produces greater value for healthcare expenditures by reducing healthcare costs that result from inefficiency, medical errors, inappropriate care, and incomplete information,
- Promotes a more effective marketplace, greater competition, greater systems analysis, increased choice, enhanced quality, and improved outcomes in healthcare services, and
- Improves the coordination of information and the provision of healthcare services through an effective infrastructure for the secure and authorized exchange and use of healthcare information

The State of Alaska, Department of Health and Social Services (DHSS) and all Alaskans will derive benefits through the HIE initiative via the following goals:

1. Improve security – increase patient privacy and security in exchanging medical records due to increased Health Insurance Portability and Accountability Act (HIPAA) compliance.
2. Improve efficiency – reduction of duplicate, unnecessary testing and procedures, improve monitoring and education of chronically ill patients to reduce or prevent unnecessary clinic/hospital visits, and reduce health agency administrative costs due to quick access to back-up documentation for insurance claim inquiries, audits, and malpractice allegations.
3. Better case management – improve patient outcomes due to timely intervention, access to patient health information, and seamless patient referrals to specialists or other clinicians.
4. Greater patient/provider satisfaction – standardize level of quality expert care irrespective of where patients reside in Alaska and when they need healthcare.
5. Enhance rapid response to public health emergencies.

Principle Activities and Timeline

The project schedule in Appendix A describes the high level tasks that are necessary to implement a statewide HIE for Alaska.

Accomplishments

Since the Alaska legislature passed Senate Bill 133 (SB 133) many accomplishments have occurred:

- In March 2010, DHSS entered into a Cooperative Agreement with the Office of the National Coordinator (ONC) to create an HIE in Alaska.
- In accordance with the American Recovery and Reinvestment Act (ARRA), the Governor named DHSS, Division of Health Care Services (DHCS) the State Designated Entity (SDE) to implement Alaska's HIE under the ONC Cooperative Agreement Program.
- The Governor announced Mr. Paul Cartland as the State Health Information Technology (HIT) Coordinator.
- In April 2010, DHSS contracted with Alaska eHealth Network (AeHN) to be the non-profit governing board that will procure and manage the HIE.
- HIE Governance roles and functions were established and the project charter was developed.
- AeHN received funding in April 2010 from the ONC to establish one of 60 nationwide HIT Regional Extension Centers (REC).
- AeHN established a Board of Directors for the Alaska HIE and selected the core HIE team.
- AeHN established advisory workgroups: clinical, technical, legal and outreach.
- Participant fee schedule has been approved by the AeHN Board of Directors.
- AeHN coordinated an effort to develop HIE product requirements, write a Request for Proposal (RFP), evaluate responses and select an HIE vendor for the State.
- AeHN published the RFP in May 2010.
- HIE vendor proof of concept demonstrations were held late August 2010.
- HIT Roadmap was developed in September 2010.
- DHCS conducted a survey of the Alaska Medicaid provider population to gather information to describe the current state of Health Information Technology (HIT) adoption and use of EHRs in provider offices and hospitals. The survey was conducted online between June 28th and September 28th, 2010. The survey remains open.
- HIE vendor reference check and site visit was completed the week of September 27, 2010. The due diligence phase of the HIE selection process occurred in October 2010, the HIE vendor contract was signed on November 30, 2011 with Orion, and implementation is scheduled to begin in January 2011.

State HIT Strategic and Operations plans were submitted to ONC on November 15, 2010 preliminary comments have been received and revisions are underway to address the comments.

Challenges

The unique challenges of dispersion of a small number of people over such a large area, combined with a sparsely distributed medical community, physical barriers to communication and a large number of healthcare players create significant disparities in the delivery of healthcare in Alaska. Due to these disparities, there is a critical need for improved communications among healthcare providers through Health Information Exchange (HIE) in Alaska in order to speed up healthcare access and provide efficiencies. The implementation of a secure statewide HIE will help overcome the physical and organizational barriers that limit Alaska's medical resources.

Other challenges that have been identified are:

- Capital appropriations for one-time computer system changes so State of Alaska department databases can interface with the Alaska HIE. This funding was identified in the FY 12 proposed budget but was removed.
- HIT plans must be approved in order to access HIE implementation funds. The Alaska HIT plan was submitted to ONC on November 15, 2010. The State HIT Coordinator met with the ONC project director the week of December 13th to review the State HIT Plan. An addendum to the State HIT plan is being prepared to address ONC's comments.
- Supporting providers to encourage long term participation in the HIE through implementation of the Medicaid EHR Incentive program and identifying support for providers that are not eligible for Medicaid EHR incentives.
- Supporting labs and pharmacies efforts to connect to the Alaska HIE.
- E-prescribing cost issues.

