Closing the EHR Communication Gaps
(5/30 1:00 – 2:30 PM ET)

Presenters

Colleen O'Donnell, MSW, PMP, CHTS-IM
CIHS Director for HIT TTA
National Council for Behavioral Health
Washington, DC

David Penney BA, CCSP
Computer Systems Specialist
The Kent Center
Warwick, RI

Overview

- Quick review of terms

- PBHCI grant expectations
  - Current policies and procedures for health information exchange – walk through by David Penney, Kent Center, RI

- Recent breakthroughs in health information exchange

- Recommendations and next steps for grantees

NATIONAL COUNCIL
FOR BEHAVIORAL HEALTH
MENTAL HEALTH FIRST AID
Healthy Minds. Strong Communities.

Substance Abuse and Mental Health Services Administration
SAMHSA
www.samhsa.gov • 1-877-SAMHSA-7 (1-877-726-4727)

www.integration.samhsa.gov

Review of Terms

- HIE = Health Information Exchange – Two types
  - State and/or Regional HIE
  - Point-to-point exchange using secure electronic messaging (Nationwide Health Information Network (NwHIN) "Direct")

- Continuity of Care Record (CCR or CCD) = Transition of Care Summary
  - Problem list, medications list, medications allergies, lab results

- EHR = Electronic health record sytsem, contains patient health information

NATIONAL COUNCIL
FOR BEHAVIORAL HEALTH
MENTAL HEALTH FIRST AID
Healthy Minds. Strong Communities.

Substance Abuse and Mental Health Services Administration
SAMHSA
www.samhsa.gov • 1-877-SAMHSA-7 (1-877-726-4727)

www.integration.samhsa.gov

New Term - Protected Health Information (PHI)

Privacy Law or Organizational Policy	Definition
Title 38 Section 7332	Title 38 Section 7332 Protected Information: Drug Abuse, Alcoholism, HIV, Sickle Cell
42 CFR Part 2	42 CFR Part 2 Behavioral Health Protected Information
HIV	Policy for handling HIV or AIDS information, which will be afforded heightened confidentiality.
PSY	Policy for handling psychiatry information, which will be afforded heightened confidentiality.
DIA	Policy for handling information related to a diagnosis, health condition or health problem, which will be afforded heightened confidentiality.
SICKLE	Policy for handling information related to sickle cell disease , which will be afforded heightened confidentiality.

Kent Center, RI

Background

The Kent Center is a CMHC in Rhode Island servicing 4,170 consumers last fiscal year.

Typical communication was via FAX or "snail mail".

Limitations:

TIMELINESS – including fax wait, jamming etc

Accountability – who sent and when sent

Accuracy - is the paper record up to date

NATIONAL COUNCIL FOR BEHAVIORAL HEALTH
MENTAL HEALTH FIRST AID
Healthy Minds. Strong Communities.

Substance Abuse and Mental Health Services Administration
SAMHSA
www.samhsa.gov • 1-877-SAMHSA-7 (1-877-726-4727)

www.integration.samhsa.gov

Using NwHIN Direct – Getting an Account

Policies and Procedures for Implementation

Procedures – authorized staff only
- Create CCD, Zip and fileformat, save to designated file.
- Login to secure mail provider (www.mdemail.md), compose email, attach ccd zip. Send
- Send 2nd email with password

Policies cont'd

A password dialogue box will pop up.

Admission Status [1]

Jul 10

File Download ✕

File Download

Password:

Password must be between 8 and 10 characters, contain at least one uppercase letter, one number and one special character.

