



Connecting Connecticut Through Health Information Technology

eHealthConnecticut Regional Extension Center

June 10, 2010

www.ehealthconnecticut.org



Background

- ▶ \$5.75 million awarded to eHealthConnecticut on 4/6/2010
- ▶ First 2 years of 4 year federal “Cooperative Agreement” with Office of the National Coordinator (ONC), Department of Health and Human Services, grant number 90RC0053
- ▶ Federal grant offers 9:1 match years 1-2, 1:9 match years 3-4
- ▶ 60 REC’s; only one REC for any geography; eHealthConnecticut is statewide



Purpose

- ▶ Help providers select, implement, achieve “meaningful use” of Electronic Health Records Systems
- ▶ Meaningful use includes ePrescribing, quality reporting, Health Information Exchange (approx. 25 criteria in preliminary rule; may be modified in final rule)
- ▶ Provider customers purchase services at greatly reduced rates to help them adopt HIT, position themselves for incentive payments. If qualified, providers must choose incentive program:
 - Up to \$44,000 – Medicare, **OR**
 - Up to \$63,750 - Medicaid



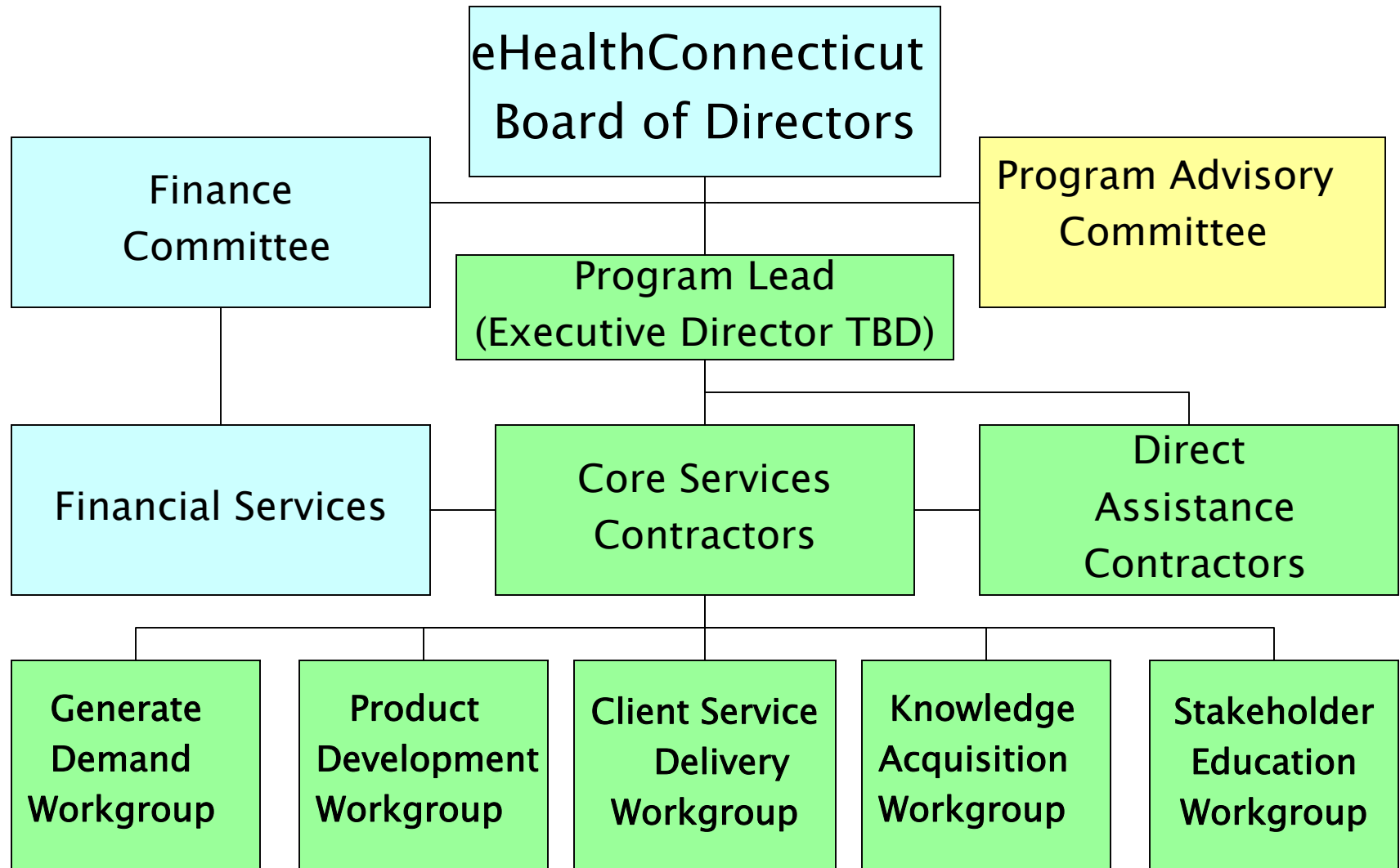
REC Mission and Vision

- ▶ **Mission** – Help Connecticut's providers select, implement, and achieve meaningful use of Electronic Health Records (EHR) systems in order to enhance health care quality, safety and efficiency.
- ▶ **Vision** – Serve at least 2,300 of the state's 8,000 practicing physicians during the next four years. In the first two years we will serve at least 1,308 “priority” providers, or those in small practices or caring for underserved patient populations.

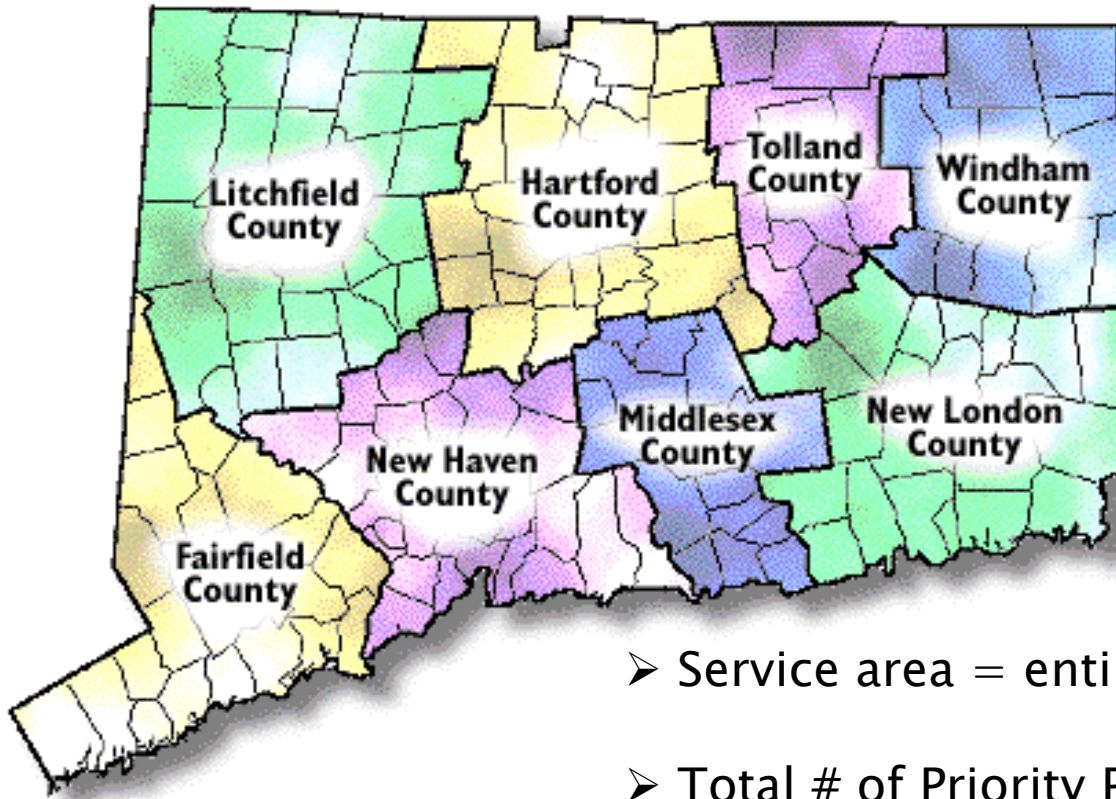
In the long term our objective is to have 80% of Connecticut's providers live with EHR systems and interoperating via Health Information Exchange.