Appendix A – HIE Activities Timeline

Key:

- Board = HIE Board of Directors
- Core = HIE Core Team
- DHSS = Department of Health and Social Services Commissioner
- ED = HIE Executive Director
- HIE = Alaska HIE
- HITM = AeHN HIT Project Manager
- Legal = Legal Counsel
- OC = Outreach Consultant
- HITC = State HIT Coordinator

This high level timeline provides an overview of the activities which will accompany the implementation of an Alaska HIE with access for providers, patients, and payers.

Principal HIE Activities / Responsible Party

Principal Activities	Begin	End	Status	Responsible Party(ies)
GOVERNANCE				
Select entity to manage the Alaska HIE	10/01/2009	12/01/2009	Complete	DHSS
Complete contract between DHSS and selected entity	12/01/2009	01/16/2010	Complete	DHSS, ED, Legal
Establish full Board of Directors for Alaska HIE	12/01/2009	12/04/2009	Complete	DHSS, Board
Establish Board Finance Committee	12/16/2009	12/16/2009	Complete	Board
Identify Executive Director	12/01/2009	12/16/2009	Complete	Board
Establish Core HIE Team	12/01/2009	12/16/2009	Complete	ED
Review Bylaws and ensure compliance with State/Fed regulations	12/01/2009	12/16/2009	Complete	DHSS, Board, Core
Review governance policies to ensure compliance with State/Fed regulations	12/01/2009	01/20/2010	Complete	DHSS, Board, Core
Review privacy and security policies developed as part of HISPC revising as appropriate	12/01/2009	0/16/2010	Complete	DHSS, Board, Core

Principal Activities	Begin	End	Status	Responsible Party(ies)
Establish Advisory Workgroups (Community, Clinical, Technology and Community)	01/02/2010	03/17/2010	Complete	Core, Board
Set Board meeting schedule	12/16/2009	Ongoing	<ul style="list-style-type: none"> • Schedule Complete • Meetings Ongoing 	ED, Board
Develop sustainability plan and fee structure	06/01/2010	09/30/2010	Complete	ED, Board
Staff HIE	06/01/2010	09/30/2010	Complete	ED
FINANCE				
Secure accounting management consultant	01/01/2010	01/30/2010	Complete	ED
Review and approve draft financial policies	12/16/2009	01/16/2010	Complete	Board
Develop monthly financial reports	01/01/2010	01/30/2010	Complete	ED and FM
Develop amortization schedule for equipment	01/01/2010	01/30/2010	Complete	ED and FM
Secure audit consultant	01/01/2010	01/30/2010	Complete	ED
Develop fee schedule for participants	05/03/2010	10/20/2010	Complete	ED, Board
Identify other funding sources	01/02/2010	Ongoing	Ongoing	ED, Core, Board
TECHNICAL ARCHITECTURE				
Identify Technology Workgroup members	01/02/2010	02/21/2010	Complete	ED
Review and approve Technology Plan with input from the workgroups	02/21/2010	03/21/2010	Complete	ED, OC

Principal Activities	Begin	End	Status	Responsible Party(ies)
Review, revise and release RFP for HIE Vendor <ul style="list-style-type: none"> • Secure Project Management services • Use email to solicit feedback from Technology Workgroup regarding Request for Proposal (RFP) • Let RFP • Review and score responses • Vendor demonstrations • Select vendor 	06/01/2010	12/31/2010	Complete	ED, OC
Develop vendor contracts	09/30/2010	12/31/2010	On Track	ED, Legal
Secure Project Management Consultant	12/01/2010	12/30/2010	On Track	ED, Core
Develop implementation plan and schedule for HIE deployment <ul style="list-style-type: none"> • Define activities • Set milestones • Set timeline • Establish test, feedback loop, and corrective action • Identify pilot sites • Define training needs • Establish ongoing monitor/audit 	01/01/2011	01/31/2011	Complete	ED, Core, Selected Vendor
Implement HIE pilot (at least two large facilities, 20+ providers)	02/01/2011	06/30/2011	On Track	ED, Core, Selected Vendor
On Track Evaluate implementation and modify implementation process	04/15/2011	06/30/2011	On Track	ED, Core, Selected Vendor, Evaluator
Continue implementation of HIE to remainder of providers	07/01/2011	12/30/2011	On Track	ED, HITM, Core, Selected Vendor
Implement Personal Health Records (PHR)	07/01/2011	12/31/2011 and ongoing	On Track	ED, HITM, Core, Selected Vendor
Quality Assurance: Analysis of data integrity and audit of data access	9/1/2010	Ongoing	Ongoing	ED, Core
BUSINESS AND TECHNICAL OPERATIONS				