Download   Cancel

Code 296.80 Type: Primary Bipolar Disorder NOS

Code 309.81 Type: Secondary Post Traumatic Stress

Accessing CCR/CCD
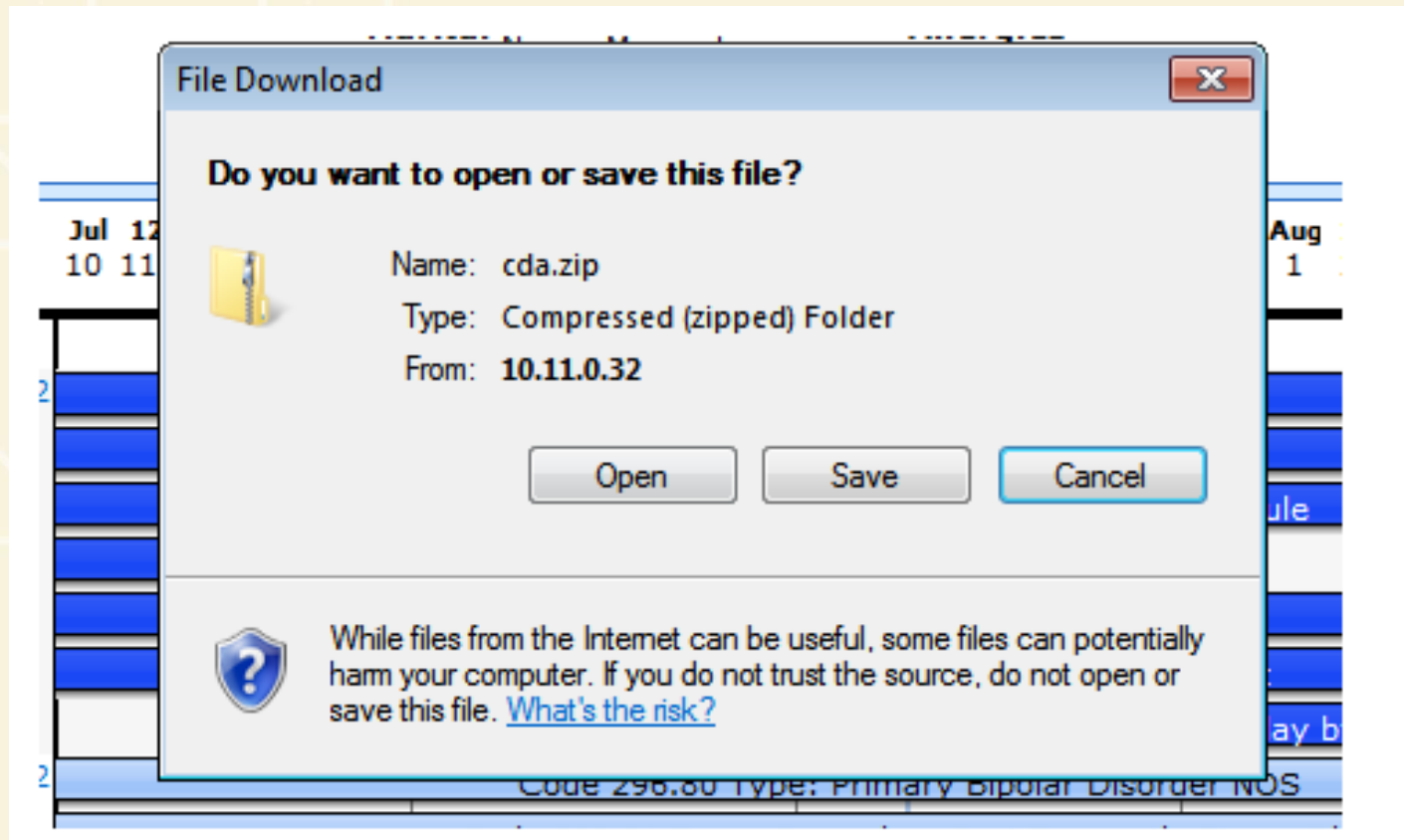
Managing CCR/CCD File Outside of EHR