Organization and Governance



Statewide Outreach



- Service area = entire state of CT
- Total # of Priority PCPs in the service area = 4,500
- Total # of PPCPs served in first 2 years = 1,308, or 29%



Outreach Strategy

- ▶ Leverage relationships with “Channel Partners” who can bring individual practices to the table
- ▶ Channel Partners are organizations that have provider members or otherwise can “aggregate” individual practices and help gain their commitment to be customers of the REC. Channel Partners can include IPA’s, PHO’s, community health center associations, hospitals, payers, and others
- ▶ Committed Channel Partners are:
 - CSMS-IPA
 - Medical Professional Services
 - Eastern Connecticut PHO
 - Yale New Haven Health System
 - Community Health Center Association of Connecticut (13 FQHC’s)

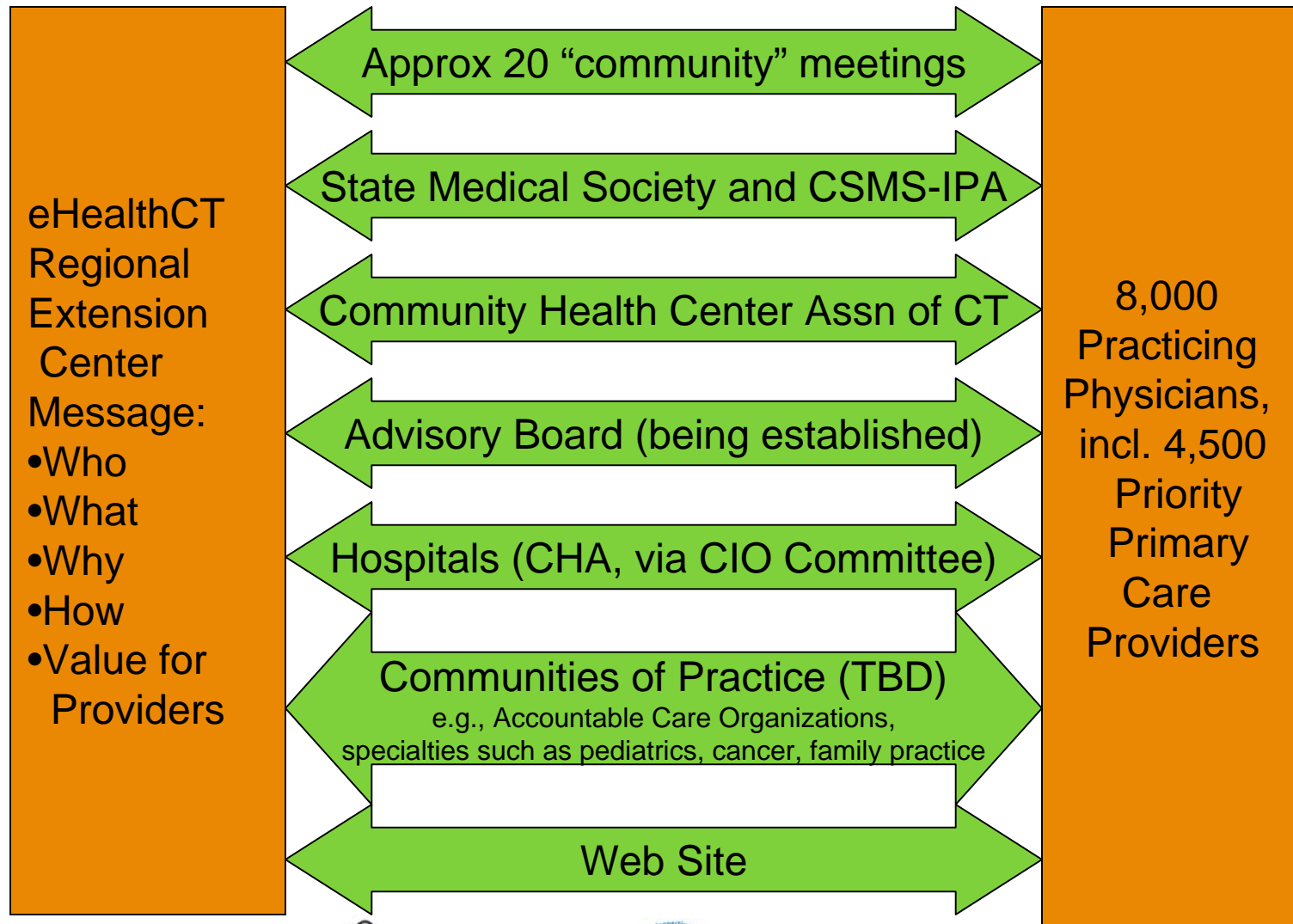


Outreach Strategy

- ▶ So far Channel Partners and direct customers have committed 472 provider customers (36% of 1,308 goal)
- ▶ We plan approximately 20 in-person sessions throughout the state during the summer months to recruit additional customers, via Channel Partners or directly



Leverage Multiple Strategies and Sources



Services

- ▶ Direct Assistance (multiple contractors): Providers pay approx. \$600 to receive \$3,700 worth of technical assistance:
 - Education
 - EHR Vendor Selection
 - Implementation Support
 - Practice Workflow Design
 - Quality Improvement
 - Meaningful Use Achievement
 - Privacy and Security, Health Information Exchange
- ▶ Potential opportunity for ongoing Information Services such as quality reporting



Products

- ▶ We plan to select a limited number of product solutions that can be offered via the REC:
 - Hosted EHR solution
 - Hardware/Network Infrastructure
 - On-going Support
 - Vendors will be required to guarantee Certification and Meaningful Use
 - Selected systems must be proven, yet state-of-market, and be offered at affordable price

- ▶ But providers can choose any certified EHR solution and receive REC assistance



Education Approach

- ▶ Identify Audiences
 - Direct Assistance Contractors
 - Providers (Various Roles in the Office)
 - Consumers
- ▶ Perform education Needs Assessment for each audience
- ▶ Develop curricula and course “modules”
- ▶ Student takes pre-test to determine needed courses, or content within a course
- ▶ Courses available for self-study online
- ▶ Options for instructor led delivery, either via Web or in person