Principal Activities	Begin	End	Status	Responsible Party(ies)
Complete contracts for Legal, and Outreach Consultants	12/07/2009	01/16/2010	Complete	ED
Review and approve operating policies for the Alaska HIE	12/07/2009	06/30/2010 and ongoing as needed	Complete	DHSS, Board, ED
Initiate RFP process for HIE vendor selection <ul style="list-style-type: none"> • Select Review Committee • Review Request for Information (RFI) findings • Refine RFP and post • Review Responses • Vendor Demos • Select Vendor 	06/01/2010	12/31/2010	Complete	ED, Core, Board
Review and complete member participation agreements <ul style="list-style-type: none"> • Convene Legal Workgroup • Review agreements drafted during Health Information Security and Privacy Collaboration (HISPC) • Refine agreements and submit to members for review • Finalize agreements • Obtain member signatures 	09/01/2010	12/31/2010	<ul style="list-style-type: none"> • On Track • Contract Template – Complete • 51 Providers Signed • 1 Hospital Signed 	ED, Legal
Secure office location and furnishings	01/02/2010	02/21/2010	Complete	ED
Recruit and hire staff	01/02/2010	07/21/2010	Complete	ED
Purchase and install office equipment	01/02/2010	07/21/2010	Complete	ED
Develop monthly and quarterly financial reports	01/02/2010	02/21/2010	Complete	ED
Provide monthly progress reports to Board	01/16/2010	Ongoing	Ongoing	ED
Identify Outreach Workgroup members	01/02/2010	02/21/2010	Complete	ED

Principal Activities	Begin	End	Status	Responsible Party(ies)
Review and approve Communications Plan with input from the workgroups	02/21/2010	03/21/2010	Complete	ED, OC
Implement Communications Plan <ul style="list-style-type: none"> • Begin public media campaign • Develop and distribute quarterly newsletter • Keep website current • Meet with consumer and provider advocacy groups and associations 	03/01/2010	Ongoing	<ul style="list-style-type: none"> • Ongoing • Plan – complete • 2010 Newsletter – 4 published • Participated in 5 Group Meetings 	ED, OC
Consumer outreach <ul style="list-style-type: none"> • Develop and distribute consumer materials • Provider training for incorporation of HIE into consumer education • Meet with consumer advocacy groups 	01/01/2011	Ongoing	Ongoing	ED, OC
Participate in provider association meetings as available (6 per year)	01/02/2010	Ongoing	<ul style="list-style-type: none"> • Ongoing • Participated in 3 Association Meetings 	ED, OC
Hold consumer health fairs (annually)	06/02/2010	12/31/2011	<ul style="list-style-type: none"> • Ongoing • Participated in 1 fair 	ED, OC
Evaluate marketing activities, create feedback loop to identify what works, adjust marketing plan as needed	03/21/2010	Ongoing	<ul style="list-style-type: none"> • Ongoing • Marketing Workgroup in place and reviewing plan 	ED, OC, Evaluator
LEGAL AND POLICY				
Secure Legal counsel	01/02/2010	02/21/2010	Complete	ED
Review and approve draft privacy policies	01/21/2010	02/21/2010	Complete	Board, Legal
Identify Legal Workgroup members	01/02/2010	02/21/2010	Complete	ED, Legal
Develop data sharing and data use agreements	02/21/2010	06/16/2010	Complete	ED, Legal

Principal Activities	Begin	End	Status	Responsible Party(ies)
Review privacy policies, recommend and develop additional privacy and security policies	03/17/2010	06/16/2010	Complete	ED, Legal
Analysis of Alaska's privacy and security laws/regulations and recommendations for change	05/03/2010	10/20/2010	Complete	ED, Legal
Identify other privacy, security and legal issues and recommend strategies for addressing same	10/20/2010	Ongoing	Ongoing	ED, Legal