The location the file is being saved to will be HI QI\CCDs.
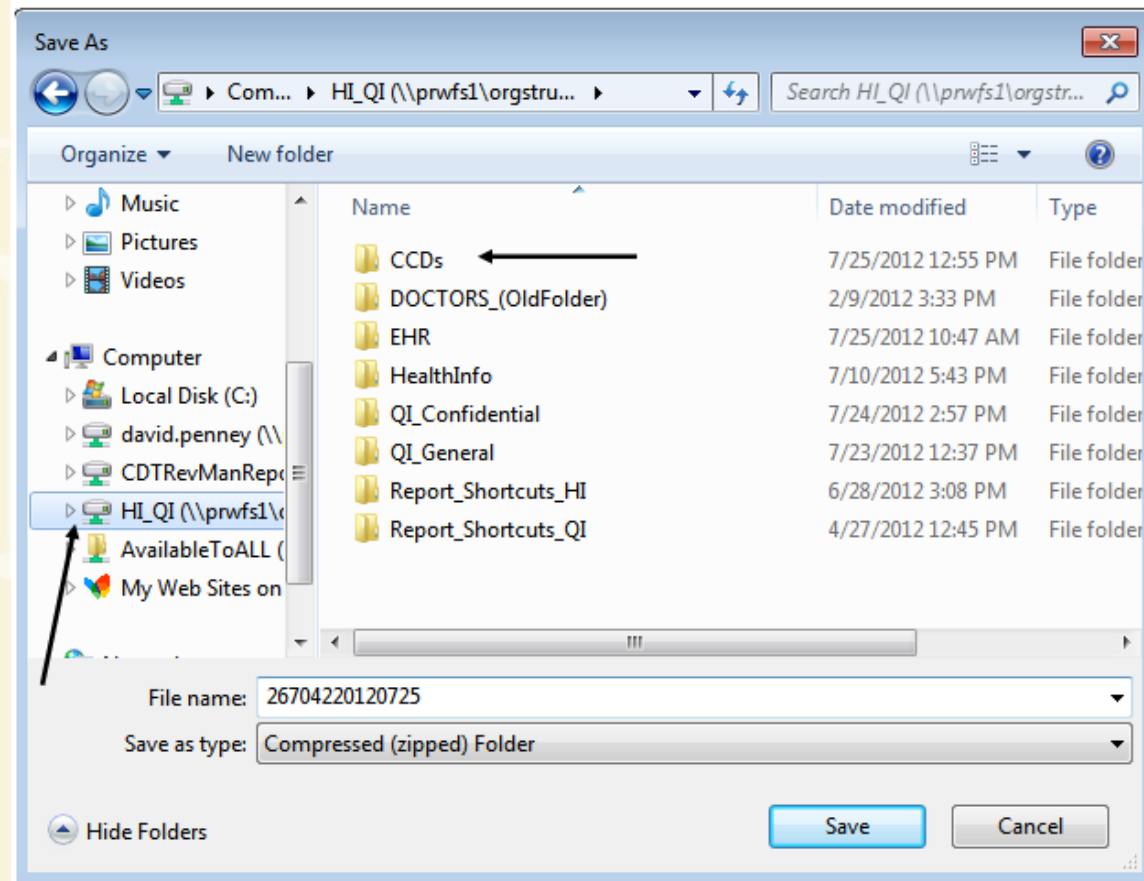