Sample Education Modules for Providers

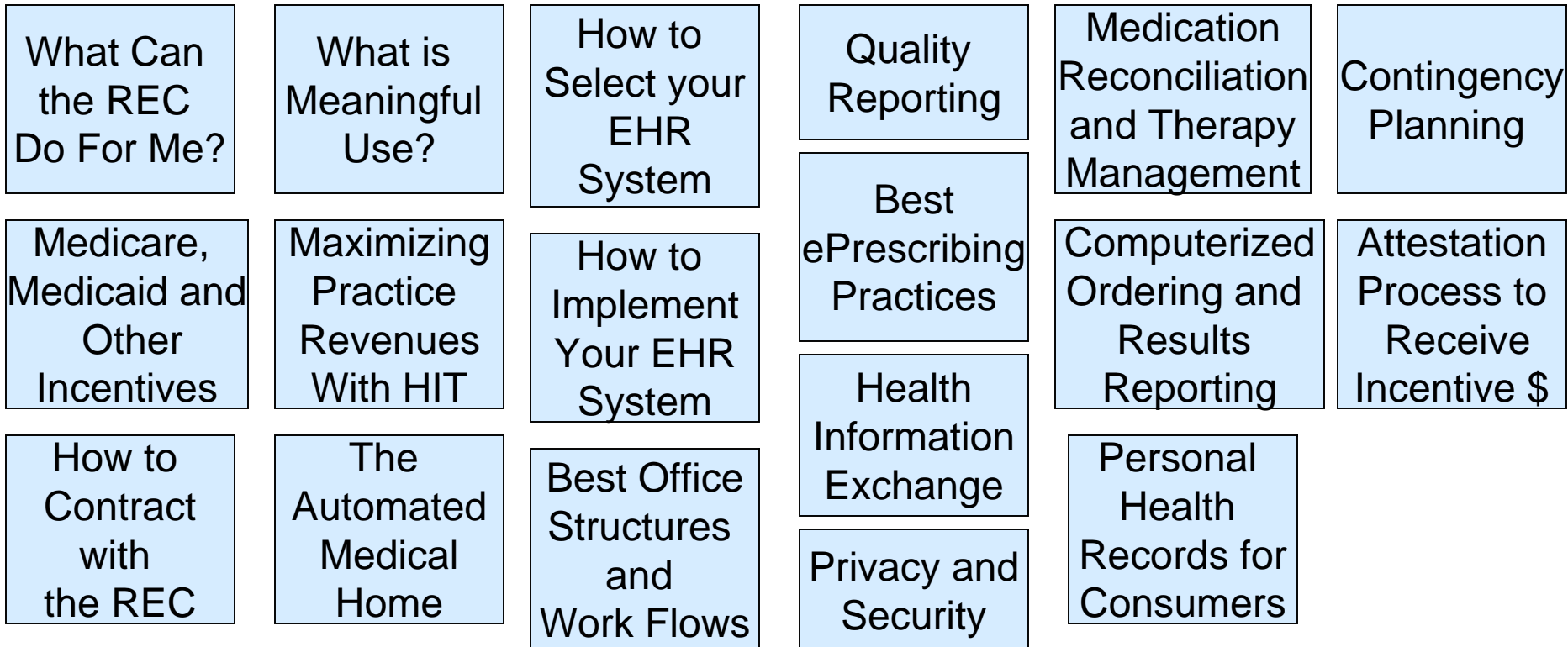
Understand the Value, Make the Commitment



Implement Your Solution



Realize the Value



System Capabilities

- ▶ Web-based system to interact with contractors, providers, federal project officials
- ▶ Website to provide information to general public
- ▶ Statewide database of practices, providers
- ▶ Online survey tool
 - EHR and meaningful use readiness assessments
 - Process for various parties to attest to achieving milestones, meaningful use
 - Ad hoc or periodic surveys
- ▶ Online, interactive education modules
- ▶ Knowledge library to store deliverables, best practices
- ▶ Reporting system to show provider status vs. milestones



Next 30 Days

- ▶ Budget Approval from ONC
- ▶ Establish Advisory Committee
- ▶ Develop Communications Plan
- ▶ Develop contracts
 - Provider customers
 - Core and Direct Assistance Contractors
- ▶ Issue RFP for bundled EHR solution
- ▶ Channel Partner meetings to recruit provider customers
- ▶ Develop web-based system to do business online
- ▶ Enroll customers (phone, email and web)



Key Success Factors

- ▶ Create awareness, statewide and fast
- ▶ Earn trust, establish our brand
- ▶ Hire Executive Director and staff
- ▶ Achieve sustainability
 - Build IT and human services that providers will buy
 - Financial support from purchasers/payers
- ▶ Collaborate effectively with DPH and DSS to develop consistent messages, leverage each other's strengths and capabilities



Discussion of Opportunities to Collaborate

- ▶ Develop shared messages
- ▶ Develop value propositions for our state and key stakeholders
- ▶ Data sharing contracts
- ▶ Privacy/Security education and materials
- ▶ HIE connectivity to meet Meaningful Use requirements
- ▶ One process/system to gather provider information
 - Readiness Assessments
 - Meaningful Use attestation
 - Surveys