Sending to Authorized Provider
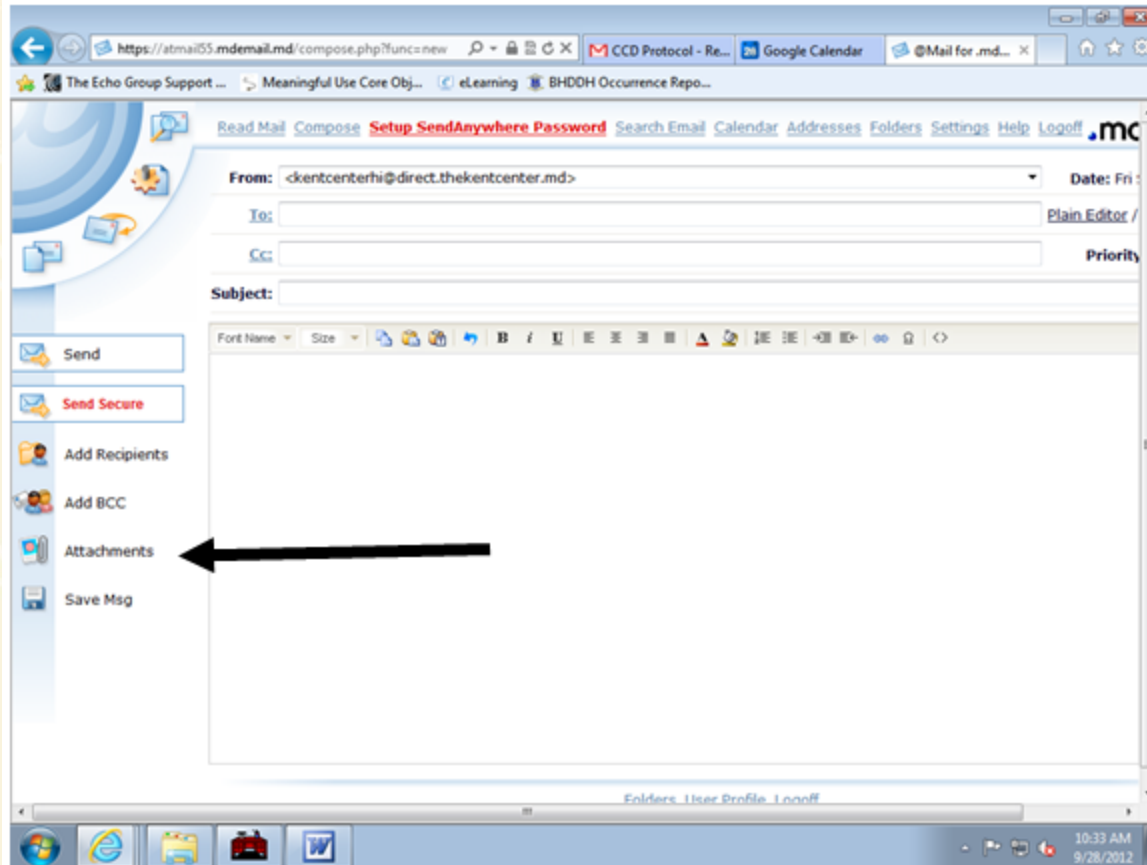
Sending to Provider, cont.

NATIONAL COUNCIL
FOR BEHAVIORAL HEALTH
MENTAL HEALTH FIRST AID
Healthy Minds. Strong Communities.

Substance Abuse and Mental Health Services Administration
SAMHSA
www.samhsa.gov • 1-877-SAMHSA-7 (1-877-726-4727)

www.integration.samhsa.gov
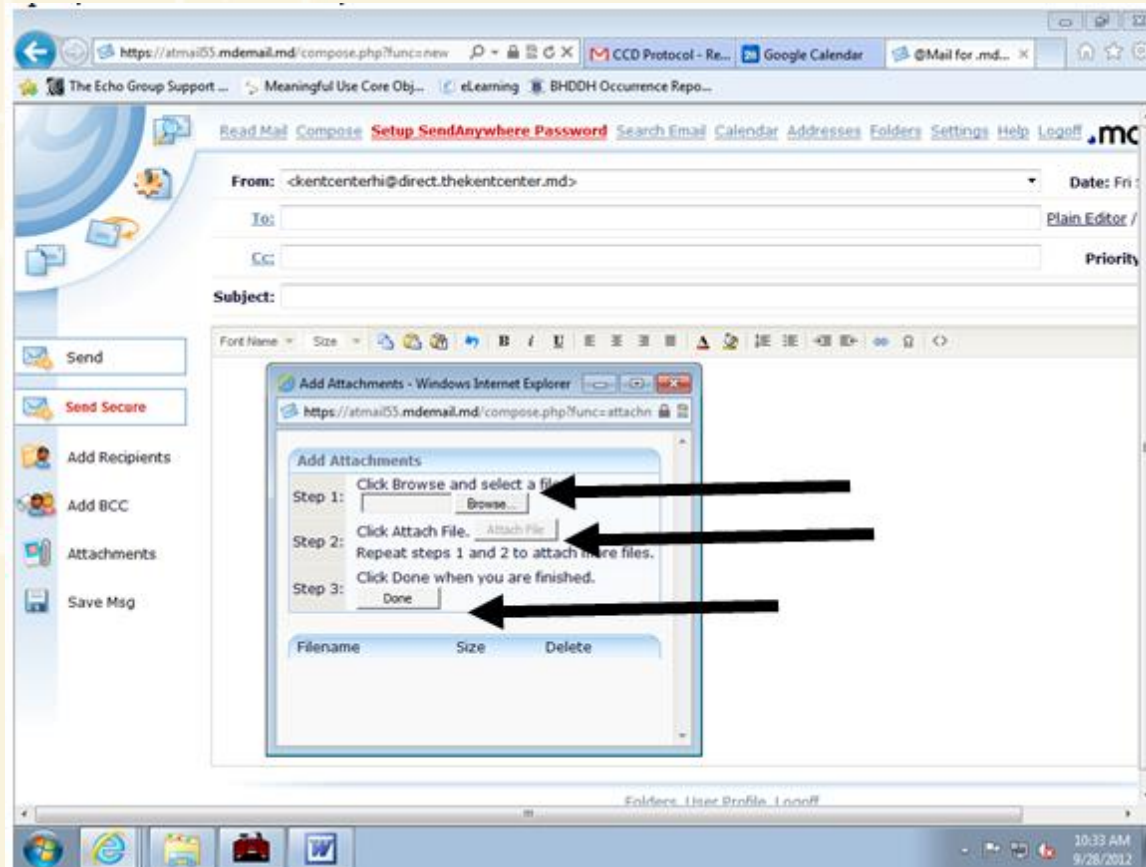
# Comments and Observations

- Only authorized users – trained in usage

- Normal ROI P&P followed

- Guidelines for regularly checking email.

- Pros
  - Quick response
  - Accurate information
- Cons
  - Cumbersome procedure with multiple steps
  - Software and compatibility issues can occur between agencies.

NATIONAL COUNCIL
FOR BEHAVIORAL HEALTH
MENTAL HEALTH FIRST AID
Healthy Minds. Strong Communities.

Substance Abuse and Mental Health Services Administration
SAMHSA
www.samhsa.gov • 1-877-SAMHSA-7 (1-877-726-4727)

www.integration.samhsa.gov

Guidance to PBHCI Grantees for HIE

- "Exchange patient health information" challenges

- State HIEs not prepared for BH

  - Grantees need a way to succeed – NwHIN Direct
  - BH needs way to achieve Meaningful Use

- Started local networks for exchange and engaged with State HIEs

- Raised the profile of BH in State and Regional HIE strategy and operations

Meeting the PBHCI Grant HIT-Related Expectations in the Bulleted List of Requirements

NATIONAL COUNCIL FOR BEHAVIORAL HEALTH
MENTAL HEALTH FIRST AID
Healthy Minds. Strong Communities.

Substance Abuse and Mental Health Services Administration
SAMHSA
www.samhsa.gov • 1-877-SAMHSA-7 (1-877-726-4727)

www.integration.samhsa.gov

Protected Health Information (PHI)

Privacy Law or Organizational Policy	Definition
Title 38 Section 7332	Title 38 Section 7332 Protected Information: Drug Abuse, Alcoholism, HIV, Sickle Cell
42 CFR Part 2	42 CFR Part 2 Behavioral Health Protected Information
HIV	Policy for handling HIV or AIDS information, which will be afforded heightened confidentiality.
PSY	Policy for handling psychiatry information, which will be afforded heightened confidentiality.
DIA	Policy for handling information related to a diagnosis, health condition or health problem, which will be afforded heightened confidentiality.
SICKLE	Policy for handling information related to sickle cell disease , which will be afforded heightened confidentiality.

http://www.hrsa.gov/healthit/toolbox/HealthITadoptiontoolbox/PrivacyandSecurity/underhipaa.html

"Data Segmentation for Privacy" (DS4P)
http://wiki.siframework.org/Data+Segmentation+for+Privacy+Homepage

STANDARD: HL7 Implementation Guide: Data Segmentation for Privacy (DS4P), Release 1 (Includes Content Profile, Profile for Direct, Profile for exchange)		
Capability	Standards/Profiles used by the HL7 DS4P R1 Standard	Specific Usage
Metadata Vocabularies (for Transport and/or Document Metadata)	*HL7 RefrainPolicy*	Conveys specific prohibitions on the use of disclosed health information (e.g. prohibition of redisclosure without consent)
	HL7 PurposeofUse	Conveys the purpose of the disclosure of health information (e.g. treatment, research, emergency)
	HL7 BasicConfidentialityCode Kind	Used to represent confidentiality codes associated with disclosed health information (e.g. restricted) as specified in the HL7 Healthcare Security Classification standard (HCS).
	HL7 ObligationCode	Used to convey specific obligations associated with disclosed health information (e.g. encryption)
	HL7 ActPolicyType	Used to convey a type of policy
	HL7 SensitivityPrivacyPolicy	Used to convey the sensitivity level of a specific policy

NATIONAL COUNCIL
FOR BEHAVIORAL HEALTH
MENTAL HEALTH FIRST AID
Healthy Minds. Strong Communities.

Substance Abuse and Mental Health Services Administration
SAMHSA
www.samhsa.gov • 1-877-SAMHSA-7 (1-877-726-4727)

www.integration.samhsa.gov

"Transition of Care Summary" Data

Consent2Share will check passengers

- PHI data rides along with the rest of the patient data in the Transition of Care Summary

- Consent2Share can recognize which data elements are BH PHI

NATIONAL COUNCIL
FOR BEHAVIORAL HEALTH
MENTAL HEALTH FIRST AID
Healthy Minds. Strong Communities.

Substance Abuse and Mental Health Services Administration
SAMHSA
www.samhsa.gov • 1-877-SAMHSA-7 (1-877-726-4727)

www.integration.samhsa.gov

METADATA PASSPORT

Protected Health Info

Consent2Share

Okay?

Not okay?

Stays behind. Rest summary goes

Leaves with "Transition of Care Summary")

NATIONAL COUNCIL
FOR BEHAVIORAL HEALTH
MENTAL HEALTH FIRST AID
Healthy Minds. Strong Communities.

Substance Abuse and Mental Health Services Administration
SAMHSA
www.samhsa.gov • 1-877-SAMHSA-7 (1-877-726-4727)

www.integration.samhsa.gov

Consent to Share (C2S) Example

1. Hospital Emergency Room.

2. Patient's informed consent.

3. NwHIN Direct Messaging.

4. C2S checks all PHI metadata passports before sending.

Hospital detoxification and inpatient SUD treatment unit.

NATIONAL COUNCIL FOR BEHAVIORAL HEALTH
MENTAL HEALTH FIRST AID
Healthy Minds. Strong Communities.

Substance Abuse and Mental Health Services Administration
SAMHSA
www.samhsa.gov • 1-877-SAMHSA-7 (1-877-726-4727)

www.integration.samhsa.gov

Consent to Share (C2S) Example

PBHCI receives full patient record with PHI.

FQHC receives patient record EXCEPT the PHI.
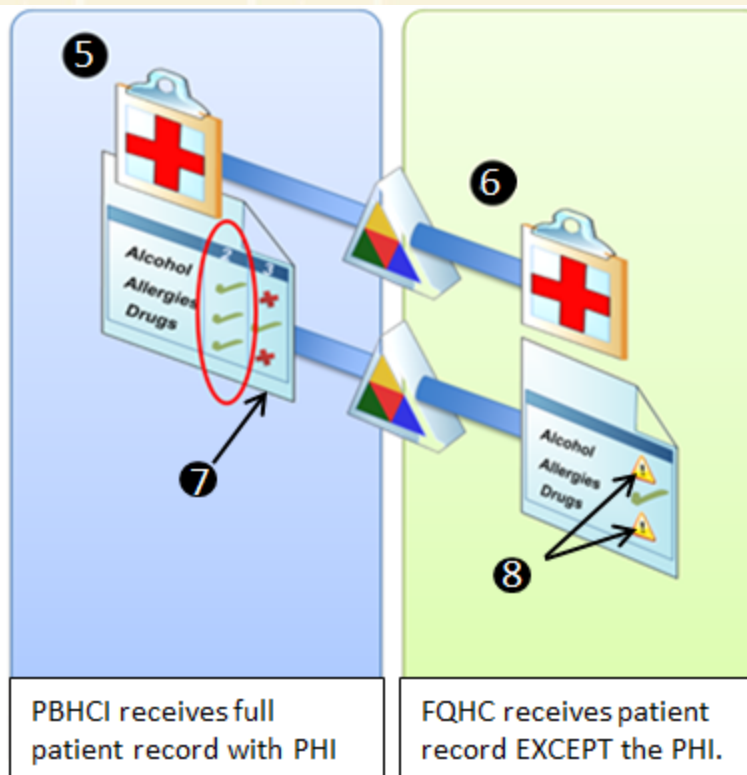
5. PBHCI EHR receives Direct message, full patient record

6. Refers to PC Partner for appointment using Direct

7. C2S checks all PHI metadata passports. No consent to re-release

8. PHI stays behind. Rest of patient info goes to FQHC

NATIONAL COUNCIL
FOR BEHAVIORAL HEALTH
MENTAL HEALTH FIRST AID
Healthy Minds. Strong Communities.

Substance Abuse and Mental Health Services Administration
SAMHSA
www.samhsa.gov • 1-877-SAMHSA-7 (1-877-726-4727)

www.integration.samhsa.gov

Videotaped Live Demo of C2S and Exchange

- Software and Technology Vendors' Association (SATVA)

- Trade organization for BH EHR vendors

- www.satva.org

Partial Demo on PracticeFusion
- Integration of NwHIN Direct into EHR workflow

NATIONAL COUNCIL
FOR BEHAVIORAL HEALTH
MENTAL HEALTH FIRST AID
Healthy Minds. Strong Communities.

Substance Abuse and Mental Health Services Administration
SAMHSA
www.samhsa.gov • 1-877-SAMHSA-7 (1-877-726-4727)

www.integration.samhsa.gov

Recommendations and Next Steps

- Get an NwHIN Direct account and exchange PBHCI patient data

- Understand summary health information sent and received
  http://www.integration.samhsa.gov/operations-administration/ten-minutes-at-a-time-library

- Talk to EHR vendor about their timeframes

- Incorporate into vision for integrated care

NATIONAL COUNCIL FOR BEHAVIORAL HEALTH
MENTAL HEALTH FIRST AID
Healthy Minds. Strong Communities.

Substance Abuse and Mental Health Services Administration
SAMHSA
www.samhsa.gov • 1-877-SAMHSA-7 (1-877-726-4727)

www.integration.samhsa.gov